



BayCISS

Bayside Community Information
& Support Service Inc.



Community Information & Support Victoria | Advocacy
Support
Research



2017 Annual Report

People helping people...



The Objectives of BayCISS

- Provide free, impartial and confidential support, aid or information and referral services for the community
- Provide emergency relief to assist with some of the basic living needs of disadvantaged people in the community
- Provide professional Family Counselling, Legal Advice, Tax-Help and Budget Assistance programs for people who are eligible
- Provide an Occasional Child Care Program for children of pre-school age to enable primary caregivers to participate in a range of community activities and services
- Advocate and act on behalf of disadvantaged people, as requested by them, with government bodies, utility companies and community organisations
- Network with other organisations to ensure that all community resources and services are used in the most effective manner to assist the people who access our services
- Develop community awareness and promote public knowledge of community needs and services through engaging with community education programs
- Foster volunteering in the community and provide a safe, harmonious and challenging working environment for volunteers
- Provide facilities and services for neighbourhood house activities, community development, education and support
- Help reduce the isolation of individuals and groups by provision of programs and services which encourage social interaction, self-help and mutual support

Funded and Supported by:



Federal Department of Families, Housing Community Services and Indigenous Affairs (FaHCSIA)

Victorian Department of Health and Human Services



Department of Education & Early Childhood Development



Department of Planning and Community Development



Rotary Club of Brighton
Rotary Club of Hampton
Rotary Club of Sandringham



All Smiles' Opportunity Shop



Bayside Community Information and Support Service Inc

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Annual Report 2017

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Highlights of 2016-2017

Family Counselling	152 families
Child Care	64 children
Education Support Program	177 students
NILS	13 approvals
Emergency Relief	2512 visits
Budget Assistance & Bill Payments	63 people
Tax Help	34 people
Legal Advice	49 people

COMMITTEE OF MANAGEMENT 2016/2017

President -	William Howley
Vice President -	Lyndell O'Brien (until Sept 2016)
Secretary/Public Officer -	Fay Bower (until Sept 2016), Anne Coughlin (Sept 2016 – July 2017)
Treasurer -	Stuart McIntyre
Auditor -	Diamond Partners
Members -	Nigel Caswell (until Nov 2016), Rowland Hassall, Sarah Salter, Val Lancashire (until Nov 2016), Shirley Walker (from Nov 2016), Sue Swanell (from Nov 2016) and Harry Pontikis (from Nov 2016)

STAFF

Manager – Anne Coughlin
Program Manager – Castlefield Ros Porter
Senior Counsellor – Denise Howells
Counsellor – Natalie Leechman & Ross Hume
Case Worker – Helen Byrne
Childcare Coordinator – Lynne Wakeham
Childcare Worker – Robyn Watts
Playgroup Coordinator – Monika Healey
Administration – Carol Merrett
Finance Officer – Krystyna Sadowska

VOLUNTEER STAFF

Community Information Workers

Helen Aberdeen	Fay Bower	Wendy Buckland
Nigel Caswell	Lisa Carpenter	Barry Coulthurst
Nola Cuddon	Caroline Dunn	Shirley Frewen
Liz Goninan	Sharon Granek	Debbi Irwin
Aileen Jowsey	Karen Johnson	Elmo Joseph
Jean Kent	Clare Lane	Val Lancashire
Kathleen Logan	Peter McKinnon	Liz Miller
Lyndell O'Brien	Pauline O'Brien	Anne Reeve
Michele Rowland	Sarah Salter	Judy Schofield
Peggy Sprawson	Peggy Stansby	Carla Stuart-Jacks
Sue Swanell	Denny Townsend	Shirley Walker
Josie Watkin	Libby Whittaker	

Tax-Help

Nicolau Henriques

Budget Assistance

Peter McKinnon

Legal Advice Solicitors

Rowland Hassall	Michael Heffernan	Greg Lay
Kornel Koffsovitz		

PRESIDENT'S REPORT: William Howley

BayCISS is funded by Commonwealth, State and Local Governments and by community organisations and individual benefactors. The Financial Statements that accompany this report show BayCISS continues to operate in surplus and is in a sound financial position. Surplus for the year was \$53,059



compared with \$22,993 in 2016. Revenue was up from \$545,912 to \$613,956 with donations increasing from \$44,700 in 2016 to \$107,326 in 2017.

BayCISS operates on a tight budget and employs a small number of people. Except for the Manager all are employed on a part-time basis.

BayCISS provides a vital role in the community in crisis intervention as well as providing information and support services. Its client base comprises community members many of whom have issues such as financial hardship, mental illness, drug and alcohol dependence, family violence, social isolation gambling addiction and homelessness. In the current year. In 2017 BayCISS provided emergency relief to 2,512 people and made 900 referrals to other agencies. This initiative funded by the Commonwealth Department of Social Services. Generous donors also support the funding of a caseworker who fulfils a crucial role in supporting clients and volunteers. Volunteers also have an important role in negotiating with utilities companies on behalf of clients unable to pay rising utilities bills. There is also access for qualified people to a No Interest Loan Scheme (NILS) which provides short-term funding for household items. The emergency relief program is backed by professional taxation and legal assistance provided by volunteer professionals in relevant fields.

