



Community Information & Support Victoria | Advocacy
Support
Research



BayCISS

Bayside Community Information
& Support Service Inc.

2015

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 care givers 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)



All Souls' Opportunity Shop



Rotary Club of Brighton
Rotary Club of Sandringham.



Victorian
Department of
Human Services



Department of
Education &
Early Childhood
Development



Department of
Planning and
Community
Development



Bayside Community Information and Support Service Inc

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Annual Report 2015

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Highlights of 2014-2015

Family Counselling	114 families
Child Care	91 children
Education Support Program	103 students
NILS	6 loan approvals
Information and Referrals	1062 people
Emergency Relief	3577 family members
Budget Support and Bill Payments	148 people
Tax Help	71 people
Legal Advice	34 people

COMMITTEE OF MANAGEMENT 2014/2015

President -	Stuart McIntyre
Vice President -	Lyndell O'Brien
Secretary/Public Officer -	Fay Bower
Treasurer -	William Howley
Honorary Auditor -	R. Diamond
Members -	Nigel Caswell, Rowland Hassall, Sarah Salter & Val Lancashire

STAFF

Manager - Community Information Centres - Anne Coughlin

Case Worker - Linda Van Saane until April 2015

Co-ordinator - Castlefield Community Centre - Beth Burns until Dec 2014. Rachael Bausor until March 2015

Childcare Co-ordinator - Castlefield - Lynne Wakeham

Playgroup Coordinator and OCC Reliever - Monika Healey

Childcare Worker - Robyn Watts

Family Counsellors - Hampton East - Dorothy Johnston until 2014, Denise Howells, Ross Hume from Jan 2015

Education Support Program Administration - Liz Miller until Sept 2014

Bookkeeper - Krystyna Sadowska

VOLUNTEER STAFF

Community Information Workers

Helen Aberdeen	Fay Bower	Jenni Box
Janet Brimacombe	Wendy Buckland	Bettie Campbell
Nigel Caswell	Barry Coulthurst	Nola Cuddon
Cynthia DeLittle	Vera Dennison	Rosemary Farrow
Shirley Frewen	Liz Goninan	Yasmin Ioualitene
Debbi Irwin	Beth Jones	Aileen Jowsey
Elmo Joseph	Jean Kent	Jenny Koerning
Pam Kimmins	Clare Lane	Val Lancashire
Peter McKinnon	Liz Miller	Carol Merret
Cartha Maloney	Jeanette Noy	Lyndell O'Brien
Pauline O'Brien	Eunice O'Callaghan	Peggy Sprawson
Carla Stuart-Jacks	Irene Travis	Annette Westney
Libby Whittaker	Brigitta Wilkinson	Michele Rowland
Shirley Walker	Peggy Stansby	Margaret Whelan
Kathleen Logan	Karen Johnson	Sarah Salter
Sue Swanell	Denny Townsend	Anne Reeve

Tax-Help

Elizabeth Kelly

Budget Assistance

Peter McKinnon

Legal Advice Solicitors

Rowland Hassall

Michael Heffernan

Greg Lay

Kornel Koffsovitz

PRESIDENT’S REPORT: Stuart McIntyre

2014/2015 has been a challenging but rewarding year for BayCISS as we continued to support and provide services to the Bayside Community.



During the year we were able to provide Emergency Relief and support for 3,557 clients plus legal and tax advice and to support 114 families with professional counselling and to provide sessional Child Care services and community activities through our Castlefield Community Centre.

A major challenge has been the substantial reduction in funding provided by the Commonwealth Department of Family and Community Services and other cost pressures.

In past years, we have been able to meet the shortfall between Government funding and community needs from our reserves, but this has become difficult as they decline

Despite financial pressures, we were able to continue to support appropriate clients through provision of a Case Worker, to help them address on-going issues and reduce their dependence on Emergency Relief support. Our Case Worker (Linda Van Saane) who established this service left us to move out of Melbourne but we were able to continue the programme by utilizing a staff member from Chelsea Community Support Service under a Partnership Agreement. I thank the All Souls Opportunity shop for funds they donate to enable us to maintain our case work program.

With the support again of the Highett Branch of the Bendigo Community Bank and the Rotary Club of Brighton, we were able to continue assisting local students from underprivileged families with essential school expense that otherwise would fall on their families. In the past year, we were able to assist 103 students from 26 participating schools. We appreciate the support of both organizations and with the schools, who help us identify appropriate families.

