



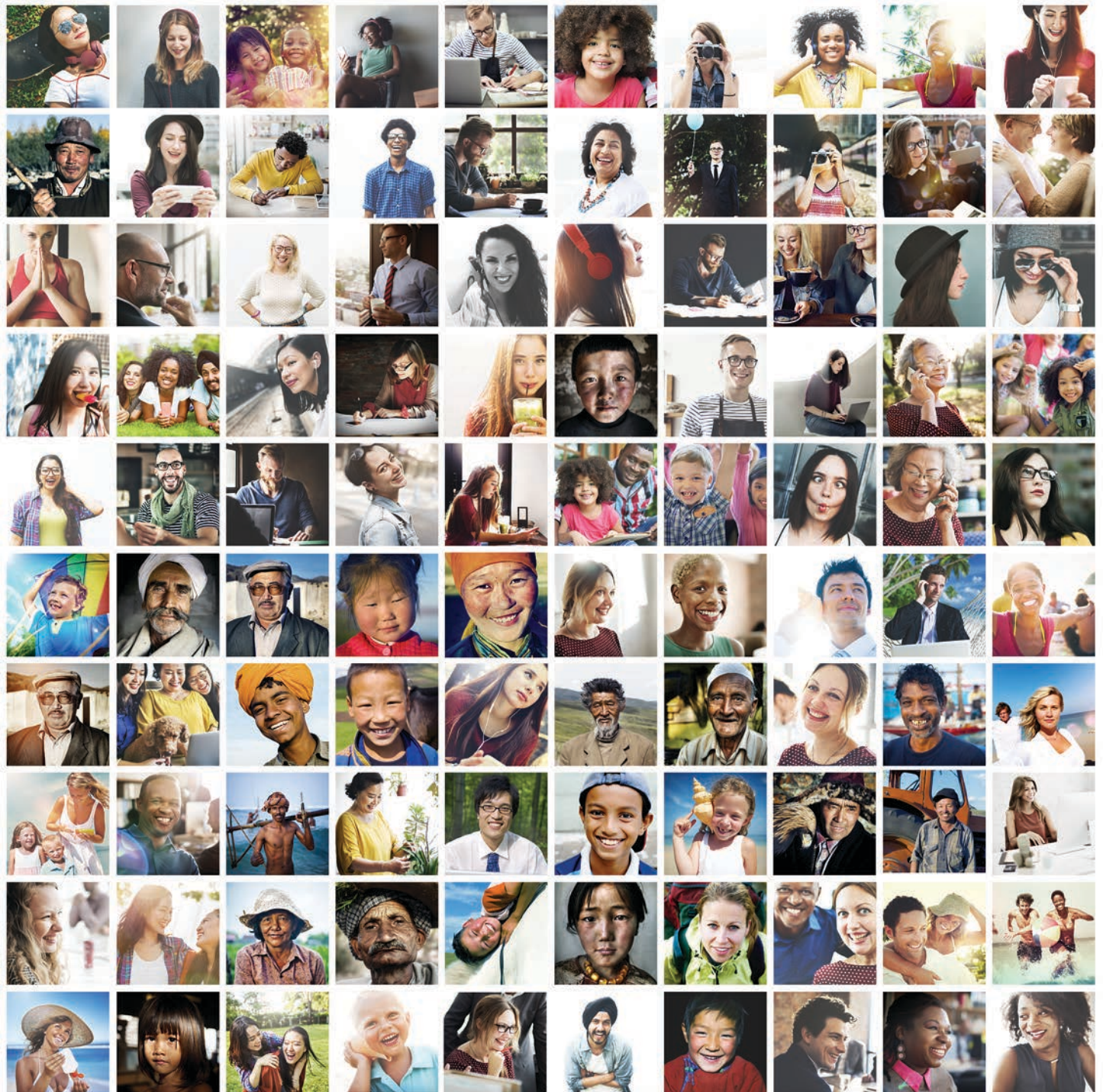
BayCISS

Bayside Community Information
& Support Service Inc.