BayCISS operates a counselling service for families to assist them in providing a safe and stable environment within which children can reach their full potential. Most of these families are referred to BayCISS through the 'ChildFirst' intake system. This service is funded by the State Department of Health and Human Services. In 2017 over 150 families were supported through this program. BayCISS also provides 'Fee for Service' counselling for families and individuals who do not qualify for the DHHS counselling program. The BayCISS counsellors work cooperatively with other 'Alliance' partners. This program is run by Denise Howells and Natalie Leechman.

BayCISS operates an Educational Support Program, funded entirely by donations. Details of major donors

are shown on page XX of this report. The Educational Support Program enables students from local schools to engage in optional educational activities such as school camps, swimming lessons, excursions and other relevant programs despite parents' inability to meet these costs. This assists in maintaining student engagement with schools. BayCISS assisted 171 students with this program in 2017. The program has operated for many years. Feedback from schools and from families who have benefited from the program has been very positive.

As well as above BayCISS operates the Castlefield Community Centre which offers a range of community based programs and short hours child care. In the past year the number of programs and activities offered has increased substantially and there has been further development of the centre's working relationship with the local community. Ros Porter as manager has been instrumental in this assisted by several long serving staff members.

BayCISS major financial risk comes from the short-term nature of its current funding from Commonwealth and State and Local Governments and uncertainties regarding the way in which announced new government funded programs will interact with BayCISS activities. This applies particularly to the State wide roll out of State Government funded 'Family Violence Hubs' the first of which are scheduled to commence operations soon.

BayCISS now operates its administration and counselling activities from the Katoomba East site, having rationalized these from three sites to one in 2015-2016, and operates the Castlefield Community Centre in a standalone location. Both sites are provided rent-free by Bayside City Council, with which BayCISS enjoys a strong and cooperative relationship. Bayside City Council provides a substantial annual grant to BayCISS.

BayCISS is governed by a small elected management committee. I thank the Members of the Committee for the support they have given to BayCISS by generously giving their time and applying their skills to BayCISS governance. Unfortunately, Fay Bower had to resign during the year as Secretary through ill health and was replaced by Lyndell O'Brien. Harry Pontikus, Sue Swanell and Shirley Walker joined the Committee in November 2017. I also thank Lyndell O'Brien for taking over my role of President when I was absent for two months.

BayCISS administration has been capably led by Anne Coughlin for the past seven years. Anne resigned her position after the end of the reporting year to take up a position in a similar organisation to BayCISS. We wish Ann well in her new position and appreciate all that she has done for the organisation and the Bayside community in her time as Manager.

William Howley
President

MANAGER'S REPORT: Anne Coughlin

BayCISS has continued to provide support again this year to many of the most vulnerable members of our community. All of our programs have continued to be strongly supported by the community and we continually look at ways we can improve what we do in order to meet ever changing needs.



During the past twelve months we have identified an increase in the number of homeless clients and clients who are not living in secure accommodation. Support services for many of these clients, particularly those who are single are very difficult to access due to the demand. Families are usually provided with temporary housing, but this is short term and unpredictable, leaving families with uncertainty about their long term prospects. Along with this is the growth in reporting of domestic violence and families, mainly mothers and children, who are not in long term housing. Volunteers ensure that these clients are accessing the support they need in the longer term while meeting their immediate needs of food for the family.

One of the frustrating aspects of the work volunteers undertake is that of meeting basic, immediate needs, but having no idea what happens to the family in the longer term. Some clients do return and we are able to follow their progress while others do not reappear and we have no idea what their outcomes are. Many of course are transient and move suddenly and others we hope have been able to improve their situation and not need the supports we can provide.

All of our programs have continued to run successfully and provide a range of assistance. The Education Support Program as again assisted a significant number of students and enabled them to access camps and swimming lessons as well as to meet the extra costs of education to ensure that they remain engaged within their school.

Tax, Legal Advice and Nils programs have been strongly utilised strongly and the Family Counsellors have supported local families as the Counsellors' report outlines.

I again thank all staff, Committee members and volunteers for their work over the year. The organisation could not continue to operate without the hours their contribution.

This is my final report as Manager of BayCISS and I leave with many happy memories of the people I have met and worked with over the past seven years. I continue to be proud that organisations such as BayCISS have provided support to the local communities for over 40 years with a mainly volunteer workforce. I want to thank all volunteers for their commitment and general devotion of time to allow us to provide the services that we do. We have shared some difficult times in dealing with clients, but we have also shared lots of laughter and I will certainly miss the camaraderie. I would also like to thank all the community groups, organisations, schools and churches who have provided material support in the form of toys, food and other goods.

Anne Coughlin
Manager

Our PROGRAMS:

For many people accessing our services by phone, or in person, we are the first point of contact for referral or assistance in seeking information. Community members accessing BayCISS assistance often have a range of challenging issues such as financial hardship, mental illness, drug and alcohol dependencies, family violence, social isolation, gambling addiction or homelessness. Our volunteers are all trained Community Information Workers who use their knowledge of the local area, computer data bases, pamphlets and internet searches to provide appropriate information and referral. BayCISS provides a vital role in crisis intervention as well as providing information and referral services.

