



ANNUAL REPORT

2019-2020

PeelConnect Incorporated

ABN 64 897 216 442

PeelConnect Incorporated

Our Work in the Peel Region

We stand with the homeless. We work and contribute to overcome accommodation issues and co-morbid factors of mental health, drug and alcohol issues.

We stand in solidarity with our people who experience, or are vulnerable to, persistent disadvantage, and are thereby deprived of participating and contributing to the socioeconomics of our community.

We pursue systemic change, to ensure that people who experience, or are at risk of falling into disadvantage or exclusion, enjoy economic security and social inclusion. This means changing our service design and delivery so that people can access:

- Income for basic needs (shelter and food security),
- Education, training and support to attain decent work, and
- Support, providing care and enabling independence.



PCI Values

- We are fierce advocates for justice.
- We act with compassion and integrity.
- We are innovative and always learning.
- We are accountable, collaborative, respectful and inclusive.

These values guide our behaviour and work practices, and they influence how we interact with government agencies, not-for-profit groups, local charities, relief agencies, crisis care organisations, emergency food and financial services, agencies for children, youth and families, outreach services, foster care agencies, in-home services, program participants, volunteers, the homeless and the broader community.



PCI Constitutional Objects

- Operate mentoring, advocacy and counselling services to the disadvantaged, to relieve distress, illness, poverty and helplessness, and to improve quality of life.
- Strive to improve accommodation access.
- Operate and support the volunteer Night Carers to provide basic social contact, and emergency relief to the homeless.
- Collaborate with individuals and agencies to foster and nurture more effective community relationships for all in need.

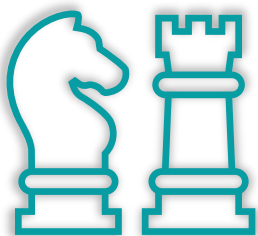
- Operate as not-for-profit association and everything incidental to achieve the Association's objects, with processes of continual planning and adaptation of services to meet client needs.



Outcomes and Strategic Objectives

Our resources, volunteers, partnerships and finances are focused on four outcomes. The strategic objectives, each linked to an outcome, articulate our choices about how we pursue these outcomes.

- Services that build inclusive communities.
- Homeless accommodation and support.
- A trusted voice on poverty and the disadvantaged.
- An inclusive, effective, efficient and agile organisation focusing on improved community collaboration, mental health and drug and alcohol misuse.



PCI Committee Secretary

Chairperson's Report

This has been an extraordinary year, and when extraordinary things happen, extraordinary people step up.

Despite the limitations and restrictions that caused the Night Carers and the Sewing Project to pause, the MACS team has continued, and they have carried out vital community support work.

Doreen has led the MACS group through this tough time. Her diligence, enthusiasm and commitment have been outstanding.

The Billy Dower Centre was closed, and MACS needed a new home. Christ's Church were most generous in initially providing the Leslie Street Anglican Community Centre to us for the cost of power only.

Later we signed a rental agreement that gives us a base until next July. We have options for the following 12 months too.

PeelConnect have been working collaboratively with other agencies, other committees, politicians, Peel Chamber of Commerce and Industry and the City of Mandurah.

This effort by many in our group has made PeelConnect very visible and at the forefront of community issues.

Being a group of volunteers puts us in a vulnerable position because volunteers can leave at any time.



Having ongoing information and training sessions is vital to our sustainability. Once again, we thank Doreen for undertaking this program.

As we move forward, the Night Cares will be out and about, the Mentors will be meeting with folk, the Sewing Project may change a little but options are being considered, the counsellors and supporters will be doing their bit and your Committee will continue looking after the nuts and bolts, seeking partners and ongoing funding.

Your Committee has had some changes throughout the year, Jacqueline Del Bravo, Rose Cull and Dennis Berry left our group, whilst Julie Bywaters joined us and took on the role of Deputy Chair, replacing Dale Mulvey (who remains on the Committee).

We had Jacques M Boonzaaier join us to take on the Secretary position from Rose Cull, who is still a Committee member and she continues her MACS work.

At this meeting, our treasurer will be giving her final report. Melissa Higgs has been outstanding in her service to PCI and she will assist our newest Committee member Olga Novoselskaia to take on the task.

Melissa has guided us to gain Charitable status allowing donations to PeelConnect to be tax deductible. Her help with grant applications and acquittals, keeping an eye on needs and expenditure have been a fantastic help.

So, thanks again Melissa for your years of diligence and sacrifice to PCI.

The high level of commitment by Committee members continues as each one strives for the best outcomes for PCI.

