

MarionLIFE



ANNUAL REPORT
2020 - 21



Contents

Chair Report	1
Director's Report	2 - 3
Community Meal	4
Student Placements	4
Women Together	5
Garden Tool Library	5
Tax Help	5
Emergency Relief	6
Christmas Day Lunch	6
Boost	7
Marion Mugs	7
MarionLIFE Youth	8
Brekky For Blokes	8
MarionLIFE Hunger Walk	8
Big Dish Up	9
Community Connections Program	9
Finance Report	9
Supporters	10
MarionLIFE Contact & Support	10

Chair Report 2021

Peter Fowler, Chairperson, MarionLIFE Board of Governance



MarionLIFE has continued to provide support to those in need in our community and practical help through the challenging times that flowed from COVID19. For the first time, some people are finding themselves in hardship and seeking support and community connection.

Our staff, led by Leighton Boyd and in conjunction with Lauren Bonnet, have continued to provide consistent leadership focused on person-centred services to our client base.

We have moved to the next stage in the process toward accreditation under the Australian Service Excellence Standard. The Board sees this accreditation as a further step in the organisation's maturity and demonstrates the commitment to accountability and consistent service delivery.

Our over 100 dedicated volunteers have continued to contribute in so many ways in often changing and challenging circumstances. These people generously give their time with good heart and spirit to help those lonely, less fortunate, and facing other adversity. I thank them most sincerely for their ongoing commitment.

We continue to receive support from our State and Commonwealth Governments, Marion City Council, Marion Church of Christ, and individual benefactors. The Board is most grateful for this support and diligently stewards these grants and gifts.

As a result of a government funding grant, we have been able to introduce a new service, Community Connections, that allows for short term case management for particular participants that aims to assist them in redeveloping connections within the community.

We have welcomed two new members, Robert Ewers and Nick Andrews, and both will bring new skills to the Board and into the future. A long-serving member Clare Ashley has advised that she will not stand for election, and I thank her for her valuable contribution.

MarionLIFE continues to develop as a community hub with several likeminded organisations using our facilities to provide their specialised services in the local area.

I look forward to continuing to serve.

Sincerely

Peter Fowler
Chair

MarionLIFE

Stories of
HOPE

“Best Christmas Day Lunch I have been to, loved the food and really loved the welcoming volunteers, made it feel like it was a family.”
Christmas Day Lunch attendee

MarionLIFE Community Services Director's Report 2021



It is wonderful to work at a place that provides so much encouragement – I am encouraged by our nine staff, 100+ volunteers, and many supporters. You are the people who give life to MarionLIFE! 2020-2021 was our 35th year in operation, still from the same homely centre in Mitchell Park. Over time, as is practice, our people and programs have changed to adapt to the needs and strengths of the community, but our heart remains the same. I'm very aware that we could not continue to do this work well without the trust of people who access our services. This has been built over many years and I consider it a privilege to be part of leading an organisation with this history and to be a part of continuing this for the future.

Our Mission: MarionLIFE Community Services is a not-for-profit community organisation that strives to provide meaningful, flexible and responsive care, support and pathways to individuals and families in need.

Our Vision: We aim to express the love of God through relationships and services that enrich lives, maximise independence and provide hope.

MarionLIFE Community Services Inc. Board of Governance

Peter Fowler – Chairperson

Kate Cross – Vice-Chair and Compliance

Steve Sherrah – Treasurer (part-year)

Clare Ashley – Secretary

Janine Lambert – Partnerships

Rebecca Scott – Public Image

Robert Ewers – Human Resources

Nick Andrews – Collaborations

Leighton Boyd – (Executive) Director

A warm welcome to Robert Ewers and Nick Andrews who have both joined our Board in the last year, they both bring excellent, considered insight for our organisation and a heart for community service work. Thank you to Clare Ashley who will be finishing up at our coming AGM later this year for her six years of service, and thank you to Steve Sherrah who finished up in his Board role during

the year after seven years of service. Steve has moved to our operations team as Finance Officer and we're pleased he is continuing his involvement with MarionLIFE. We are looking forward to welcoming a new Treasurer soon.