At Castlefield, we were able to extend our programs and activities utilizing the enhanced facilities that became available in the previous year thanks to major grants from the Victorian Department of Human Services and Bayside Council.

During the past year, three long serving members of BayCISS –our Castlefield Co-ordinator, Beth Burns, our Senior Family Counsellor, Dorothy Johnston, and our Systems Administrator, Liz Miller retired. All have made major contributions to BayCISS and I wish them well in their retirement. Liz has continued working as a volunteer.

Last year we undertook a Strategic Review of BayCISS which has led to a rationalization of our services and activities. Major initiatives were a closer integration of the Castlefield and Hampton East Centres and the closure of our Brighton Centre. The strategy identified a number of additional programs that would benefit the Castlefield community and opportunities to integrate a number of our services

The Brighton Centre, originally the Brighton Community Information Centre prior to the formation of BayCISS, had been experiencing reduced utilization and difficulty retaining sufficient volunteers to operate it. Clients previously utilizing Brighton have been re-directed to the Hampton East or Sandringham centres with little dislocation. I would like to acknowledge the contribution of the volunteers who have operated the Brighton Centre for many years so positively.

I would like to again acknowledge the contribution that our volunteers, my fellow Committee members and our dedicated staff, led Anne Coughlin, make to BayCISS and to our community.

Stuart McIntyre
President

MANAGER'S REPORT: Anne Coughlin

The past year has seen many changes to BayCISS that have tested our ability to adapt and ensure long term sustainability of the organisation. The development and acceptance of our Strategic Plan in April was key to ensuring that we are looking to the future and evaluating what we are doing in light of current community needs.



The closure of the Brighton Office occurred at the end of September after much discussion. The Brighton Centre had provided services to the community for 40 years, but changes to the demographics and to the needs of clients meant that it was time to consolidate our activities at Hampton East and Sandringham.

Three long serving staff members, Dorothy Johnston, Beth Burns and Liz Miller, retired at the end of 2014, taking with them a wealth of experience, expertise and knowledge. In April, 2015, our Case Worker, Linda Van Saane also decided to retire and take on a new life in Inverloch. We wish them all well in their retirement.

Retirements of course lead to employment of new staff with new ideas and ways of doing things. Early in the year we appointed Ross Hume as our new Family Counsellor and Racheal Bausor as a short term replacement for Beth Burns at Castlefield.

After the release of the Federal Government Budget in 2014, changes were made to the process for distribution of Department of Social Service funding for Emergency Relief. All agencies receiving funding had to enter an open tender process to retain funding. Community Information and Support Victoria (CISvic) invited member agencies to become part of a joint tender as it was becoming clear that small agencies would be unable to compete with the larger ones. We joined the CISvic Consortium tender and also submitted an individual tender. The Consortium was successful and our funding, through this process is guaranteed for three years. Funding for the sector was reallocated according to needs and our funding was reduced by more than 30%. These cuts were not easily implemented but we are able to continue to provide services for our clients.

In October, the Department of Human Services flagged changes to the funding of the Child First Program and to the partnership in which we operate. A decision to increase the size and number of partners working together to implement the program led to a series of intense workshops held over 8 weeks for the now 12 partner agencies to agree to procedures and protocols of operation. This was a very difficult period for all involved as it was clear that a tender process would be undertaken if agreements were not reached. As one of the smaller, specialist agencies in the partnership, BayCISS had to play a key role in ensuring that we maintained our place in the new arrangement so that funding would continue for our Counselling Program. I thank Denise Howells for her support during this process and then her work in assisting with the implementation of the new model.

At the beginning of 2015, we commenced a review of programs and activities at the Castlefield Community Centre. BayCISS joined with Bayside Council and Department of Health and Human Services to critically evaluate programs and how they were meeting the local community needs. The Review Group worked with Rachael Bausor who was our temporary Co-ordinator to investigate possible programs and community links and develop a position paper. This process led to the appointment of a new Co-Ordinator and a revitalisation of the Centre. Programs continued to operate throughout the review and new programs will be trialled in coming months.