The need for accommodation in our region is paramount and we are looking at available private funding streams to develop a crisis accommodation facility that will support the possible Common Ground program, The Salvation Army facility in planning (27 transitional housing units) and the women's facility in Pinjarra (St Benedict's Women's Village).

We must be aware of the need to look after our own wellbeing and that of our volunteers too. The value that each one gives to the effort is priceless.

It has been an interesting year with PeelConnect pushing forward despite the restrictions. The value of our service to the vulnerable of Mandurah is seen and recognised. Every volunteer has endured and performed exceptionally.

You can be proud of your commitment and service!

I know that I am incredibly happy to be in the work with you all.



PCI Committee Chairperson

Financial Report

I am pleased to present the 2020 Balance Sheet and Income & Expenditure Statement as of 30 June 2020 for PeelConnect Incorporated. The surplus for the year of \$11,716 reflects the continued support of our generous donors, sponsors and grant fund providers, as well as the countless hours of volunteer services provided by our members, volunteers and other supporters in the community.

Our net cash position of \$50,662 (2019 \$27,213, an increase of \$23,449) reflects this surplus as well as the increase in Income in Advance, which accompanies unspent grant funds on 30 June 2020, of \$23,797. These unspent grant funds are committed to current programs and expenditure that will be reflected in next year's financial statements.

The following activities generated positive cash flow during the year:

- The Sewing for the Homeless program (net \$14,330);
- Fundraising (net \$4,430);
- MACS (net \$49);
- Administration costs (net \$11,825); and
- The shortfall on grant-funded projects (\$625).

Our MACS program was financially self-supporting due to the grant received from the Alcoa Pinjarra Refinery Community Partnership, donations from counselling services and substantial volunteer hours in both professional and support capacities.

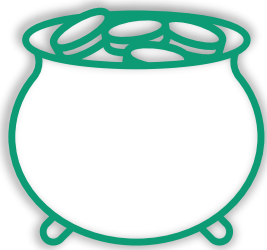
The Committee recognises that for MACS to be sustainable into the future, it is imperative that we continue to actively seek recurrent sources of funding for staffing, occupancy and vehicle costs.

During the year we were successful in achieving registration with both the Australian Charities and Not-for-Profits Commission and the Australian Taxation Office as a Deductible Gift Recipient. This means that donations received after 20 January 2020 are now eligible to be claimed as a tax deduction by the donor. The Committee continued to develop policies and procedures to ensure robust governance and accountability.

As in previous years, Moroney & Associates have generously agreed to review our financial records at no cost, and their review concluded that there is no material misstatement of Income or Expenses, and that the financial statements reflect a true and fair position of our organisation.

I would personally like to thank all the Committee members, past and present, that I have had the privilege of working with. PeelConnect has a dedicated team of volunteers serving in many ways and their energy and enthusiasm for effecting positive outcomes for everyone we seek to assist is inspirational.

I finish my role as Treasurer at this year's AGM and am proud of what has been achieved in the past three years, and I am confident that PeelConnect Incorporated will continue to grow and be recognised for the excellent advocacy and support it provides to those experiencing homelessness and hardship, and our spirit of collaboration, which is at the heart of everything we do.



PCI Committee Treasurer

MACS Program

Mentoring, Advocacy, Counselling and Support (MACS)

Operating Tuesdays and Wednesdays each week, MACS provides mentoring to those experiencing homelessness, and a fee-free counselling service to those limited by finances and long wait times.

MACS counsellors and mentors work with disadvantaged people to relieve distress, illness, homelessness, poverty and helplessness, to improve quality of life.

This daytime service interlinks well with the work of our Night Carers, where we have several volunteers holding both positions. The familiarity generated with those in the community provides a sense of trust and safety, a strong platform for growth.

Established in January 2019, and out of a home office, MACS has grown significantly since. Our first venue was generously supported by the City of Mandurah at the Billy Dower Youth Centre, before we were more recently offered space at the Anglican Community Centre, on Leslie Street where we are now based.

MACS has successfully completed five intakes of the volunteer training, and whilst numbers of volunteers fluctuate due to changing circumstances, we currently have a dedicated team of thirteen. We also have another six volunteers, currently on leave.

Five of our team are qualified counsellors who provide counselling via phone, outreach on occasion, and face-to-face at our offices. Our counsellors are supported in their work through membership of the Australian Counselling Association, individual and group professional supervision, and access to professional development opportunities.

MACS mentors consistently provide support to those in our community who are doing it tough. This free outreach service continues to grow and visitors to the Peel Community Kitchen have come to know and trust our mentors, looking forward to their regular visits. Mentors provide a safe place for the sharing of stories of disadvantage and struggle, highlighting the resilience of the human spirit.