Our work continues across a few main focus areas:

- Crisis Support – meeting immediate need and facilitating connection into ongoing supports
- Community Development – working with the strengths of the people in our neighbourhood to shape what we do
- Social Groups – sharing life, conversation and this usually involves food too!
- Adult Community Education – from cooking courses, to digital literacy and preparing for study and work courses

An area of increasing opportunity is our work alongside people from a refugee background, particularly in partnership with the Australian Refugee Association (ARA). We are pleased to host a couple of ARA staff who work out of our centre one day a week, plus jointly working on a community group called Women Together that welcomes all women to share and learn with each other. ARA have also been integral in the expansion of Boost, our Business Incubator, which provides tailored business coaching and support to people from a refugee background with a business idea.

We are also pleased to host staff on site from Uniting Communities (Financial Capability support), Life Without Barriers (Alcohol and Other Drug support) and UnitingCare Wesley Bowden (Financial Counselling). These connections provide ease of access to community members seeking support services, and we look forward to continuing and building on these organisational relationships.

You may have noticed some extra colour on and around our building! We were grateful to run a 'placemaking' project this year to help the external areas of our centre match the insides (so-to-speak) – welcoming, fun and connected. Thank you to our Services Coordinator Lauren for facilitating this project, and our Social Work students for their amazing support, volunteers who came on site for a working bee, to Community Centres SA and the State Government for their leadership and funding support.

MarionLIFE

Stories of HOPE

“To me you are like a family I see every Friday and that’s what I am grateful for.”
MarionLIFE Youth attendee

Lastly, I wanted to highlight that this year two extraordinary people, Elaine and Dennis Murton who both retired from volunteering with MarionLIFE, giving 35 years and 21 years of service respectively. We held a celebration event to acknowledge their service and were joined by many past and present people who have made MarionLIFE – a special afternoon. Elaine and Dennis reflected on the celebration, saying:

“Thank you for the thank you luncheon and presentations..., it was an overwhelming day and an honour to be remembered in this way. I think you know that the work we both did was reward enough anyway in the joy it gave to us. Blessings, Elaine and Dennis.”

Thank you again for making this work possible. I encourage you to read our full Annual Report to learn more about the stories and people that are MarionLIFE Community Services – and I invite you to continue with us for the year ahead.

You can make a tax deductible donation towards our work online at www.givenow.com.au/marionlife

You can learn more about MarionLIFE by visiting our website www.marionlife.org.au

Yours Faithfully,

Leighton Boyd
Director



Phone:
82770304



Email:
info@marionlife.org.au



Website:
www.marionlife.org.au



Donate:
www.givenow.com.au/marionlife



Facebook:
www.facebook.com/marionlifecommunityservices



Twitter:
www.twitter.com/MarionLIFEinc



Instagram:
www.instagram.com/marionlifecommunityservices



YouTube:
https://www.youtube.com/channel/UCrConZeep5d_JqmMEFDoKJw



LinkedIn:
<https://au.linkedin.com/company/marionlife-community-services>



Community Meal

Ruth Pares and Janet Turner, Team Leaders

Another year has gone, and we keep learning how to live in a world where COVID is present. This is no different for our Community Meal. We have been able to keep true to our vision of building Community while sharing a plate of food, and most times even a second serve. We continued providing our two-course meal service on the 1st and 3rd Thursday of the month, except for the lock down week. We even managed to dish up over 2,000 meals (mains and desserts) this year. However, we had to adapt our service following our COVID-Safe Plan. Now we have more tables, with only 4 people allowed to sit at each one of them. This meant that we had to grow the number of Front of House volunteers. On the Community Meal's evening, our participants check-in upon arrival and remain seated for the duration of the meal, while our friendly Front of House volunteers serve them with a beverage to start the evening. In addition, once our Kitchen volunteers finish dishing up the main meal, our Front of House volunteers serve each participant at their table. Then it is time for dessert. This year we have been very fortunate as one of our Kitchen volunteers, Karyn Camac, has taken ownership of desserts. This not only makes it a bit easier for our Kitchen volunteers but also our participants enjoy her creations. All of this has made our Community Meal feel more like a lovely restaurant experience. Finally, we are incredibly grateful for the resilience our participants and volunteers have shown during this time and we are hopeful and excited about the future.

Student Placements

Lauren Bonnet, Services Coordinator

Tristan Prentice, MarionLIFE Youth Facilitator

This past year MarionLIFE has yet again been privileged to welcome some amazing Flinders University Social Work students who not only roll up their sleeves and help practically in many ways across the centre but do so while building beautiful rapport and relationships with our community.