BayCISS provided emergency relief on 2512 occasions this year; in the form of food vouchers, food parcels, pharmacy vouchers and some assistance with bill payments to clients experiencing financial hardship. Our wonderful band of experienced volunteers interview all clients to ascertain their needs before offering appropriate assistance. Service coordination continues to be an integral part of our service provision with almost 900 referrals made to other agencies.

Aside from case load requirements, enquiries and supports, the BayCISS Caseworker also plays a crucial role in supporting volunteers and clients. Those accessing this service are residents of Kingston and Bayside local government area as well as a number who report being homeless. The source of funding for this program comes primarily from the Commonwealth Department of Social Services (DSS), however we are also indebted to many other generous donors for financial and food contributions.

In 2016, BayCISS distributed a total of 150 Christmas hampers - made possible through donations from the Ormond Ladies' Probus, the Bayside Masonic Lodge, the Brighton Red Cross, as well as several other churches and schools. Volunteers contribute considerable time at Christmas collecting food donations, making up hampers and distributing them on the Saturday prior to Christmas. Their contribution at this busy time is greatly appreciated.

Volunteers also assist many of our clients by advocating with utilities companies on their behalf when they are unable to pay a bill. This requires negotiation over late payments and disconnection notices as well as helping bill payments for clients in crisis. 63 clients were assisted with bill payments over the past year with many more supported to arrange payment plans.

Other service provision for our clients included Tax Help (34 clients), Legal Advice (49 clients), assistance with pharmacy prescriptions and assistance with Telstra phone bills and cards.

The Education Support Program provides much needed funds enabling students from local schools to fully engage with educational activities despite a parent's inability to pay. The program provides funding to schools, upon submission, to enable children from low income and vulnerable families to attend camps, excursions, swimming lessons and other relevant and important programs. 171 students were assisted in the past financial year and feedback from schools indicates that students are able to stay connected within the school environment and their peers providing positive outcomes. Funding for this program is provided by Highett Branch of the Bendigo Bank, Rotary Club of Brighton along with other smaller donations.

The No Interest Loans Scheme (NILS) allows clients to access funds as a short term interest free loan for purposes such as household items, computers and other similar expenses. This service has showed a substantial increase with a total of 13 loans approved during the past financial year.



Mr Tim Wilson, MP for Goldstein, was Guest Speaker at the BayCISS Annual General Meeting. Mr Wilson spoke of the importance of the community to bring about essential change and solutions to community issues highlighting the essential and valuable work undertaken by the staff and volunteers at BayCISS.



Learning at Castlefield

CASTLEFIELD COMMUNITY CENTRE: Ros Porter

This year we were very fortunate to receive a Community Grant from Bayside City Council to help establish our choir, *One World Voices*. The choir is led by Valanga and Andrea Khoza and focuses on world music especially from South Africa where Valanga hails from.



The choir is still going strong even though the grant has now finished and it is very exciting to report that the group is harmonising more and more beautifully each rehearsal. A recent performance was an uplifting and joyous occasion. Two of the members have recently travelled to South Africa with Andrea and Valanga on a musical tour of Valanga's home village and beyond – this has been a life changing trip for them.

Our little community garden continues to thrive and our 2 and 3 yr old children in Short Hours Child Care love to pick produce and learn about growing things. We added a worm farm this year that helped the children to understand how to recycle food scraps. Parents have also been picking produce and any excess goes into the foyer for people to take home.

We are also delighted to report that Bayside City Council continues to undertake substantial maintenance at Castlefield. This year the outdoor play area was upgraded and special thanks go to Rod Sanders for his perseverance and tenacity. This was a difficult job but the result is outstanding and the children love their new space. The space is now much more safe and user friendly with room for the children to run around. Thank you to everyone who was involved in this project.

Childcare continues to be our most significant activity with care for two and three year olds along with playgroups. These services have been long standing and are now in their 25 year providing services to hundreds of Bayside families. The staff-Lynne Wakeham, Robyn Watts and Monika Healey, have again provided a quality and friendly service and we thank them for their commitment over the year. The kind words we receive from parents reassures us that we are offering a quality service. As one parent said;

I couldn't be happier with the care and service provided by staff. And my son feels the same. He loves attending the two yr old program and has so much love from his teachers. It is very intimate and nurturing environment where the children are given plenty of attention. Lisa G

Castlefield was able to support a family facing hardship by applying and receiving a grant from Bayside Council to assist the youngest child to attend child care. The family made a great contribution to the Centre and it was a delight to see this little boy grow and develop.

With a fast moving policy context Castlefield has been developing and reviewing our policies with the outstanding assistance of Bonnie Harris. Child Care is a complex regulatory environment and this year the recommendations of the Royal Commission Into Institutional Responses to Child Sexual Abuse have resulted in significant changes to policy and procedures.

In regard to programs we welcomed Busy Feet a dance program for children with a disability, ballet and dance for young folk, quilting and tai chi in addition to our regular programs. With the assistance of Hampton Rotary we have been able to instigate a community arts project which is being led by Janis Morgan, a local textile and visual artist – expect to see a stunning artwork on our fence in the near future. Our income from programs continues to increase from the previous year and this year it rose by 64%. Venue hire also increased by 32% which helps to offset other expenses.