Support from local community agencies, service groups, churches, schools and other groups has continued throughout the year. Donations of food, food vouchers, personal items and money enable us to provide for the vulnerable community members who seek our assistance. Our supporters are listed in the back of this report and I thank them again.

Our volunteers are of course the backbone of the organisation and provide all of the hands on service to our clients. I thank them again for their work and their support. The good will, caring and humour of the volunteers are greatly appreciated by me. I also thank the Committee of Management for their continued support in what has been a very challenging and at times difficult year.

There are many challenges for BayCISS to face in the next few years as we enter a period in which funding will become even more difficult to access. We will need to look to other partnerships and working arrangements to ensure that we can continue to operate effectively in the future.

Anne Coughlin
Manager

PROGRAMS AT BayCISS:

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. During the past year, we have assisted **1062** people with information and referral to other services.

BayCISS provides **emergency relief** in the form of food vouchers, food parcels, pharmacy vouchers and some assistance with bill payments to clients experiencing financial hardship. The volunteers interview all clients to ascertain their needs and to try to assist them to better manage. The BayCISS Case Worker plays a crucial role in supporting volunteers and clients in this position. 3577 people were assisted with emergency relief in the past year at a cost of \$77,000. Those accessing this service are residents of Kingston and Bayside local government area as well as a number who report that they are homeless. The source of funding for this program is primarily the Commonwealth Department of Social Services (DSS), but we are also indebted to other donors for financial and food contributions.

In 2014, BayCISS distributed 140 **Christmas hampers**. The distribution of hampers is made possible through donations from the Ormond Ladies' Probus, the Bayside Masonic Lodge, the Sandringham Baptist Church, 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 from the Sandringham Sports Physio Clinic assisted with the preparation of hampers and this was greatly appreciated.

Volunteers spend considerable time assisting 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 to pay a bill for a client in crisis. 150 clients were assisted with **bill payment** in the past year and many more with support to arrange a payment plan.

Other services for our clients included Tax Help (71 clients), Legal Advice (34 clients), assistance with pharmacy prescriptions and assistance with Telstra phone bills and phone cards.

The **Education Support Program** provides support to students in local schools to fully engage in all educational opportunities despite a parent's inability to pay. The program provides funding to schools, on submission, to enable children from low income and vulnerable families to attend camps, excursions, swimming lessons and other programs. 103 students were assisted in the past financial year and feedback from schools indicates that this enables students to stay connected to school and their peers. Funding for this program is provided by Highett Branch of the Bendigo Bank, Rotary Club of Brighton and other smaller donations.

The **No Interest Loans Scheme (NILS)** allows clients to access funds as a short term interest free loan for a variety of purposes such as household items, computers and other similar costs. A total of 6 loans were approved during the past financial year.

COMMONWEALTH BANK COMMUNITY GRANT

A successful application to the Commonwealth Bank Community Grants program resulted in \$8000 being provided to support the Education Support Program. This funding will ensure that we are able to continue to support young people stay engaged in school programs in 2015/2016. Our thanks to the Commonwealth bank for their support.



Anne Coughlin receives an \$8000.00 grant from Mr David Higgins Branch Manager Moorabbin.



Ian Orchard and Les Heimann from Bendigo Bank, Highett present cheque to BayCISS Education Support program to Stuart McIntyre and Anne Coughlin.

CASTLEFIELD COMMUNITY CENTRE:

Castlefield has continued another very successful year providing activities for many community members. The retirement of Beth Burns as Centre Co-Ordinator after more than 20 years in the role led to the Committee working with Bayside Council and Department of Health and Human Services to review programs and to determine the best direction for the centre into the future. The BayCISS Strategic Plan which was completed in early 2015 provided a strong base for the review.

Rachael Bausor was appointed Centre Co-Ordinator in a temporary role to evaluate programs and to prepare a directions paper for the review Committee. During this period, Rachael worked successfully to keep programs running with the support of staff at the Centre, and we thank her for her hard work. The results of the review have been provided to the Committee and the appointment of an ongoing co-ordinator will see the implementation of the review findings during the 2015/2016 financial year.

The staff at Castlefield have continued to work during this period of change and the Committee expresses its thanks to Lynne Wakeham, Robyn Watts and Monica Healey for their commitment to the Centre and the Child Care programs.

Public funding provides substantial income for many community programs and services.