Karmin and Shalik kicked off our placemaking project by conducting some fun community engagement activities with our neighbourhood to understand what changes to the physical space of our centre the community would most value, and to also create a brief to give to our artist who painted a mural for our centre. Tasnim and Bec then came on board to spearhead the implementation of the placemaking project, and even got Bunnings Warehouse staff to support with painting and creating for the project, alongside some amazing community volunteers who gave their time to a working day to finish it all off!

Both semesters were placements offered as part of the Community Centres SA student placement model, which provides additional learning input and support, including some great workshops on community development, placemaking and community needs analysis.

Our students work tirelessly while on placement for the few months they are with us, across our groups and in our Emergency Relief program- we miss them all when they finish up but trust that our community have left them with lots of learnings that they take with them into their future careers. Our best wishes to them for the future!

The MarionLIFE Youth Program also welcomed Sarah, Drew, and Michael from educational organisations Tabor Adelaide, Torrens University and SA Learning Centre in the past 12 months. All three have supported and assisted the program and learnt the craft of youth work by getting first hand practical experience and an important amount of experience for the field in their futures in the industry.





Women Together

Lauren Bonnet, Services Coordinator

This year in Women Together we again did plenty of sharing with and learning from one another, across many cultural groups and backgrounds. We learnt to cook various cultural foods, tried our hand at some textile art, we celebrated citizenships, baby showers, 1st birthday parties, Eid, Christmas and even did some Tai Chi and Zumba together! There is never a dull moment, and we are always happy to welcome new women from our wider community, so don't hesitate to drop in on a Wednesday! We are grateful to be running this group in collaboration with the Australian Refugee Association and their volunteers also.

Some things we love about our group, according to our participants:

"Nice, talk with people make me happy. I got someone to hear me".

"Learning different culture and activities".

"Meeting women from other countries traditions and religions".

Women Together runs Wednesdays 1:30pm-3pm throughout school terms, in the Side Gate Café area.

Garden Tool Library

Lauren Bonnet, Services Coordinator

As winter turned to spring, our amazing Garden and Tool Library volunteer Denise was - as always - well prepared to manage the many bookings from Junction housing tenants and wider community to borrow the mowers and whipper snippers to spruce up their gardens. The library is open on Tuesdays, as is the community garden, and people are always welcome to come down and have a cuppa in the garden, get their hands dirty in the veggie patches, or arrange to borrow tools through our reception. Hiring is open to all in our area and is very low cost (free for Junction Tenants).



Tax Help

Ed Jackson, Tax Help Volunteer

Each year from late-July through to late-October MarionLIFE offers Tax Help. We had around half a dozen appointments per week in 2021. This service provides support for people to have tax completed for free. The Australian Tax Office supplies training and resources for our organisation.



Emergency Relief

Lauren Bonnet, Services Coordinator

The challenges of COVID-19 continue to impact our community, especially those who access emergency and crisis support at MarionLIFE, in diverse and oftentimes very significant ways. These are on top of pre-existing challenges experienced by many, especially those living on Job Seeker payments. With housing stress and unaffordability increasing across the state, this has direct impact on the lives of those we support, alongside mental health challenges and other systemic factors which lead to food insecurity for households. We continue to be very thankful for the volunteers who make this service possible, and to the donors who ensure we have stock in our pantry to give as a filler before people can access a Foodbank Hub, and for financial donations contributing to some of the other material supports offered through this service.

Our community is resilient, strong and continue to look out for one another. We consider it a privilege to play a part in this way, through this service. We work collaboratively with several organisations, to offer wrap-around services

onsite or externally, some of which include financial counselling and budgeting, NDIS and carer support, utility and bill payments, counselling and mental health services, domestic violence support, housing, settlement and community connection. We continue to see demand exceed our capacity, and always welcome financial contributions, pantry, hygiene donations and if you have the right skill sets, please consider volunteering in reception or emergency relief interviewing.

“It was a great privilege to be helpful by the wonderful ladies at MarionLIFE. Thank you.” - Community Member accessing Emergency Relief

“Friendly, welcoming people no judgements” - Community Member accessing Emergency Relief



“Every time I come here I cry because you’re so kind. I’m so lucky to have angels like you in my life.” *Community Member accessing Emergency Relief*



Christmas Day Lunch

Hiromi Nagatani and Liz Fisher, Team Leaders

The kitchen served about 50 meals on Christmas day. The feedback was very positive, they enjoyed the meal and company and appreciated MarionLIFE putting it on for them.