Mentors not only provide a caring, listening presence, but also support in applying for housing, character references when appropriate, and information of other services that might be useful.

MACS further provides advocacy support such as accompaniment to attend court, printing and receiving of emails, or accompaniment to medical appointments. Our fee-free counselling service is attracting referrals from a local psychologist, Damian West, several job agencies such as Matchworks, APM, and AtWork Australia, in addition to Pat Thomas Refuge, Relationships Australia, Peel Health Campus, Department of Communities, Peel Health Campus, and many others.

We receive referrals to assist with applications for disability payments, accessing medical records and alleviating loneliness and social isolation.

As our community presence grows, our geographic location allows us to support many more people in our community.

MACS is in its second year of a two-year funding grant from Alcoa, which contributes toward our operating costs, and the City of Mandurah has provided three years of concurrent funding to contribute to training, marketing and the annual Celebrating Community Connections (CCC) dinner held by PeelConnect.

We also thank LotteryWest for funding to develop our new online software (PACS) to better manage client data and statistical collection across all PeelConnect programs. Implementation is underway and we will be able to contribute to local data and improve services in our community.

The addition of small grants such as the Shape Mandurah Soup money, have allowed MACS to further establish our services and attract 440 bookings for counselling during 2019-2020.

Our mentors reported more than 760 engagements with clients in the community, with 36 of these relationships leading to mentoring partnerships to work on a variety of issues.

We have supported several people into secure housing, responded effectively to situations of potential suicide, and provided intensive in-house and outreach support to clients experiencing severe mental health concerns.



MACS during COVID-19

This year has been a challenge for MACS, as it has been for many, due to the global pandemic.

Although MACS lost its venue at the Billy Dower Youth Centre when it was closed because of COVID-19 restrictions, our services were closed for only one week.

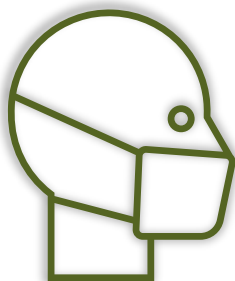
We quickly responded by sourcing additional mobile phones to provide telephone counselling, and briefly operating from a home office.

With thanks to Christs Church, we enjoyed the privilege of two months free rent at the Anglican Community Centre (ACC) before PeelConnect negotiated a twelve-month lease.

Despite briefly placing mentoring services on hold, we were determined to find ways to continue providing support for those people experiencing homelessness.

Many other homeless services closed, leaving these people struggling with increased social isolation.

After reviewing our policies and procedures, MACS could soon recommence mentoring with proper consideration of the health and safety of all concerned.



MACS Students on Placement

MACS continues to provide students with the opportunity of gaining workplace experience with the mentoring team to complete studies in community services, mental health, peer mental health support, counselling, etc.

Work Experienced NOT Cancelled at MACS



During the COVID-19 restrictions, while many agencies closed, or were unable to provide placement, MACS was able to expand its capacity to take students, which subsequently enabled us to temporarily open for an additional day each week.

Volunteer Training Complete



Feedback on MACS

Client feedback tells us that we are providing a valuable service to our community with comments like:

“[I am] much calmer, able to focus more and deal with issues as they arise.”

And:

Their [MACS] approach to the issue of privacy compliance demonstrates their awareness of feelings of vulnerability experienced by their client base in moments of crisis, illness, loneliness or fear.”

Recognition



Our clients are not the only beneficiaries, as some of our volunteers also attest through their positive feedback. One person in our team proclaimed:

“My skills have been sharpened, improved let alone equipped in helping the Australian community through voluntary work.”

And another said:

“I volunteer because it benefits and strengthens our community, and it has given me so much back by way of personal growth and added meaning to my life.”



In difficult times, the team of exceptional volunteers on the MACS Program have continued to deliver an amazing service to the community.

Well done and thank you everyone!

In the words of a neighbour, when undertaking a home visit:

“Keep up the good work! You guys are doing a great job.”

Pamper Time for Old Mate



PCI MACS Coordinator

2019-2020 Events

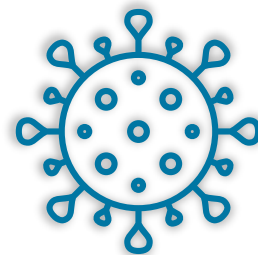
COVID-19 Impact

While COVID-19 affected us most in the second half of 2019-2020, with some programs, projects and events heavily affected, most of our work continued undisturbed. Night Carer's services stopped, and we hope they can continue again soon.