BayCISS receives a significant Major Grant from Bayside Council to assist in the general operations of Castlefield and to support the Child Care Program. The Centre coordination is partly funded with a Grant from Department of Planning and Community Development.

Our Centre programs over the last year included five morning sessions of Short Hours Child Care, two afternoon Three Year Old Groups (kindergarten alternatives), two morning toddler Playgroups, Patchwork Group, Exercise for Older Adults, Contract Bridge and our Oil Painting Studio.

Community activities based at Castlefield include self-help groups such as “Easy Breathers” and a number of Alcoholics Anonymous and Al Anon groups. Bayside Council conducted an evening Immunisation Program each month, there was a Local Drink Drive program, and Rostrum conducted a public speaking group. Occasional use of the facilities included community meetings and training sessions, and the AGM of local bodies corporate. In addition the Federal Government funded medical research program ASPREE, into the use of Aspirin in the over 70’s, meets regularly with Bayside participants.

Programs and services tend to alter over time, reflecting the changing interests and needs of the community. The development of a new Strategic Plan for BayCISS will assist in making sure that the future of Castlefield reflects these changes.

The Castlefield Short Hours Child Care Program is our most significant activity, operating for 23 years, and contributing during this time to the care and education of many hundreds of children. Each year we provide over 9,000 hours of care for two and three year old children, with most of our families coming to us through ‘word of mouth’ promotion or professional referral. We endeavor to remain relevant and responsive to our users by carrying out parent Service Satisfaction Evaluation questionnaires every two years, and are always gratified by the positive responses we receive highlighting the supportive role we play in the lives of so many Bayside families.

FAMILY COUNSELLING: Denise Howells & Ross Hume



The counselling service has experienced a number of operational changes in the last twelve months. Firstly long-time staff member Dorothy Johnston retired from her role as Senior Counsellor, after more than twenty-five years of service. In this time, many families benefited from her experience and depth of knowledge. Dorothy was also a generous mentor and encouraged counselling staff over the years to develop satisfying careers. She encouraged many counselling staff to develop satisfying careers. Whilst, Dorothy's knowledge and experience cannot be replaced, she generously dedicated time to impart her some of her wisdom onto Denise Howells who stepped into the role of Lead Counsellor.

In early 2015 Ross Hume, a Social Worker with many years of experience in counselling across a variety of community settings, joined the counselling team as Family Counsellor. Ross has clinical experience working with individuals and couples. He also enhances the counselling team with a working knowledge of the many struggles faced by adolescents.

Alongside staff changes, many hours were dedicated to work with Department of Health and Human Services staff and Child FIRST Alliance partners to create the newly formed Bayside Peninsula Alliance. This merge aims to provide families access to a much broader and comprehensive network of family services.

Whilst these behind the scenes changes occurred, our focus remained on offering people a consistent and professional counselling service. In the past twelve months there has been a noticeable increase in the number of requests for counselling from parents who are concerned about their teenager dropping out of the education system. Over the

years BayCISS has developed strong connections with local high schools and other service providers to offer counselling for parents who are at a loss as to why their young person is unable to make the most of their education. In counselling, parents have the opportunity to explore their thoughts, feelings and beliefs associated with their current experience. This process then makes way for other perspectives and ways to provide the best outcome for the young person.

In the 2014/15 year BayCISS Counselling service provided a service to 114 families. The majority of the families we support are single parent households. In most cases the focus of our work is to help parents develop their parenting skills and build stronger relationships within their family. Some presenting issues can be addressed in a few sessions, whilst other cases are much more complex and require ongoing support over many months. Often families who present for counselling are living with the impact of trauma and ongoing financial stress and in some circumstances they can also be trying to manage a mental illness and/or addictive behaviours. In each case, our focus is to provide families with a service that is relevant to their current circumstances and works towards connected relationships and an improved quality of life.

Year after year we rely on the time commitment of a wonderful team of volunteers who answer our phone calls, greet our clients and provide administrative support. Our volunteers together with the financial contribution of the Department of Health and Human Services, Bayside City Council, private donors and fee paying clients assists us to maintain a consistent and valued counselling service to people within our community. We also acknowledge the expertise and ongoing support provided to us by the Committee of Management and other BayCISS staff.

CASE WORKER REPORT:

The case worker role has continued to meet the increasingly complex needs of clients presenting at BayCISS for ER. Financial hardship is often a symptom of more complex issues and ongoing financial stress can cause other problems to arise.

