



Cornerstone Contact Centre Annual Report 2019

About the work of Cornerstone

Throughout 2019 Cornerstone have continued to provide healthy cooked meals twice each week. We have provided over 10,000 meals this year. We offered various health services, flu immunisations, clothing provision, low cost glasses, material aid and pastoral care, with the support of partnering organisations. We commenced the 'One Dish at a Time' cooking life skills program which runs once per month. Along with several hundreds of food parcels, we provided clients with many winter coats and toiletries. Throughout the year we have provided ongoing and tailored support to around 25 asylum seekers and refugees. We have commencing the planning process to establish a community garden, working alongside a local service club. At Christmas, we celebrated a wonderful festive lunch with 150 people in attendance. We continue to care for vulnerable and marginalised individuals and families from Greater Dandenong and beyond, providing a valuable place of community along with much-needed practical support.





CORNERSTONE



Partner Organisations

During the year, we have partnered with Clean as Casper mobile shower service, Orange Sky portable laundry service, the Avalon Centre who provide clothing, a Bolton Clarke homeless person's health nurse, the Australian College of Optometry, and Rec Link. We have also enjoyed the support of the Lion's Club, the Rotary Club of Greater Dandenong, and a team from the ATO and Monash Health, who each partner with us to provide our community with ongoing meals.



Volunteers

Our core team of committed volunteers remains strong. We have had 2 high school students attend placement with Cornerstone, and have welcomed new volunteers. We have provided ongoing training with the development of cooking skills, food preparation and food delivery, in line with food handling policy standards. This year our long-standing volunteer Barb Carlin celebrated 20 years of volunteering with Cornerstone! We are so thankful for her support, along with that of the rest of the team.



Staff and Board

This year's elected team of board members are David Talathoti (Chair), Corey Van Garderen, Gloria Anderson, Grant Renkema, Jamie Maddaford, and Suzanne van Rooy.

In September Zillah Everett concluded in the role as CEO, and Samantha Singh concluded as Kitchen Manager. Board Member Gloria Anderson was interim CEO for three months. Juwita Jouhari was appointed as Kitchen Manager in November 2019. Naomi Paterson began the role as CEO in November.



Case studies

Maria started volunteering at Cornerstone many years ago. When her time as volunteer finished Maria continued to attend, as she loved the people she had come to know. Maria said "Being apart of Cornerstone has enriched my life greatly and I couldn't imagine Cornerstone not being in my life. I have built many connections which make me feel less isolated."

Jocelyn sees Cornerstone as her family. "Yes, I come for practical reasons like for food and to eat, but the bigger reason is for connection with people and to socialise." Jocelyn said, "Without Cornerstone life would be lonely. Cornerstone is a place I look forward to coming to." Over the years she has felt supported and welcome.

Moving forward: 2020 and beyond

A strategic plan has been finalised and new logos are in the process of being developed. The Cornerstone vision statement is underway. We continuing to connect with other services to rebuild additional supports for clients. We joined the Dandenong Consortium and have enjoyed the benefits of closer networking with other local agencies.

After several transitional years, Cornerstone has found a permanent home, and looks towards a move to the Dandenong Baptist Church on James Street in January of 2020. Alongside the use of the large church hall and kitchen for all of our Cornerstone community meals, we plan to re-establish a drop-in centre and office in the new building adjacent to the church. This is an exciting time, and we look towards the future of Cornerstone with great hope and with the expectation of greater opportunities ahead to build and nurture this vibrant community that we are so privileged to work with.