The meal was Roast Chicken and salads in biodegradable takeaway shells, which were a precaution in case we could not hold the lunch in person, but pleasingly we were able to sit down and share the meal inside. For dessert we had Christmas Cake with custard or ice cream.

Boost

Ksenija Bould, Boost Project Leader



Thanks to a grant from Westpac Foundation, the vision to bring a business program to life for people from a refugee background was realised in early 2021. Securing a facilitator with the right blend of skills for the program was essential to build the program from the ground up and ensure participants were equipped with the right information and skills to transform their fledgling ideas into a commercially viable business. I'm delighted to have been engaged to design and develop a program that is responsive, agile and taps into the participants existing skills and expertise. From the outset Boost received great support from Australian Refugee Association (ARA), who referred nine participants in its first few weeks.

Boost responds to a gap in the market for a program that is suited to the point in life entrepreneurial people from a refugee background find themselves in. Boost meets them at this point of need and supports their business aspirations by taking their raw idea and through 1:1 coaching learning the nine steps to establishing their Australian business.

Two participants harnessed the opportunity very quickly and started working intensively to build their idea into a business. With aspirations to meet a gap in the market, Souzan wanted to be a DJ for Middle Eastern women. Matched up through the program with a professional DJ, Souzan learned the technical skills to become a DJ alongside developing her business model, branding her business and preparing for her first booking. Antwaneet, a keen and talented cook was keen to move her cooking hobby up a notch and came into Boost ready to transition her micro business into a side hustle. Creating a brand and working with a mentor to understand the commercial requirements of a food based business has assisted Antwaneet feel more confident to take her business into a more commercial direction and scale up what she was doing.

As a result of Boost's early success, ARA and MarionLIFE entered into discussions mid -021 to scope the possibility of scaling Boost more broadly to support people from across Adelaide. We are looking forward to these new opportunities to support even greater numbers of aspiring entrepreneurs and can't wait to share Boosts forward journey.



Marion Mugs

Rebecca Hird, Community Connections Program Leader

Marion Mugs has continued to be a welcoming and warm place of connection for the community this year, with around 17 weekly attendees. Regulars at Marion Mugs enjoy the opportunity to see each other and share over a cuppa. New people are always welcome, and we enjoy seeing new faces in the group. People can come alone or attend with a supportive friend or carer but no matter how they arrive the group is always ready with a hot drink, conversation, and a listening ear. Marion Mugs runs every Monday morning regardless of the weather. It's a great start to everyone's week, with the group's lively chatter and laughter proving infectious for the whole centre.

In March, Neighbour Day was a great opportunity to celebrate, and we enjoyed sharing over pancakes and used the opportunity to get "crafty" creating cards for our MarionLIFE neighbours. With the weather on our side that day, we ventured on a short walk posting the cards we created to our neighbours and enjoying the time together. With the approach of nicer weather, the Marion Mugs group is looking forward to getting out and about again with a day trip planned for later this year.

This year we have been grateful for the ongoing work and commitment of all our volunteers and participants. We have had three new volunteers enter the group and have warmly welcomed the support of Flinders University social work students throughout this year too. We are so very grateful to our volunteers at Marion Mugs, with the ongoing impact of COVID-19 and regular restriction changes, your flexibility and adaptability has been a true strength of the Marion Mugs group. Our ability to continue to meet face to face has only been possible with the group's commitment to COVID Safe practises at the centre.



MarionLIFE Youth

MarionLIFE Youth now has three main strands this year, returning to a post-covid set-up our MarionLIFE Youth Drop-In space for 10-17 years continues to run with success providing for the needs of local youth Friday afternoons. Our Youth Events service ran in local schools and at local youth community events such as the Junction Australia's Summer Splash, Time to Strike and Spring into Spring. We began a new service, MarionLIFE Youth GO, which connects youth participants from the City of Marion's Come and Try sport activities (On@Com) to a local sporting club. It provides funding support for families to cover costs including fees, equipment and uniform so young people can try their first season at a sporting club in a sport of their choice.