The Case Worker is able to spend considerable time with clients, providing advocacy for them and making referrals as appropriate. The strength of this role is that the Case Worker can follow up with clients where further assistance is needed and strongly complements the work of the volunteers.

Case Worker and the volunteers work together to enable clients

- to access services and supports and
- to build greater resilience and financial independence.
- to build on their existing skills and resources.
- to address specific needs and to create pathways out of poverty and disadvantage.

Transitioning clients from ER dependence to engagement in case work can be very challenging. The volunteers have played a pivotal role in:

- explaining to clients how they can benefit from case work
- successfully referring clients for casework support
- communicating with the case worker
- supporting strategies established for clients
- enhancing the suite of supports BayCISS can offer clients.

The Case Worker plays an important role in supporting volunteers by

- mentoring,
- role modelling,
- resource sharing,
- secondary consultation,
- skill building and
- debriefing

As well as enhancing the ER program and the work of the volunteers, case work has also become an integral part of the full range of supports offered to BayCISS clients. The BayCISS Committee of Management acknowledges the incredible support of the All Souls' Opportunity Shop which provides funding for the employment of the Case Worker something that is highly valued by Committee, volunteers and clients.

TREASURER'S REPORT: William Howley

Operations for 2014-2015 resulted in a surplus of \$48,838 compared with a loss of \$29,554 in 2013-2014. During the year operations were restructured to reduce the level of loss in the prior year. The restructuring of the organisation in 2014-2015 puts BayCISS on an improved footing for the current and subsequent years, subject to continued support from the Commonwealth and State Governments, Bayside City Council and the range of donors who support BayCISS activities.

Revenue for the year was \$572,638 compared with \$563,913 in 2012-2013 (up by 1.6%). This increase relates primarily, to a change in the timing of the receipt of Government Grants. Donations declined from \$84,887 to \$80,378 (-5.3%) after declining by 29.2% in the prior year. Any decline in donations impacts primarily on the Education Support Program which supports the education of disadvantaged primary and secondary school students.

Expenses for the year were \$523,800 compared with \$593,467 in the prior year (Down by \$69,667 or 11.7%). Wages and salaries decreased by 7.6% from \$394,461 to \$364,633 after increases in each of the two previous years. Other expenses declined from \$199,006 to \$159,167 a reduction of \$39,839 or 20%. Emergency relief is being distributed only in line with the level of receipts from the Commonwealth Government and other donors for this purpose. Education support is being paid out only at the commencement of each school year, other than in exceptional circumstances, and then only when expected donations for this purpose are received.

Commonwealth Department of Social Services provides funding for emergency relief and this expired at 30 June 2014. Funding was extended to 30 June 2015, at the same annual rate, and then put out to tender by the Government. BayCISS tendered for funding from 1 July 2015 in conjunction with 30 other similar community support organisations based in Victoria (CISVic Consortium) and in its own right. While the CISVic tender was successful the annual amount available to BayCISS has been reduced from \$65,000 to \$42,000, a reduction of 35.4%. This is in line with the overall reduction in Commonwealth Government funding for this activity. The reduction has had a dramatic effect on BayCISS ability to provide emergency relief in the large area it services in 2015-2016 and beyond.

The Victorian Department of Human Services provides funding for family counselling services for clients and this funding expired at 30 June 2015. The delivery of these services has now been restructured by DHS such that BayCISS now partners with 12 other local agencies delivering similar services across a wide region to the south of Melbourne under a new three-year contract. However, BayCISS continues to report its performance directly to DHS.

Castlefield Community Centre is funded principally by Bayside City Council and this funding has now been extended to June 2018, following a strategic review of operations at the centre carried out in cooperation with the Council. As well as functioning as a Community Centre, BayCISS provides occasional child care at Castlefield. Fees for these services have been increased substantially from January 2015 to compensate for continuing award wage increases.

BayCISS ability to meet the community need for services in emergency relief, education support and counselling is limited. Annual increases from funding sources are mostly at CPI levels and payroll costs are being ratcheted by substantial increases in award rates programmed to occur over six years from December 2014 at levels well above CPI.