Work for the Dole's services (specifically the Sewing project) also stopped during this time, and with current Federal Government arrangements expected to remain until March 2021, it will be a while before the project can fire up again.

The Committee continued its work, meeting regularly, using new communication media options, and providing PeelConnect with the usual strategic direction and support.

The character and attitude of Committee members are such that all put in extra effort where necessary to help matters progress in both leadership and in taking responsibility for some operational activities as required.



Community Highlights

During 2019-2020 PeelConnect was involved with community events such as the Christmas Pageant, the Big Count and R U OK day 2019.

We hosted training such as First Aid Training and Safe Professional Boundaries in which other agencies also participated.

PeelConnect hosted the Christmas Dinner at Mandurah Foreshore for the homeless and disadvantaged; and would like to acknowledge sponsorships by Mineral Resources and Coles South Lakes.

Christmas Dinner on the Foreshore



We also facilitated fundraising events that promote community awareness of our work, such as the Bunnings Sausage Sizzles and a Public Raffle.

Donations from Community Angel – Karlene



Visit from David Templeman MLA



Celebrating Community Connections (CCC)

The PeelConnect Dinner was held on Thursday, 1 August 2019 at the Mandurah Offshore Fishing & Sailing Club. Heather Kell organised and coordinated the event, and she did a stellar job, overcoming many challenges.



A feedback survey was distributed via SurveyMonkey, and the evening was considered a great success by most of the survey respondents.

Heather prepared a report to the Committee in which she proposed several actions for the 2020 event based on lessons learned from the 2019 event.

The Committee would like to give special thanks to Heather for her wonderful efforts with this event.

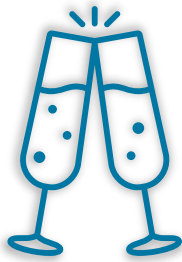
SurveyMonkey Responses		
Response	Rating	Global Benchmark
Excellent	~30%	~46%
Very Good	~61%	~36%
Good	~4%	~13%
Fair	~4%	~4%
Poor	0	~1%

We would also like to thank everyone who attended the dinner and with special appreciation to MOFSC, City of Mandurah, Peel Maternity, Red Cross, Bendigo Bank, those who made individual donations.

CCC Dinner 2019



Due to the impact of COVID-19, the 2020 Dinner had to be cancelled and the Committee decided to Celebrate Community Connections with a Certificate of Appreciation, offered to our guests and agencies who attended the 2019 event.



PCI Committee Secretary

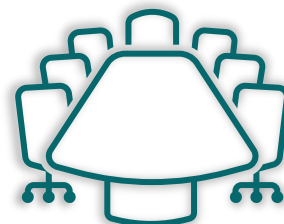
Corporate Governance

The Committee

The Committee is responsible for setting the strategic direction, development of policies, and management of the performance of the organisation. It is responsible for monitoring the performance of the activities of PeelConnect and overseeing its financial state.

It is also responsible for ensuring that risks are adequately managed. The Committee meets monthly.

Committee members on 30 June 2020	
Chairperson	Ron Withnell
Deputy Chairperson	July Bywaters
Treasurer	Melissa Higgs
Secretary	Jacques Boonzaaier
Ordinary Member	Dennis Berry
Ordinary Member	Jacqueline Del Bravo
Ordinary Member	Liz Sheridan
Ordinary Member	Dale Mulvey



Remuneration

Committee members volunteer their time and skills to PeelConnect and receive no remuneration.



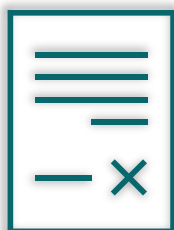
Risk Assessment

The Committee is responsible to identify, measure and assess business, legal, financial, and other risks in PeelConnect activities.



Adopting of Reports

The Committee receive and adopt the Treasurers reports and those of the auditors, the annual financial statements, and agree to the payment of the auditors, as well as transacting any other business at general meetings.



Audits and Accounts

Our Constitution (Rules of Association) requires that we keep financial records that correctly record and explain the transactions and financial position and performance of PeelConnect through the year. It enables true and fair financial statements comprising a Statement of Income & Expenditure for the year and a Balance Sheet.

As a Tier 1 Incorporated Association the annual financial statements are required to be reviewed before being submitted to the Annual General Meeting.

In order that monthly management and annual accounts represent best practice and are of the highest standard, PeelConnect complies with all applicable accounting standards and guidelines.

PeelConnect's external auditors are Moroney & Associates – Mandurah.



Performance Indicators

The Committee monitors the organisation's performance, from implementation of the mission statement and strategic plan through to the performance of the organisation against operating plans and financial budgets.

