



CORNERSTONE

connect • restore • grow

2025 ANNUAL REPORT

Cornerstone Contact Centre Inc.

Connecting disadvantaged locals with the support they need, restoring hope and dignity, and helping people grow to reach their full potential.



Cornerstone Contact Centre 2025 Annual Report

Chairperson's Report – Rev. Dr David Talathoti

As I write this report, it is an interesting opportunity to reflect upon the growth that Cornerstone Contact Centre has experienced, both in need and capacity, in 2025. It is exciting to see the way that our current programs have delivered measurable impact in targeted areas, with core programs scaled up significantly over the last twelve months in ways that directly respond to the needs of our community.

Early in 2024, the Cornerstone Contact Centre Board of Directors identified three key focus areas for the organisation as we move forward. These strategic focus areas are as follows;

- 1) the need to increase operation hours to meet the current local demand;
- 2) to provide increased mental health support; and
- 3) to increase support for people struggling with addiction.

In 2025, for the first time in our organisation's history, Cornerstone Contact Centre has been open every weekday. This increase in operational capacity comes at a time when local homelessness figures continue to rise, and more people struggle with housing instability, food scarcity, and cost-of-living challenges. The second focus area of increased mental health support has been a key area of growth for Cornerstone. This year, we formalised partnerships with two new primary and mental health agencies, meaning that Cornerstone community members can access immediate clinical support onsite. We also began the planning stage of several exciting mental health partnership projects that will begin in 2026.

It has been a privilege to serve as Chairperson for the Board, and I would like to thank our board members, our CEO Naomi Paterson, along with the staff and



volunteers, who all contribute in a significant way to the work of Cornerstone Contact Centre. I would also like to thank all of our supporters, without whom the work of Cornerstone would not be possible. It is a blessing and a privilege to be involved in the work of Cornerstone Contact Centre.

Rev Dr. David Talathoti
Chairperson

Chief Executive Officer's Report – Ms Naomi Paterson

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.

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 2025 Cornerstone provided over 21,000 cooked meals (an increase of more than 7 thousand meals per annum on previous years, thanks to our increased food relief capacity), assisting homeless and marginalised locals with our breakfast, lunch and

dinner programs. 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.

In 2025 the reach of Cornerstone Contact Centre expanded as we increased our hours of operation to open every weekday. We now run both a drop-in service and formal meal programs, along with many other community engagement programs throughout the week.

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 in need.



Community member James enjoying a delicious meal at Cornerstone

Team

We have a fantastic team of six staff and over 30 regular volunteers. A highlight for the team in 2025 was celebrating Barb Carlin's achievement of 25 years as a volunteer. What a phenomenal effort!



Above: Chairperson David Talathoti presents flowers to long-term volunteer Barb Carlin on the occasion of 25 years as a Cornerstone volunteer.

Staff

CEO – Naomi Paterson

Kitchen Manager – Juwita Murgatroyd (JJ)



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Cross-Cultural Worker – *Janik Joshua*
Community Worker – *Allen Gimena*
Community Worker – *Stephanie Price*
Administrative Assistant – *Ruchi Khandelwal*

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*

Our staff and volunteers continue to provide exceptional support for our community. It has been wonderful to see our team expand as we provide increased services and support to the community.

We have a large volunteer team of over 30 regular volunteers who help out in many different roles and are an incredible asset to the organisation. Their faithful service to the community has a tremendous impact and is greatly appreciated.

Collaborations and Partnerships

A highlight in 2025 was our new partnership with Street Side Medics. They provide onsite, mobile healthcare for people experiencing homelessness.

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
- Street Side Medics

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.



Bolton Clarke Homeless Person's Program nurses Julie (left) and Jennifer (right) with Street Side Medic's then Victorian State Manager Grant Fenton.

Cornerstone Contact Centre enjoys the valuable support of Dandenong Baptist Church, where the many Cornerstone programs are based. With thanks to the



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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.

Program Partners

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

With thanks to our 2025 Program Partners:

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



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.
- Victorian State Government, with special thanks to the Honourable Gabrielle Williams, MP, and to the Department of Families, Fairness and Housing.
- City of Greater Dandenong Council, with special thanks to Mayor, Deputy Mayor and Councillors.
- The Andrews Foundation
- Casey Outreach Opportunity Shop
- Dandenong Baptist Church
- Dandenong Christian Reformed Church
- Dandenong Christian Reformed Church Opportunity Shop
- St Michael and St Luke Anglican Church
- Street Smart
- Scanlon Foundation
- Waterford Villages Golf Committee
- Our many generous individual supporters.