This year we have retained our regular volunteers Leintje Cusmano (Child Care and Garden), Molly May (Garden and Mini Market) Bonnie Harris (Quilting, Policy and Office) and Adele Gordan (Office). Brian Holden, Bonnie Harris, Harry Pontikis, Vanessa Botha, Justine Shelley and Molly May have all contributed to our Community Reference Group. These volunteers are the life blood of the organisation and we thank them sincerely for their contributions. We have also had a student placement Miranda Cox.

Castlefield is funded by the Department of Health and Human Services under the Neighbourhood House Coordination Program and Bayside City Councils Major Grants Program. Castlefield also receives support from the All Souls Opportunity Shop, Hampton Rotary, Coles Hampton and Nick Johnstone Realestate Agency for which we are most grateful.

It has been another rewarding year again as we grow and make new connections. We look forward to new and exciting developments over the coming twelve months.

Ros Porter
Program Manager Castlefield

FAMILY COUNSELLING: Denise Howells & Natalie Leechman



BayCISS Counselling Service provides services to families who seek help to improve family functioning. With the generous support of the Department of Health and Human Services, BayCISS provided counselling and casework for parents to help them provide a safe and stable environment in which their children can reach their full potential. The majority of these families are referred to us through the current CHILDFirst intake system. We worked with parents to identify existing strengths and focus on the development of more respectful ways of relating. In some cases change occurred in a few sessions, whilst in more complex cases we worked over many months to address the web of issues that impacted on family functioning.

Increasingly we are seeing more cases where Family Violence has had a major impact on families. As the sector moves towards the Victorian State Government initiative of a Support and Safety Hub model, we have eagerly awaited updates of this much anticipated change. In addition to staying abreast of any developments, we focussed our professional development training on helping victims and families to recover from the impact of trauma. We participated in facilitator training for Anglicare's *Beyond the Violence* recovery programme and also updated our knowledge of current risk assessment through the Domestic Violence Resource Centre developed Common Risk Assessment Framework.

We helped 152 families who presented with diverse issues some of which included: identifying family violence and its recovery process, adjustment to the impact of debilitating disease, illness or injury, as well as the effect of financial loss and personal potency.

In Term 4 2016, we held another *Tuning in to Kids*[™] Parenting group with financial assistance from Anglicare's Parentzone. This popular programme was held at our Castlefield Community House and was attended by both Mum's & Dad's. The programme

provided them with insights and strategies to manage their 3 to 10 years olds emotional well-being. One satisfied parent told us *"It's a fantastic course. Every parent should have the opportunity to do it!"*

Counsellor Ross Hume resigned from BayCISS in early 2017 and Natalie Leechman took up the role of Family Counsellor. Natalie brings a diverse range of work experiences to the role, in particular working with people who have complex needs, including family violence, mental illness, homelessness, addictions and relationship difficulties. Natalie is also a qualified *Tuning in to Kids*[™] Facilitator.

During the year the majority of our work is referred through the CHILDFirst intake system, whilst other referrals were received from the community. We attended a variety of network meetings and community development opportunities to ensure that other services like local government, schools, kindergartens, maternal and child health and allied health professionals remain aware of the nature and scope of our work. It was noted that word of mouth referrals are on the increase. These referrals are sent to us by people who previously had a positive and helpful counselling experience and therefore recommended our service to others.

Not all referrals fit the DHHS funded programme criteria. Our Fee for Service programme continued to provide professional counselling for a manageable fee. The funds from this programme contribute to the ongoing development of the Counselling programme to ensure we can support families into the future.

A vitally important aspect of our role is to ensure we have self-care measures in place to address the impact of vicarious trauma which, at times, can take its toll on frontline workers who consistently witness the stories of people in distress. In addition to good self-care, which included clinical supervision and a work-life balance, we provided peer support to BayCISS paid staff and volunteers who frequently witness people's despair.

We are grateful for the ongoing commitment of the Committee of Management, Volunteers, Staff and Alliance partners for their contributions to our work. At a time of uncertainty their endless support provided us with a reliable platform which allowed us to remain focused on our work.

Denise Howells and Natalie Leechman
Counsellors

CASE WORKER REPORT: Helen Byrne

Thanks to the ongoing support and funding allocated through the All Souls Opportunity Shop, the BayCISS Caseworker has continued to provide valuable assistance to clients with complex needs presenting for emergency relief.

Providing supportive listening, assessment, problem solving techniques, goal setting, advocacy in accessing services, referral and access to practical supports are the major focus areas for the caseworker in providing client focussed assistance.

Clients of the service present with a variety of complex issues including social isolation, lack of secure housing, homelessness, domestic violence, substance use and dependencies, living expenses difficulties - specifically rent and utilities, accrued debt, outstanding fines and access to financial supports. Many clients also present with physical and emotional health issues negatively impacting their lives. Clients with a disability in particular, experience barriers to accessing supports, thus feeling frustrated at the lack of accessibility within the community to resources.

The Caseworker works with clients to assist with identified issues in the short term, or alternatively transition them through difficult times. With established network connections and coordination of service provision, clients can also be referred to other agencies within the region to assist with such areas including:

- housing supports - launch housing, advocacy services such as SHASP and VPTA
- crisis accommodation
- short term accommodation
- community health services and aid
- community legal services
- National Debt Helpline
- financial counselling and assistance

Volunteers continue to play a pivotal role in supporting the Caseworker and together they enable clients to:

- access appropriate services and support networks
- build resilience and financial stability
- improve existing skills
- address specific need
- create pathways out of poverty and disadvantage

In turn, the Caseworker provides valuable supports to the agency volunteers through mentoring, resource sharing, secondary consultation, skill building and debriefing.

