

2019.20 SOCIAL CRISIS RELIEF REPORT





OVERVIEW - SOCIAL CRISIS RELIEF SERVICES

People Who Care Inc. provide crisis and emergency relief for individuals and families through the following programs:

- Starting Over Support (SOS)
- Power a Pensioner
- Emergency Relief

In the 2019.20 year, these programs have excelled in supporting people in their moment of need for some essential support and is a tremendous compliment to the Perth community, and particularly in response to the Corona-virus (COVID-19) times.

The following report provides an overview of the programs, outcomes for the year and some stories. Audited Financial Statements for all People Who Care programs are provided to the public in November 2020 through the Australian Charities and Not for Profit Commission.

Penny Webb
CEO

Names have been de-identified.

STARTING OVER SUPPORT

Due to domestic crisis, some people have to leave their lives behind and find themselves with no possessions or their financial security has been undermined.

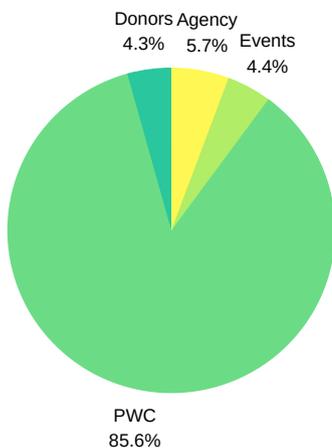
Our service is here to help them set up their new home by providing furniture, whitegoods and everyday households items.

In our warehouse we receive donations and then we sort, clean, prepare and deliver these donated goods to people in their new homes.

Importantly, this service is sustained by the generosity of the community through financial support, donation of goods and the many superb volunteers.

PROGRAM SUPPORT

People Who Care Inc. is the main underwriter of the program along with the outstanding volunteers and community donors.



KEY CONTRIBUTORS

Our Volunteers - Thank You

- Soroptomist - Maylands Peninsula
- Ventura Homes
- ALDI
- Ikea
- Tapping Lifestyle Village
- Donna Faragher's Office
- Bunnings (Bayswater)
- McGrath Community Fund
- The Lodge - Helena Vale Friendship Fund
- Uniting Church
- Rotary Club (North Perth, Como, City)
- Realmark - Leederville

NO OF INDIVIDUALS AND FAMILIES SUPPORTED

215

NO. OF ACCOMPANYING CHILDREN

190

NO. OF COLLECTION TRIPS

210

POWER A PENSIONER

Power a Pensioner provides relief for pensioners to support their independence in their own home environment. The following are some of the areas of support provided: bed, whitegoods, Debt for Medical and Services, Medicines, Personal safety devices and Drivers and car licensing.

DONATIONS

100% of the donated funds to the Power a Pensioner program are distributed to clients.

The Wearne Charitable Trust was the main donor. The Cities of Swan and Vincent have contributed to this program for specific relief to support the COVID-19 pandemic and impact on individuals in their cities, most of this funding will be carried forward into the new financial year.

INDIVIDUALS ASSISTED 32

KEY CONTRIBUTORS

- The Theodore & Isabella Wearne Charitable Trust Inc
- City of Swan (COVID-19 Relief)
- City of Vincent (COVID-19 Relief)

STORIES

- **Sandra** had been successful in securing a heart lung transplant, and lives on the outskirts of Perth – not far enough for patient assistance programs and too far for normal transport to appointments. She found herself in financial distress due to paying for parking and transport fees, and so was in need of assistance to purchase other medical equipment and items necessary for her recovery.
- **Phillipa** relied on her car to care for her partner with dementia but could not afford to pay for the years' license fee on the car.
- **Toni** who was with her partner at the hospital during his final hours, returned home to discover that key whitegood items had been stolen from her home. We assisted in the purchasing of replacement whitegoods.
- **Tony and Jude** live in the south west of Perth. Jude lives with a significant mental health issue, but was faithfully caring for her husband who is on a final journey with dementia. Jude had spent almost \$2000 in electricity bills (using a blow heater) trying to keep them warm over winter; they could not collect or receive any fire wood for their fire as their only support was not allowed to cross regional boundaries during our COVID-19 lockdown. We were able to assist, with a financial payment and then negotiated on their behalf a payment plan to address the remaining debt. We were also able to assist the next-of-kin in getting additional help for this very precious couple.
- **Peter** who had spent a lot of his life homeless had just acquired a small unit prior to COVID-19 which did not have curtains, no bed frame for the mattress that was on the floor and had no hot water for three months. The hot water system was old and had not worked for years it appeared. We were able to assist with a minor financial contribution and secured plumbing and electrical work at a heavily discounted price – parts only. Peter has been happily having hot showers ever since.
- **Kelley** in the northern suburbs does not speak English and was left alone in a huge house following the death of her husband, who she had married only two years before. While she had the house as her accommodation, it was not owned by her, but by her step children, however, the running costs of the house were more than she could afford. She had mounting bills and with the language barrier was totally isolated. We engaged the assistance of an interpreter and was able to secure assistance to address her financial distress.

EMERGENCY RELIEF

Emergency Relief services this year has provided:

- Home Delivered Meals (COVID-19 specific)
- Christmas Hampers
- Food Vouchers \$25 for individuals
- Food Vouchers \$50 for families
- Food Hampers
- Petrol Vouchers
- Utility Relief - Synergy and Alinta
- Telstra vouchers – Mobile Phones

SUPPORT SESSIONS

1004

FUNDING BODIES

100% of this funding goes direct to support clients in crisis. This program is in the main funded by the Department of Social Services and is supported by People Who Care to coordinate and distribute the service and financial support.

KEY CONTRIBUTORS

- Department of Social Services
- City of Vincent

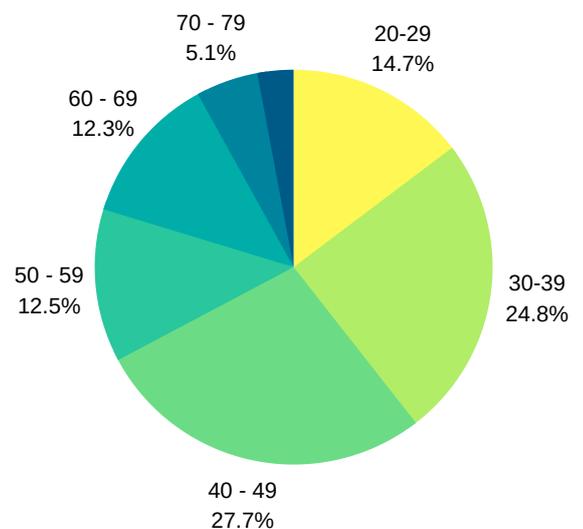
TOTAL PEOPLE SUPPORTED

367

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

128

% Age Bracket of Clients Supported



STORIES

- During COVID-19 several people accessing our food voucher services mentioned that in their distress, they simply Googled 'does anybody care, or people who care' and got our website and therefore contacted us, not really understanding who we were or our main services but simply that our name implied that we could help them - and we were able to.
- A large family escaping domestic violence in the country arrived in the Perth city and we were able to assist with their first food and food vouchers on their arrival into the city, as well as refer them to nearby support services.
- Also during the COVID-19 lockdown, several overseas students were stranded in Western Australia without support and were assisted with food vouchers, food hampers and Telstra vouchers.



CONTACT

Website: peoplewhocare.org.au

Corporate Hub Address: 48 James Street, Guildford, Western Australia

Telephone: 9379 1944

Email: enquiries@peoplewhocare.org.au

ABN: 49 795 985 744