Moving Forward: 2026 and Beyond

We look forward to many exciting new projects and opportunities to support vulnerable community members in 2026 and beyond. Our objectives are to focus on building up support for the Cornerstone community through the three target areas identified in 2024. These are; increased access hours for the Cornerstone community; increased mental health support for vulnerable locals; and increased support for people struggling with addiction.

As we continue to focus upon increased service provision, mental health support, and extra support for people who are struggling with addiction, our aim is to provide thorough and wholistic care for disadvantaged community members, whilst continuing to provide a safe and comfortable space.

We have some exciting projects underway that will be taking further shape in 2026, and we are excited for the future of Cornerstone Contact Centre as we continue to serve the local community.



Cornerstone Financials 2025

Income and Expenditure Statement

Cornerstone Contact Centre Inc
For the year ended 31 December 2025

	2025	2024
Income		
Fundraising	9,017	4,136
Funding - Government	272,900	57,000
Revenue - Corporate	14,475	85,679
Revenue - Give Now	11,289	11,096
Revenue - Individual	21,430	27,316
Revenue - Organisations	46,586	56,435
Revenue - Philanthropic	30,000	126,765
Interest Income	1,244	300
Other Income	726	279
Total Income	407,668	369,006
Cost of Sales		
Purchases for Fundraising	134	-
Total Cost of Sales	134	-
Gross Surplus	407,534	369,006
Expenditure		
Depreciation	5,108	6,020
Finance and Administration Expenses	16,162	17,249
Motor Vehicle Expenses	6,241	6,597
Property Expenses	43,233	34,097
Program Expenses	46,473	23,939
Staffing Expenses	279,433	182,853
Venue Hire	916	-
Project - Game Change	1,716	-
Total Expenditure	399,282	270,755
Current Year Surplus (Deficit)	8,252	98,251

Balance Sheet

Cornerstone Contact Centre Inc As at 31 December 2025

	31 DEC 2025	31 DEC 2024
Assets		
Current Assets		
Cash and Cash Equivalents		
CBA Cheque Account	10,715	59,971
CBA Dr Card	43	1,442
CBA High Interest	22	125,594
Bendigo Savings	30,685	-
Bendigo Trans Acc	4,811	-
Sandhurst Managed Fund	70,584	-
Total Cash and Cash Equivalents	116,859	187,008
Trade and Other Receivables	87,950	-
GST Receivable	-	75
Total Current Assets	204,809	187,083
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	33,927	33,927
Less Depreciation Accumulated on Kitchen Equipment	(15,059)	(11,210)
Kitchen Upgrade	9,091	9,091
Less Depreciation Accumulated on Kitchen Upgrade	(4,054)	(2,795)
Total Non-Current Assets	23,904	29,013
Total Assets	228,714	216,095
Liabilities		
Current Liabilities		
GST Payable	4,887	-
Accounts Payable	-	3,455
ATO Integrated Client Acc	5,128	9,753
Rounding	-	-
Employee Entitlements	16,027	6,915
Wages Payable - Payroll	414	-
Salary Packaging Clearing account	724	2,690
Total Liabilities	27,180	22,813
Net Assets	201,534	193,283
Accumulated Funds		
Current Year Earnings	8,252	98,251
Retained Earnings	193,283	95,032
Total Accumulated Funds	201,534	193,283



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Statement By Members of the Committee

Cornerstone Contact Centre Inc For the year ended 31 December 2025

The committee has prepared this financial report in accordance with the accounting policies outlined in note 1 to the financial statements.

In the opinion of the committee, the financial report as set out in pages 4 to 8:

1/ Presents a true and fair view of the financial position of Cornerstone Contact Centre Inc as at 31 December 2025 and its and performance during the year ended on that date.

2/ At the date of this statement there are reasonable grounds to believe that Cornerstone Contact Centre Inc will be able to pay its debts as and when they fall due.

3/ The financial statements and notes satisfy the requirements of the Australian Charities and Not-For-Profits Commission Act 2012

and the Associations Incorporation Reform Act 2012 (Vic)

This Statement is made in accordance with a resolution of the committee and is signed on behalf of the committee by:


.....
David Talathoti
.....
Cornelis Van Garderen

Dated: 17/04 2026

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CORNERSTONE CONTACT CENTRE INC A.B.N. 75 812 792 400

From the matters communicated with the members, we determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. We describe these matters in our auditors' report unless law or regulation preclude public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Name of Firm: CharterHouse & Co Auditors Pty Ltd

Name of Director: 
.....
Kerpel S Harnam – Director

Address: 480 Collins Street, Melbourne VIC 3000

Dated this 30th **day of** April 2026