Referrals & Contacts

A total of 78 clients were referred to the BayCISS caseworker over the period covering 1st July 2016 to 30th June 2016 with 237 client contacts over the same period.

The main source of client contact remains face to face however increased numbers of clients also contact by phone or email.

Demographics

Clients were predominantly aged 25- 44 years with the main presenting issues concerning housing affordability and availability, homelessness, family violence and utilities. Most clients were in a rental agreement however the majority were living in public housing.

The service can offer short term support for six sessions however some clients do return for further assistance once a new issue or a crisis arises. Due to the nature of the service, clients can drop in for information or support as a single session. The service can offer information by phone, face to face or email however does not provide outreach support.

Service Highlights & Challenges

BayCISS provides a service which is flexible, comprehensive and client centred and has achieved many positive outcomes including:

- clients re-entering the workforce,
- obtaining secure housing,
- feeling empowered to make a decision which impacts on their lives,
- feeling safer and being in control of their lives and
- changing an abusive situation.

Advocating for clients with services can often be difficult with time delays and restrictive hours due to the part time nature of the role. Other challenges include:

- access and referral of clients to services,
- waiting times or lists when accessing services,
- time taken when trying to access busy services
- high demand for services
- ongoing barriers for clients

The Caseworker provided supervision and guidance for four counselling and case management students from Monash University and the Australian College of Applied Psychology this year. Student input adds value to the service and enables us to assist and support a higher number of clients in need. We will continue to address challenges due to the growing demand of the service with the aim of capably supporting the emergency relief program and vulnerable community members.

The Caseworker attends the CISVIC caseworker meetings on a regular basis.

Helen Byrne

Case Worker
October 2017

TREASURER'S REPORT: Stuart McIntyre

In 2016-17, BayCISS achieved an Operating Surplus of \$53,000 from an income of \$61,300, an increase over the previous year's surplus of \$23,000.



In 2016-17, our income, over \$400,000, was again principally sourced from grants from the Commonwealth

Government for emergency relief, the Victorian Department of Human Services for our Family First Counselling Program and Castlefield Community Centre. Grants from the Bayside City Council (\$172,000) and Kingston City Council (\$ 29,000) significantly support our administration costs including the operation of our Castlefield Community Centre.

The Emergency Relief grant from the Australian Government (\$46,000) was significantly below the levels provided in past years, and seriously curtails our ability to support vulnerable members of our community.

Major donors in 2016-17 included The Royal Melbourne Golf Club (\$28,000), the All Souls Opportunity Shop (\$19,000), the Bendigo Community Bank (\$18,000), the Highett Branch of the Bendigo Community Bank (\$18,000), the Rotary Club of Brighton (\$15,000) and the Moorabbin Justice Centre (\$14,000). The support of these organizations significantly assisted BayCISS continuing to maintain its community activities.

Income from our Sessional Childcare Program (\$62,000) was slightly higher than the previous year but still reflects reduced utilisation of this service compared with past years. This was offset by an expansion of income from other Castlefield programmes.

The scale of both our Emergency Relief and Education Support Programs is limited by available funds and we continue to seek additional support to enable BayCISS to respond to Community needs. We have however been able continue funding our Caseworker program for our clients seeking additional support , funded by donors -notably The All Souls Opportunity Shop and this is continuing in the current year.

The accounts do not reflect the significant additional contribution to BayCISS from the Bayside City Council, which continues to provide us with two rent-free buildings including the Castlefield Community Centre, in addition to their substantial annual grants. And they don't reflect the considerable time and effort provided by our many unpaid volunteers.

The Education Support Fund was also again able to provide support to disadvantaged students at schools in Bayside and Kingston municipalities. This important programme provided grants in 2016-17 to students and their families of \$37,000. Reserves from recent donations will allow BayCISS to expand this in the current year. The local schools participating in the program continue to play an important role in helping us identify and prioritize students with the greatest needs.

As a not-for-profit organization, BayCISS is principally focused on delivering services to our clients rather than accumulating surplus funds, but we do need to maintain an appropriate working balance. At 30 June, 2017 BayCISS held net reserves of \$166,000 after provision for liabilities including staff costs. This balance is monitored year-by-year.

BayCISS continues to exercise control over its costs including administrative overheads and continues to maintain high fiduciary standards through the operation of appropriate record keeping and management procedures. I must again acknowledge the contribution of our bookkeeper, Krystyna Sadowska. Our annual audit was again performed by our Auditors, Diamond Partners. We appreciate their support.

Stuart McIntyre CPA
Honorary Treasurer

BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.

ABN 55 744 288 093

FINANCIAL STATEMENTS 30 JUNE 2017ASM PTY LIMITED
A.C.N. 061 259 041**Committee's Report**

In respect of the financial year ended 30 June 2017 the committee of management of Bayside Community Information & Support Service Inc. ('BayCISS') submits the following financial report.