Performance indicators are reported to the Committee monthly and enable Committee members to monitor PeelConnect's performance in four main areas: Strategic Priorities, Governance, Organisational Capacity and the Impact of our Work.



PCI Committee Secretary

Appreciating Your Support

Thanks

We say "Thank You" to the generosity and support of those who share our values and vision; creating a unified community where all people experience hope, pride, wellbeing and connection.

Through this PeelConnect can achieve so much and make a real impact in people's lives. We are grateful to all who join us through financial support, as volunteers, and as partners in our mission to work for a better community.



Donors

Your financial contributions help us to help others.

It is this support that enables us to continue improving and extending our work with individuals, families and communities who face disadvantage and who require counselling and mentoring.

Money donations allow us to support the social and economic challenges that persistent homelessness presents in Mandurah. We recognise the kindness of people who give regularly, who give in response to our appeals and who might consider us in their wills.

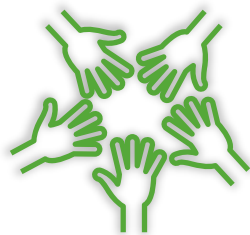
Thank you for your commitment to work toward a better society and a better tomorrow.



Volunteers

Thank you for all your efforts and goodwill. As participants in every part of the association, you share our concerns, develop public awareness and motivate others to get involved. Volunteers undertake a wide range of work, which includes visiting our community kitchens, attending community meetings on behalf of PeelConnect, supporting jobseekers, connecting with the homeless, and offering mentoring and counselling.

The invaluable contribution you make means we can continue to provide more support, to more people.

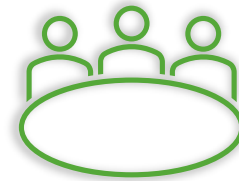


Partner Organisations

Our reach and impact in the community would not be possible without collaboration. The partnerships we have with agencies, local government, community groups, local companies and the City of Mandurah make PeelConnect flexible and strong.

Partnerships amplify our community impact, allowing us to drive positive social change, investigate causes of disadvantage, inform policy development, extend networks, strengthen our programs and develop models to improve our services.

As we work to overcome homelessness, we thank you for working alongside us.



PCI Committee Secretary

You can Change Lives

Donate – Fabric and Sewing Items

Proceeds from all donations support the work we do. We accept donations of fabric, sewing machines and other items used to support our Sewing project. Work-for-the-dole participants sew shopping bags and aprons for resale.

Whilst the Work-for-the-dole program is on hold due to COVID-19, we can still receive donations and find other ways to use it in similar or parallel programs or store it for later use. We can arrange for items to be collected anywhere in Mandurah.

Call: [0417 735 773](tel:0417735773)

Email: admin@peelconnect.com.au



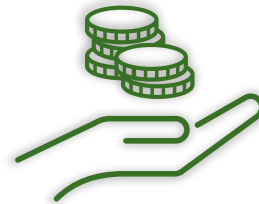
Donate – Money

PeelConnect is generously supported by many individuals, organisations and community groups. You can help us to help others by making a financial contribution.

We follow strict guidelines for Incorporated Organisations, Not-for-profits and Charities, and our own Rules of Association place a significant responsibility and accountability on us to ensure finances are legally obtained and applied for the purposes of the Association as defined by our constitution.

You can contact our Treasurer.

Email: accounts@peelconnect.com.au



Volunteer

We believe the best way to a non-discriminatory, better society is to engage everyone in looking after each other. This means volunteers are central to what we do and without them we would simply not exist.

If you would like to be part of our efforts to reduce disadvantage by offering your time and expertise to participate in or support our services and events, find a volunteer opportunity by visiting our website.

Website: www.peelconnect.com.au

Phone: [0417 735 773](tel:0417735773)

Email: admin@peelconnect.com.au

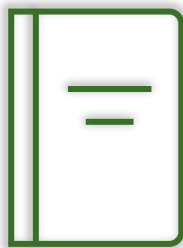


A Gift in Your Will

If you admire the work, we do at PeelConnect and want to help us create a better future for the next generation, please consider including a gift to PeelConnect in your Will.

To discuss how to do this, please contact our Treasurer.

Email: accounts@peelconnect.com.au



Learn More

To understand more about our work and about important social matters, view our website: www.peelconnect.com.au

Join us on Facebook:

www.facebook.com/PeelConnect/ or phone 0417 735 773



PCI Committee Secretary

Corporate Partnerships

We rely heavily on the business community for generous financial and non-financial support.

If you have an enquiry about partnering with PeelConnect, please contact our Secretary who can direct you to the relevant Program or Project Coordinator.

Email: admin@peelconnect.com.au