BayCISS operates with minimal staff and a cohort of committed unpaid volunteer workers and unpaid committee members. No value as revenue is attributed in the annual financial statements to services provided by committee members and volunteers.

In addition to the financial support BayCISS receives from the various levels of government BayCISS continues to receive substantial support in kind from Bayside City Council through the rent free provision of premises in Hampton East, Castlefield and Sandringham from which BayCISS operates.

BayCISS is heavily reliant on donations for its continued operations. Principal donors in 2014-2015 were, All Souls Opportunity Shop, Bendigo Bank, Lord Mayor's Charitable Fund, Moorabbin Justice Centre, and the Rotary Club of Brighton.

William Howley B.A., B. Comm., FCPA, FAICD
Honorary Treasurer

BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.

ABN 55 744 288 093

FINANCIAL STATEMENTS 30 JUNE 2015ASM PTY LIMITED
A.C.N. 061 259 041**Committee's Report**

In respect of the financial year ended 30 June 2015 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

Stuart Vining McINTYRE (Chairman)
Lyndell Barbara O'BRIEN (Vice-President)
Rosina Fay BOWER (Secretary)
William James HOWLEY
Nigel Phillip CASWELL
Rowland HASSALL
Sarah Hamilton SALTER
Valerie Lancashire

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 2015 was \$48,838.

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 2015 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:



Stuart McIntyre - Chairman
Melbourne
10 November 2015



William Howley - Treasurer
Melbourne
10 November 2015

Tax Concessions Charity Endorsement
approved 15 September 2006.

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 2015

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

	Note	2015 \$	2014 \$
CURRENT ASSETS			
Cash and cash equivalents	4	110,161	110,322
Receivables		529	84
Other current assets			
TOTAL CURRENT ASSETS		110,690	110,406
NON-CURRENT ASSETS			
Property, plant and equipment	5	18,194	9,929
TOTAL NON-CURRENT ASSETS		18,194	9,929
TOTAL ASSETS		128,884	120,335
CURRENT LIABILITIES			
Provisions	6	30,836	70,887
Other		7,747	7,902
TOTAL CURRENT LIABILITIES		38,584	78,867
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES			
TOTAL LIABILITIES		38,584	78,867
NET ASSETS		90,300	41,468
COMPANY EQUITY			
Retained Profits		90,300	41,468
TOTAL EQUITY		90,300	41,468

Comprehensive Income Statement For The Year Ended 30 June 2015

	Note	2015 \$	2014 \$
Revenues from ordinary activities			
Receipts from donations	7	80,378	84,887
Receipts from operations	8	96,480	95,069
Government grants	9	394,473	381,754
Interest		1,307	2,203
Total revenues from ordinary activities		572,638	563,913
Expenses from ordinary activities			
Wages and salaries			
Administration and counselling		215,980	238,898
Castlefield		148,653	155,563
Total wages and salaries		364,633	394,461
Other expenses			
Administration and counselling		34,180	36,616
Emergency relief		56,773	72,341
Education support		25,501	47,038
Castlefield		42,713	43,011
		159,167	199,006
Total expenses from ordinary activities		523,800	593,467
Profit from ordinary activities before income tax		48,838	(29,554)
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
Total comprehensive income		48,838	(29,554)

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 2015

	Note	2015 \$	2014 \$
Cash Flows from operating activities			
Receipts from donations	7	80,378	84,887
Receipts from operations	8	96,480	95,069
Government grants	9	394,473	381,754
		571,331	561,710
Payments to suppliers		559,164	578,123
Net cash inflow from operating activities		12,167	(16,413)
Cash flows from investing activities			
Interest received		1,307	2,203
Net cash inflow from investing activities		13,474	(18,616)
Increase (decrease) in cash			Nil
Purchase of fixed assets		13,636	
Net increase in cash		(162)	(18,616)
Cash at start of financial year		110,322	128,938
Cash at end of financial year		110,160	110,322

Statement Of Change In Equity For The Year Ended 30 June 2015

	2015 \$	2014 \$
Balance at beginning of financial year	41,468	71,022
Comprehensive income for year	48,838	(29,554)
Balance at end of financial year	90,306	41,468
Total Company Equity	90,306	41,468

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR YEAR ENDING 30 JUNE 2015

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:

		2015	2014
		\$	\$
Cash at bank	General Accounts	93,597	79,752
	Term Deposit	16,564	30,570
Total cash		110,160	110,322