1. THE NAMES OF THE COMMITTEE MEMBERS AT THE DATE OF THIS REPORT

William James HOWLEY (Chairman)
Stuart Vining McINTYRE (Treasurer)
Lyndell Barbara O'BRIEN (Vice-President)
Rosina Fay BOWER (Secretary) until September, 2016
Rowland HASSALL
Harry Pontikis – from November 2016
Sarah Hamilton Salter
Sue Swanell – from November, 2016
Shirley Walker - from November, 2016

2. Principal Activity

BayCISS principal activity is the provision of impartial and confidential support, aid, information, counselling and referral services, to the Bayside and Kingston communities, the provision of emergency relief to families to assist in meeting the basic living needs of disadvantaged people in the community, provision of education support for school students and occasional child day care to pre school age children.

3. Trading Results

The deficiency for the year ended 30 June 2017 was \$53,059.

4. Committee Members' Benefits

Since the end of the previous financial year no committee member has received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of emoluments received or due and receivable by committee members) by reason of a contract made with BayCISS or with a related entity with the committee member or with a firm of which he is a member, or with a company in which he has a substantial financial interest.

5. Committee Members' Statement

In accordance with a resolution of the committee of management of Bayside Community Information & Support Service Inc, in the opinion of the members of the committee:

- (a) The financial statements and notes, as set out in this report, present fairly BayCISS financial position as at 30 June 2017 and its performance for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements.;
- (b) At the date of this statement there are reasonable grounds to believe that BayCISS will be able to pay its debts as and when they fall due;

Signed for and behalf of the Committee of Management:



William Howley - Chairman
Melbourne
4th October 2017



Stuart McIntyre - Treasurer
Melbourne
4th October 2017

BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.

ABN 55 744 288 093

ASM PTY LIMITED

A.C.N. 061 259 041

BALANCE SHEET AT 30 JUNE 2017

These accounts are to be read in conjunction with the accompanying notes.

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	4	228,385	148,820
Receivables		800	290
Other current assets		550	
TOTAL CURRENT ASSETS		229,735	149,110
NON-CURRENT ASSETS			
Property, plant and equipment	5	11,573	13,852
TOTAL NON-CURRENT ASSETS		11,573	13,852
TOTAL ASSETS		241,308	162,962
CURRENT LIABILITIES			
Provisions	6	62,102	46,371
Other		12,854	3,297
TOTAL CURRENT LIABILITIES		74,956	49,668
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES			
TOTAL LIABILITIES		74,956	49,668
NET ASSETS		166,352	113,294
COMPANY EQUITY			
Retained Profits		166,352	113,294
TOTAL EQUITY		166,352	113,294

Comprehensive Income Statement For The Year Ended 30 June 2017

	Note	2017 \$	2016 \$
Revenues from ordinary activities			
Receipts from donations	7	107,326	44,700
Receipts from operations	8	109,698	98,140
Government grants	9	396,193	402,023
Interest		739	1,049
Total revenues from ordinary activities		613,956	545,912
Expenses from ordinary activities			
Wages and salaries			
Administration and counselling		225,145	206,864
Castlefield		165,682	150,542
Total wages and salaries		390,827	357,406
Other expenses			
Administration and counselling		35,039	35,705
Emergency relief		46,226	43,075
Education support		36,636	44,239
Castlefield		52,169	42,495
		170,070	165,514
Total expenses from ordinary activities		560,897	522,920
Profit from ordinary activities before income tax		53,059	22,993
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
Total comprehensive income		53,059	22,993

BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.

ABN 55 744 288 093

ASM PTY LIMITED

A.C.N. 061 259 041

Cash Flow Statement For The Year Ended 30 June 2017

	Note	2017 \$	2016 \$
Cash Flows from operating activities			
Receipts from donations	7	107,326	44,700
Receipts from operations	8	109,698	98,140
Government grants	9	396,193	402,024
		613,217	544,864
Payments to suppliers		533,841	507,254
Net cash inflow from operating activities		79,376	37,610
Cash flows from investing activities			
Interest received		739	1,049
Net cash inflow from investing activities		80,115	38,659
Increase (decrease) in cash		0	0
Purchase of fixed assets			
Net increase in cash		80,115	38,659
Cash at start of financial year		148,819	110,160
Cash at end of financial year		228,385	148,819

Statement Of Change In Equity For The Year Ended 30 June 2017

	2017 \$	2016 \$
Balance at beginning of financial year	113,293	90,300
Comprehensive income for year	53,059	22,993
Balance at end of financial year	166,352	113,293
Total Company Equity	166,352	113,293

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR YEAR ENDING 30 JUNE 2017

1. Bayside Community Information & Support Service Inc.

BayCISS is a not for profit charity providing crisis and emergency food relief assistance to disadvantaged and very low income citizens in our community, a free confidential information and referral service, child care programs and support services to low income families and a family counselling service. Those seeking support are in crisis and often require help for issues such as homelessness, financial hardship, disability, mental illness, drug and alcohol dependency, family violence, social isolation or gambling addiction.

2. Summary of significant accounting policies

The principal accounting policies adopted by BayCISS are stated to assist in a general understanding of these accounts. These policies have been consistently applied except as otherwise indicated.

The accounts have been prepared in accordance with the requirements in Schedule 5 to the Corporations Regulations.

The financial report is for BayCISS as an individual entity and it has been prepared on an accrual basis.