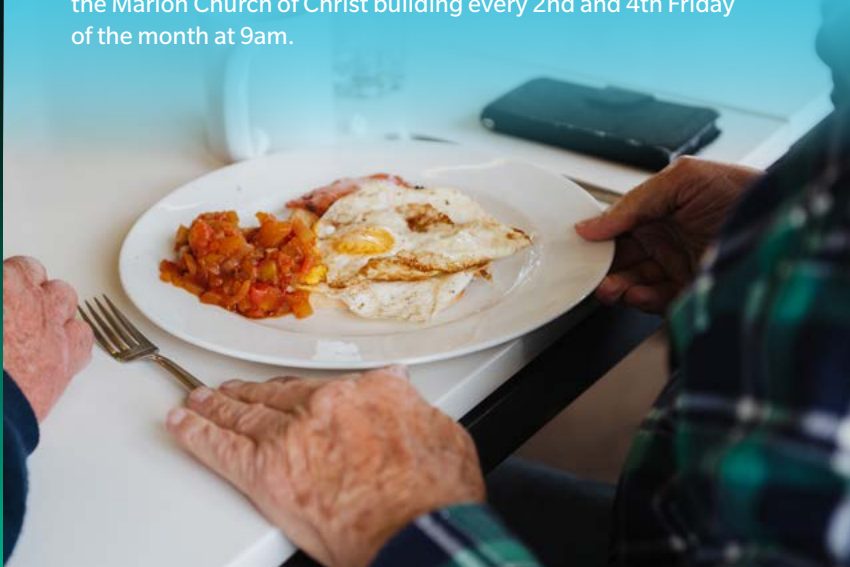
Through the support of the Carthew Foundation, City of Marion Youth Development and Morialta Trust Grants we were able to continue running all these projects over the past year. Our workshops for each term were themed around our young people's interests as we looked at the role of Youth in Media by equipping young people with the skills to change how they are seen in the media, helped young people discover new activities and communities in local sporting clubs and showed young people more things they can do at home or with friends with simple supplies. We are so thankful for the youth attending the centre, a number of new volunteers that have joined the team and having a bus service to be able to pick up youth to bring to the youth centre – a big thank you to our bus driver. We are also thankful for the number of schools that welcomed us to run activities for their students.

We are thankful for the workshop providers, which have helped inspire the youth that come and spend time with us each week. We continue to be a meeting point for local youth and are proud to connect with local schools to support youth who need respite. We are excited about the future of the drop-in service, our events sessions, supporting youth connections to local sporting clubs, as well as looking at other ways MarionLIFE Youth can impact the youth and families in our community.

Brekky For Blokes

Lauren Bonnet, Services Coordinator

Brekky for Blokes this past year has again brought together men from across our neighborhood for a good meal and conversations. Some have been part of this group for many years and have made this group part of their regular and ongoing community, while others have joined in recent months or pop in every now and then to stay connected. The volunteer team who makes Brekky happen are very dedicated and put in great effort and care into each gathering- and we thank them all for their contributions. We welcome any men from our community who wish to participate and contribute, either as a guest or volunteer, you can find us at the pavilion in the Marion Church of Christ building every 2nd and 4th Friday of the month at 9am.



MarionLIFE Hunger Walk

Leighton Boyd, Director

A big thank you to Drakes Supermarkets and all community members who supported the 4th Annual MarionLIFE Hunger Walk. The event took a different shape in 2020, with an invitation to walk to your local Drakes store to purchase and donate pantry and hygiene basics to support people in crisis. Any funds donated were allocated to support our work as we give support to individuals and families experiencing challenges across Southern Adelaide.





Big Dish Up

Leighton Boyd, Director

We were pleased to be able to hold the Big Dish Up again this past year and thank our Facilitator Paula who did a wonderful job of welcoming, engaging and upskilling participants. The social connection outcomes are of great value, as well as the practical cooking skills. This Adult Community Education Course was supported by the Government of South Australia, and supported pathways to further learning and employment.

Community Connections Program

We are excited to be part of a new program called Community Connections, which will initially run as a pilot from 2021 to 2023. We have welcomed Rebecca Hird as the Program Leader. Community Connections aims to support people experiencing loneliness and disconnection to create new social connections that are meaningful to them, and/or remove barriers to existing connections.

Participants of the program will work with our program Team Leader across 12 weeks to help identify and articulate their connection goals, and receive tailored support to achieve

these. Support may include helping people to get involved in local community activities, find new support groups, meet their neighbours, volunteer or get some extra help at home to meet their connection goals.

