

Cornerstone Contact Centre *2023 Annual Report*

About the Work of Cornerstone

Cornerstone Contact Centre provides emergency relief, community meals and assistance to homeless and marginalised people in Greater Dandenong. We partner with other local agencies to provide comprehensive support and care for people who are struggling, whether their challenges be financial, addiction, mental health or due to unstable family life or accommodation.



The Cornerstone pathways to employment barista training program for disadvantaged community members was a big success in 2023.

Programs and food relief

The core programs of Cornerstone are community meals, a gardening club in our thriving community garden, emergency relief support, along with advocacy and referral work.

In 2023 Cornerstone provided over 14,000 cooked meals, assisting homeless and marginalised locals with our breakfast, lunch and dinner programs. We offer five meal programs each week, and the housing crisis and increasing cost of living has

meant a significant increase in community members requiring food support. Along with addressing food instability for people experiencing financial hardship, the meal programs are also a valuable source of friendship, community and support for our rough-sleeping friends. We are so thankful for the support of our funders, volunteers and hardworking staff, who all contribute so much to help Cornerstone assist locals who are desperately in need.

Advocacy Work

Advocacy work continues to be a strong focus for the Cornerstone Contact Centre team. We are involved with the Dandenong Project Zero, an initiative that is committed to reducing homelessness to a functional zero, the Greater Dandenong Anti-Poverty Consortium, and the Dandenong West Precinct Community Safety and Rooming House action groups. Each of these panels create valuable opportunities for the Cornerstone Contact Centre team to strengthen local partnerships, broaden our team's knowledge base, and advocate for our community.

Team



Staff and Volunteers

CEO – *Naomi Paterson*

Kitchen Manager – *Juwita Murgatroyd (JJ)*



CORNERSTONE

Cross-Cultural Worker – *Janik Joshua*

Regular Volunteers – *Barbara Carlin, Barbara Ashton, Debbie Jackson, Tarquin Davis, Julie McConaghy, Neil Davies, Nivo Uch*

Board

Chairperson – *Rev. Dr David Talathoti*

Vice Chair – *Mr. Jamie Maddaford*

Secretary – *Mr. Grant Renkema*

Treasurer – *Mr. Corey Van Garderen*

Board Member – *Ms. Gloria Anderson*

Board Member – *Ms. Suzanne Van Rooy*

Collaborations and Partnerships

Cornerstone Contact Centre continues to collaborate with many local services and agencies. This includes regular onsite partnerships with the following agencies;

- The Australian College of Optometry
- The Avalon Centre
- Bolton Clarke *Homeless Person's Program*
- Orange Sky
- One Voice

We extend our thanks to the organisations and agencies, their staff and volunteers, and thank them for the support that they provide to vulnerable community members.

Cornerstone Contact Centre enjoys the valuable support of Dandenong Baptist Church, where the many Cornerstone programs are based. With thanks to the Dandenong Baptist Church team, leadership and community for their ongoing support.

We continue to provide opportunities for placement students from Federation University, Chisholm TAFE and other institutes, and we partner with many other local agencies to provide vital referral services.



Cornerstone partner agencies and community members, with the One Voice shower truck, and harvesting tomatoes at Community Gardening Club.

Program Partners

Program partners provide regular meal programs, and support the Cornerstone Contact Centre community in a range of ways.

With thanks to our 2023 Program Partners:

- The Lions Club Greater Dandenong
- The Rotary Club of Greater Dandenong and Endeavour Hills
- The Lion's Club Supper Club
- Friends of the Children Foundation
- Noel's Social Services
- Reaching Out Because We Can and Servants of the Two Hearts



Cornerstone's Supporters and Sponsors

We are so thankful for the support we have received from our many sponsors, contributors and friends. Without your support, the important work of Cornerstone would not be possible. With special thanks to:

- Federal Government of Australia, with special thanks to the Honourable Julian Hill, MP.
- State Government, with special thanks to the Honourable Gabrielle Williams, MP.
- City of Greater Dandenong Council
- The Andrews Foundation
- Dandenong Baptist Church
- Dandenong Christian Reformed Church
- Dandenong Christian Reformed Church Opportunity Shop
- St Michael and St Luke Anglican Church
- Baptist Camping
- The Baptist Union of Victoria and BaptCare
- Street Smart
- Collier Charitable Foundation
- City of Casey
- Jack Brockhoff Foundation
- Grifols
- Scanlon Foundation
- Our many individual supporters.