(a) Basis of accounting

These accounts are a special purpose financial report which has been prepared for the sole purpose of complying with the Corporations Law requirement to prepare and present accounts to the members at the

organisation's annual general meeting and must not be used for any other purpose. BayCISS has been confirmed as a charitable institution for tax purposes.

The Committee Members have applied Australian Accounting Standards and Statements of Accounting Concepts where applicable.

(b) Accounting standards issued but not yet operative

The potential future impact of Accounting Standards issued at the date of the report but not yet operative has been considered. It has been determined that the implementation of these standards will not result in any material adjustments or changes to these accounts.

(c) Depreciation and amortisation of property, plant and equipment

Depreciation of assets is calculated on a straight line basis based on the expected useful life of each asset.

(d) Income tax

No provision has been made for the payment of taxation. A letter from the ATO dated 17 August 2007 confirmed the endorsement of BayCISS as a public benevolent institution under section 4.1.1 of subdivision 30B of the Income Tax Assessment Act of 1997 tax deductible gift recipient. A further letter dated September 2006 endorses BayCISS as a Tax Concession Charity under item 1.1 of the table to Section 50-5 of the Income Tax Assessment Act of 1997.

3. Revenue recognition

Revenue from grants, donations, operations and fund raising activities is recognised on a cash basis and the entity has unconditional entitlement to those amounts.

(a) Charitable support

BayCISS receives funding from the Commonwealth and Victorian governments, from Bayside and Kingston City Councils and from a range of charitable organisations and private donors. However, as is common for organisations of this type, it is not always practical to establish accounting control over all sources of fund-raising activities prior to receipt of those funds by employees of BayCISS. Therefore, revenue is recognised when received. Some payments are subject to the achievement of predetermined milestones. BayCISS also receives interest on cash and short-term deposits which is recognised on a similar basis.

(b) Services of volunteers

BayCISS has a substantial number of volunteers including Members of the Committee, who donate their services to the organisation. No value is attributed to these services in the financial statements either as revenue or expense. The Manager is employed on terms and conditions appropriate to the level of responsibilities carried by the position and these terms and conditions are approved by the Committee.

(c) Cash and cash equivalents

Cash and cash equivalents comprise cash, bank accounts and short term deposits maturing within 90 days. These are stated at fair value.

4. Cash flow reconciliation

(a) Cash

For the purpose of the statement of cash flows, BayCISS considers cash to include cash on hand and at banks. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

	2017	2016
	\$	\$
Cash at bank	210,945	131,259
General Accounts		
Term Deposit	17,440	17,011
Total cash	228,385	148,270

(b) Reconciliation of cash flows from operations with profit from ordinary activities after income tax

	2017	2016
	\$	\$
Profit from ordinary activities after income tax	53,059	22,993
Depreciation	2,942	4,342
Changes in assets and liabilities		
Increase in payables	25,299	11,085
Decrease in receivables	-1,185	237
Net cash provided/(used) by operating activities	80,115	38,657

5. Property, plant and equipment

BayCISS fixed assets are as follows:

	2017	2016
	\$	\$
Fixtures and fittings	23,877	23,878
Office furniture and equipment	66,493	65,831
Total fixed assets	90,370	89,709
Less: Provision for depreciation	78,798	75,857
Net fixed assets	11,572	13,852

(d) Goods and services tax

Revenues, expenses and assets are recognized net of the amount of goods and services tax ('GST'). Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from or payable to the ATO is included as a current asset or current liability in the statement of financial position.

(e) Equipment

Recognition and measurement
 Items of equipment are measured at cost less accumulated depreciation and any impairment losses.

(f) Depreciation

Depreciation is charged to the financial statement on a 'straight line' basis over the estimated useful life of each asset from the date on which they are acquired and are ready for use. The principal assets of BayCISS are plant and equipment which are depreciated over a period ranging from 3-10 years.

(g) Leased assets

BayCISS does not lease any of its assets. The premises it occupies are provided free of occupancy costs by Bayside City Council and are not subject to leases.

6. Provision for Liabilities

A provision is recognised if, as a result of a past event, BayCISS has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefit will be required to settle the obligation. These provision include provisions for holiday pay and long service leave for employees.

7. Donations

BayCISS is heavily reliant on donations from a number of sources who have given generous support to its activities. Donations were received from:

	2017	2016
	\$	\$
Royal Melbourne Golf Club	28,000	0
	19,000	2,000
All Souls' Opportunity Shop		
Bendigo Bank	18,182	0
Moorabbin Justice Centre	14,000	9,900
Rotary Club of Brighton	15,000	10,000
Commonwealth Bank		8,000
Brighton Benevolent Society		3,690
Other Donations	13,144	11,110
Total donations	107,326	44,700

8. Income from Operations

	2017	2016
	\$	\$
Child Care Fees	62,450	60,905
Counselling fees	4,686	5,870
Other Income	42,561	31,365
Total income from operations	109,698	98,140

9. Income from Grants

Grants were received from the following organisations:

	2017	2016
	\$	\$
Administration and Counsellors		
Bayside City Council	113,582	110,920
Department of Human Services - Family Counsellors	97,523	99,447
Kingston City Council	29,177	28,327
Commonwealth Emergency Relief Grants	44,031	61,644
Castlefield		
Bayside City Council	58,558	57,186
Neighbourhood Houses	53,322	44,500
DHS Building Grant		
	396,193	402,024
Total grants		

10. Dividends

BayCISS has been incorporated on a not-for-profit basis and no dividends will be paid.