Community Connections is a new service delivered by MarionLIFE, alongside other Southern community partner organisations Baptist Care, Uniting Communities and Anglicare, funded through the Department of Human Services.

Finance Report **Steve Sherrah, Finance Officer**

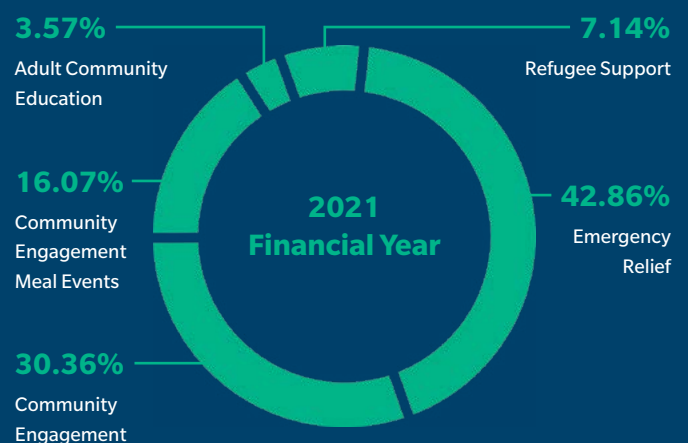
The income of MarionLIFE is a combination of Gift Deductible Donations, and funding from both Private Trusts and Government Funding. This Income is then applied to the programs and running costs of the organisation to facilitate the positive outcomes in people's lives. The resources available to MarionLIFE are finite and are acquitted within program/grant guidelines and a budget.

This has been an unusual year with COVID-19; programs have needed to adapt and change, and we have welcomed the funding provided to continue to provide services to our community. We are thankful for the continued support from the differing levels of Government to provide Emergency Relief to our community and we wish to acknowledge and thank the Carthew Foundation, Westpac Bank, Commonwealth Bank, Australia Post, StreetSmart Australia, Feed Appeal, churches, schools, community groups and individuals who donated to this service which enables us to meet the needs of our community.

We welcome opportunities to discuss additional funding for our programs and note we are able to provide a tax-deductible receipt for funds received. Our Financial

Statements were audited in the 2020/2021 Financial Year, and will be available soon under MarionLIFE's page on www.acnc.gov.au. We thank the Morialta Trust, Marion Council, the State Government of South Australia and Federal Government of Australia for their continued support.

MarionLIFE Expenditure Chart



Supporters

MarionLIFE appreciates the support of a number of individuals and families, and the following groups who either donate to us or partner with us for service delivery. We love working together to serve the community. Thank you!

Anglicare SA	Community Centres SA	Lions Club of Edwardstown	Spendless Shoes
Ascot Park Primary School	Department for Innovation and Skills	Lions Club of Marion	St Elizabeth's Anglican Church
Australian Refugee Association	Department of Human Services SA	Lions Club of Marion City	StreetSmart Australia
Bakers Delight	Department of Social Services	Marion Church of Christ	Sunedin Specialist School
Beaumont Tiles	Emmaus Christian College	Marion-Warradale Uniting Church	The Village Co.
Business SA	Flagstaff Hill Baker's Pantry	Morialta Trust	TerryWhite Chemmart Marion
CareWorks SA	Foodbank SA	Nicolle Flint MP	Tonsley Future Energy Consortium
Carolyn Power MP	Hindu Society of SA	Officeworks	Tonsley Village
Carthew Foundation	GIVIT	Once & Again Café	Uniting Communities
City of Marion	Good Shepherd Microfinance	OzHarvestSA	UnitingCare Wesley Bowden
Centrelink	Inner Wheel Holdfast Marion	Patritti Wines	Volunteer SA&NT
Clovelly Park Primary School	Junction Australia	SA Aquatic & Leisure Centre	Westpac
Coles Park Holme	Life Without Barriers	SA Council of Social Service	
Colonel Light Gardens Uniting Church		Share the Dignity	



Phone:
82770304



Email:
info@marionlife.org.au



Website:
www.marionlife.org.au



Donate:
www.givenow.com.au/marionlife



Facebook:
www.facebook.com/marionlifecommunityservices



Twitter:
www.twitter.com/MarionLIFEinc



Instagram:
www.instagram.com/marionlifecommunityservices



YouTube:
https://www.youtube.com/channel/UCrConZeep5d_JqmMEFDoKjw



LinkedIn:
<https://au.linkedin.com/company/marionlife-community-services>