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

	2015	2014
	\$	\$
Profit from ordinary activities after income tax	48,838	(29,554)
Depreciation	5,372	4,493
Changes in assets and liabilities		
Increase in payables	(40,562)	6,240
Decrease in receivables	(173)	205
Net cash provided/(used) by operating activities	13,474	(18,616)

5. Property, plant and equipment

BayCISS fixed assets are as follows:

	2015	2014
	\$	\$
Fixtures and fittings	24,543	21,835
Office furniture and equipment	65,166	54,238
Total fixed assets	89,709	76,073
Less: Provision for depreciation	71,515	66,143
Net fixed assets	18,194	9,929

(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:

	2015	2014
	\$	\$
All Souls' Opportunity Shop	25,700	15,335
Bendigo Bank	18,182	18,182
Lord Mayor's Charitable Fund	5,000	
Moorabbin Justice Centre	9,880	21,300
Glen Eira City Council		7,500
Rotary Club of Brighton	10,000	14,000
Other Donations	11,616	8,570
Total donations	80,378	84,887

8. Income from Operations

	2015	2014
	\$	\$
Child Care Fees	72,482	73,343
Counselling fees	7,225	7,660
Other Income	16,773	14,066
Total income from operations	96,480	95,069

9. Income from Grants

Grants were received from the following organisations:

	2015	2014
	\$	\$
Administration and Counsellors		
Bayside City Council	108,215	105,575
Department of Human Services - Family Counsellors	93,514	86,153
Kingston City Council	27,501	24,274
Emergency Relief and Educational Support		
Commonwealth Grants		
Brighton	2,541	3,961
Hampton	33,928	41,081
Sandringham	14,982	21,780
Castlefield		
Bayside City Council	55,791	54,430
Neighbourhood Houses	44,500	44,500
DHS Building Grant	13,500	
Total grants	394,472	381,754

10. Dividends

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

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 Corporations Act 2001 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 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 Corporations Act 2001 including: giving a true and fair view of the company's financial position as at 30 June 2015 and its performance for the year ended on that date; and complying with the Australian Accounting Standards and Corporations Regulations 2001. 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 Corporations Act 2001. I confirm that the independence declaration required by the Corporations Act 2001, 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 Corporations Act 2001 including:

- a) Giving a true and fair view of the entity's financial position as at 30 June, 2015, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and Corporations Regulations 2001.

Dated this 21st- day of October, 2015, Caulfield



DIAMOND PARTNERS PTY LTD
Chartered Accountants

Our Donors 2014-2015

We appreciate the generous donations and support to be able to continue and enhance BayCISS programs.

Special thanks to the following individuals and organisations:

Emergency Relief:

Rotary Club of Brighton
 Rotary Club of Hampton
 Rotary Club of Sandringham
 Combined Bayside Masonic Lodge Group
 Bendigo Bank - Highett Branch
 Centrelink - Cheltenham
 FareShare
 Lucky Star Bakery
 Cheltenham Presbyterian Church
 Cheltenham Uniting Church
 Peter and Marion McKinnon
 Sandringham Baptist Church
 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
 Curves Fitness Centres—Hampton
 Sandbelt Probus Club
 Sandringham Inter Church Council
 Salvation Army- Bentleigh
 Moorabbin Justice Centre
 Hampton PS
 Moorabbin PS
 Joan Davis
 Knit One, Give One
 Sandringham Basketball Association
 Sue High
 Hampton CWA
 Natasha Moyle

Education Support Program:

Bendigo Bank - Highett Branch
 Rotary Club of Brighton
 Moorabbin Justice Centre

Castlefield Community Centre Donations

Monday Boys Golf Group
 All Souls Opportunity Shop
 Women's Interactive Group



Melway Ref 77 D5

Hampton East Centre

12 Katoomba Street Hampton East 3188

Phone: 9555 9910 or 9555 6560

Fax: 9555 9579

Email: manager@bayciss.org.au



Melway Ref 76 G9

Sandringham Centre

31 Abbott Street Sandringham 3191

Phone: 9598 0422

Email: manager@bayciss.org.au



Melway Ref 77A4

Castlefield Community Centre

505 Bluff Road Hampton 3188

Phone: 9598 0662

Fax: 9598 0668

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