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CHARTERED ACCOUNTANTS
ABN 48 144 382 805

Phone 03 9091 4999
Fax 03 9091 4900

Michael Diamond BComm CA

Ricky Diamond BComm CA

Independent Auditor's Review Report

To The Committee of Management of Bayside
Community Information & Support Service Inc

Report on the Financial Report

I have reviewed the accompanying special purpose financial report of the Bayside Community Information & Support Service Inc., which comprises the Comprehensive Income Statement, Cash Flow Statement, Statement of Changes in Equity for the year ended on that date, and notes comprising a summary of significant accounting policies and other explanatory information and the committee's declaration.

The Committee of Management's Responsibility for the Financial Report

The Committee of Management of the entity is responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Associations Incorporation Reform Act 2012 (Vic.) ("The Act") and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express a conclusion on the financial report based on my review. I conducted my review in accordance with the Auditing Standard on Review Engagements ASRE 2415 Review of a Financial Report, in order to state whether, on the basis of the procedures described, I have become aware of any matter that makes me believe that the financial report is not in accordance with The Act including: giving a true and fair view of the company's financial position as at 30 June 2017 and its performance for the year ended on that date; and complying with Australian Accounting Standards and The Act. ASRE 2415 requires that I comply with the ethical requirements relevant to the review of the financial report.

A review of a financial report consists of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Australian Auditing Standards and consequently does not enable me to obtain assurance that I would become aware of all significant matters that might be identified in an audit. Accordingly, I do not express an audit opinion.

Independence

In conducting my review, I have complied with the independence requirements of The Act. I confirm that the independence declaration required by The Act which has been given to the committee would be in the same terms if given to the committee as at the time of this auditor's report.

Conclusion

Based on my review, which is not an audit, I have not become aware of any matter that makes me believe that the special purpose financial report of Bayside Community Information & Support Service Inc. is not in accordance with The Act including:

- a) Giving a true and fair view of the entity's financial position as at 30 June, 2017, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and The Act.

Dated this 4th day of October, 2017, Caulfield

DIAMOND PARTNERS PTY LTD
Chartered Accountants

A handwritten signature in black ink that reads 'R Diamond'.

Director

Our Donors 2016-2017

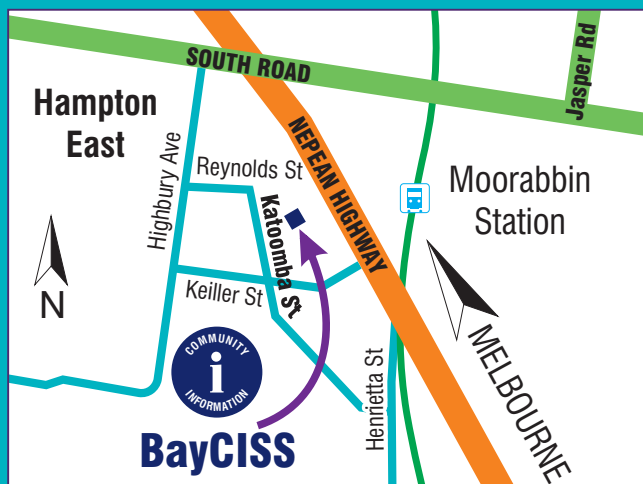
We appreciate the generous donations and support which allow us to continue and enhance the valuable work undertaken through BayCISS programs.

Special thanks to:

Bayside Council
 Kingston Council
 Bendigo Bank - Highett Branch
 Rotary Club of Brighton
 Moorabbin Justice Centre
 Rotary Club of Hampton
 Rotary Club of Sandringham
 Combined Bayside Masonic Lodge Group
 FareShare
 Lucky Star Bakery - Sandringham
 Cheltenham Presbyterian Church
 Cheltenham Uniting Church
 Mentone Uniting Church
 Peter and Marion McKinnon
 Mendis Family
 All Souls Anglican Church - Sandringham
 All Souls Opportunity Shop - Sandringham
 Ormond Ladies' Probus Club
 Leighmoor Uniting Church
 St David's Anglican Church - Moorabbin
 St James Lutheran Church - Moorabbin
 Telstra Bill Assistance and Phone Cards
 Sandbelt Probus Club
 Sandringham Inter Church Council
 Hampton PS
 Moorabbin PS
 Joan Davis
 Knit One, Give One
 Sue High
 Hampton CWA
 Anglicare – Parentzone
 Brighton Red Cross
 The Holland Foundation
 Brighton Benevolent Society
 Trinity Uniting Church
 James Fornery
 Cheltenham Parklands Ladies Golf Group
 Bayside Presentations
 Worthing Road Primary School
 S Cartwright
 Black Rock Golf Group

Castlefield Community Centre

Bayside Council
 Rotary Club of Hampton
 All Souls Opportunity Shop - Sandringham
 Coles Supermarket - Hampton
 Nick Johnstone



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Hampton East Centre

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Email: manager@bayciss.org.au



Melway Ref 77A4

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