Chairperson's Report – Rev. Dr David Talathoti

It is exciting to see the change that has taken place at Cornerstone Contact Centre over the past 12 months. There are many new programs and countless opportunities for community members to connect with the team, learn new skills, and transition into new chapters of their lives. Our CEO Naomi has done a fantastic job leading the organisation and team, and it is really pleasing to see Cornerstone in such a strong position.

This becomes increasingly important, as the difficult financial landscape means that more people than ever will be relying upon support in order to meet their day to day budgeting costs. We are seeing evidence of this already, as many new families rely upon Cornerstone for crucial material aid support.

The board are beginning to look towards the coming five to ten years, and beyond. Next year will be a time for creating a new vision, and ensuring that Cornerstone Contact Centre continues to respond directly to the changing needs and challenges of our community.

Moving Forward: 2024 and Beyond

We look forward to many exciting new projects and opportunities to support vulnerable community members in 2024 and beyond. This includes increased opportunities for change for disadvantaged community members, and more opportunities for community connections that have been brought about through tireless advocacy.

*"I will give thanks to you, Lord, with all my heart;
I will tell of all your wonderful deeds."*

Psalm 9:1



Cornerstone Financials 2023

Income and Expenditure Statement

Cornerstone Contact Centre Inc
For the year ended 31 December 2023

	2023	2022
Income		
Government Grants	75,062	99,112
Philanthropic Grants	71,000	20,000
Donations	105,682	75,461
Other Income	-	34,036
Interest Income	276	142
Total Income	252,020	228,751
Gross Surplus	252,020	228,751
Expenditure		
Staffing Expenses	145,667	138,142
Finance and Administration Expenses	18,064	27,195
Property Expenses	35,157	47,508
Program Expenses	33,737	28,731
Total Expenditure	232,626	241,576
Current Year Surplus (Deficit)	19,394	(12,826)

Assets and Liabilities Statement

Cornerstone Contact Centre Inc As at 31 December 2023

	NOTES	31 DEC 2023	31 DEC 2022
Assets			
Current Assets			
Cash and Cash Equivalents		75,484	63,563
GST Receivable		42	-
Total Current Assets		75,526	63,563
Non-Current Assets			
Other Non-Current Assets			
Motor Vehicle		58,097	58,097
Less Capital Grant for Purchase of Motor Vehicle		(50,000)	(50,000)
Less Depreciation Accumulated on Motor Vehicle		(8,097)	(8,097)
Kitchen Equipment		31,651	18,624
Less Depreciation Accumulated on Kitchen Equipment		(6,765)	(1,943)
Kitchen Upgrade		9,091	9,091
Less Depreciation Accumulated on Kitchen Upgrade		(1,220)	-
Total Non-Current Assets		32,757	25,772
Total Assets		108,283	89,335
Liabilities			
Current Liabilities			
Trade and Other Payables			
GST Payable		-	790
Accounts Payable		3,055	4,120
Employee Entitlements		3,340	5,727
Total Current Liabilities		6,396	10,638
Non-Current Liabilities			
Other Non-Current Liabilities			
ATO Integrated Client Acc		6,855	-
PAYG Withholdings Payable		-	5,413
Sundry Creditors		-	45
Suspense		-	(2,399)
Total Non-Current Liabilities		6,855	3,059
Total Liabilities		13,251	13,697
Net Assets		95,032	75,638
Member's Funds			
Accumulated Funds			
Current Year Earnings		19,394	(12,826)
Retained Earnings		75,638	88,464
Total Accumulated Funds		95,032	75,638
Total Member's Funds		95,032	75,638