CISVic

helping local communities
help local people



2016

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)



All Souls' Opportunity Shop



Rotary Club of Brighton
Rotary Club of Hampton
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 2016

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Highlights of 2015-2016

Family Counselling	120 families
Child Care	85 children
Education Support Program	166 students
NILS	3 approvals
Information and Referrals	1062 people
Emergency Relief	1885 people
Budget Support and Bill Payments	78 people
Tax Help	37 people
Legal Advice	48 people

COMMITTEE OF MANAGEMENT 2015/2016

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

STAFF

Manager - Community Information Centres - Anne Coughlin
Case Worker - Helen Byrne
Program Manager - Castlefield Community Centre - Roslyn Porter
Childcare Co-ordinator - Castlefield - Lynne Wakeham
Childcare Worker - Robyn Watts
Playgroup Coordinator and OCC Reliever - Monika Healey
Family Counsellors - Hampton East - Denise Howells & Ross Hume
Education Support Program Administration - Carol Merritt
Bookkeeper - 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

Elizabeth Kelly

Budget Assistance

Peter McKinnon

Legal Advice Solicitors

Rowland Hassall	Michael Heffernan	Greg Lay
Kornel Koffsovitz		

PRESIDENT'S REPORT: William Howley

BayCISS operates a range of community support programs in the Bayside area under increasing funding difficulties. As with other smaller non-profit charitable organisations, BayCISS faces consistent reductions in its funding base and restructuring of its basic activities as governments re-evaluate and pursue alternative models for service delivery.



BayCISS is funded by all three levels of government, federal, state and local as well as from generous donations from community members and community based organisations such as The Rotary Club of Brighton, Bendigo Bank and All Souls Opportunity Shop. The level of income derived from these sources is decreasing overall.

BayCISS activities include the delivery of emergency relief for people under financial and other stress, family counselling, provision of 'occasional' child-minding services, tax and financial advice and the operation of Castlefield Community Centre with its range of educational and other classes special events, holiday programs, fund raisers and workshops.

The past two years have seen a reduction of Department of Social Security grants for Emergency Relief for delivery to disadvantaged people by 30% with the implementation of a new funding model. There is a potential loss of Department of Health and Human Services funding for counselling support to the most vulnerable families as part of further restructuring of the delivery of these services at 30 June 2017. Both programs are key to the viability of BayCISS as a community service provider. While there is a strong demand and unmet need for the services we provide, we have had to impose greater restrictions on their delivery because of reduced funding.

In the past year, there has been a large increase in the number of families seeking emergency relief and housing assistance who have been impacted by family violence and an increase in the number of homeless community members we are called on to assist. There has also been strong demand for the education support assistance program to assist the children of disadvantaged families to participate more fully in school activities. The education support program is funded entirely by donations and has been in operation for six years.

As detailed in the Financial Report BayCISS had an operating surplus of \$23,000 for the year from an income of \$546,000. The surplus was lower than the \$48,800 achieved in the previous year, principally due to a lower level of donations.

In the past two years BayCISS has rationalised its operations by closing the Brighton and Sandringham centres and relocating the services delivered at these locations to our Hampton East Centre which has improved operational efficiency and reduced costs.

Bayside City Council provides rent free occupation of both the Hampton East premises and the Castlefield Community Centre in addition to the substantial annual grant.

BayCISS financial performance in the current year is consistent with that of the previous year. However, any changes to DHHS funding for programs at the end of June 2017 would necessitate a substantial review of programs and restructuring of the organisation.

BayCISS is governed by a small elected Management Committee and I thank committee members for generously giving their time to support the organisation.

BayCISS administration is led by Anne Coughlin who has led the organisation capably again in this year. She is assisted by a small group of part-time employees and many unpaid volunteers who have done a wonderful job in providing support to BayCISS and the community.

William Howley
President

MANAGER'S REPORT: Anne Coughlin

2015 marked another year of change for BayCISS with the closure of our Sandringham office. The Sandringham CAB has been providing services to the community for 41 years, but due to funding constraints, volunteer availability and changes in community needs, it



was decided to centralise all of our services at Hampton East. It was a sad occasion, as many of the volunteers had given many years of commitment to the service and tried to keep it operating, but is an indication of the difficulties small not for profits are facing in the current climate. I could not begin to estimate how many volunteer hours were built up across more than 40 years at Sandringham, but guess it would be around 100,000 given by volunteers to the community. I am very pleased that several of the Sandringham volunteers are continuing their involvement at Hampton East and thank those who gave their time and their energy at the service for so long.

The past year has been another challenging one for BayCISS as we have implemented several changes as a result of changes to our Emergency Relief funding. Funds for the financial year were reduced by 30% as a result of the new tender process developed by Department of Social Services (DSS). Our funding now comes via the Community Information and Support Victoria (CISvic) Consortium with the reduction due to a redistribution across the state. BayCISS now reports to DSS via CISvic and has implemented the new recording systems developed specifically for the Consortium.

The new system has created challenges for some of the volunteers as it collects information in different formats to meet reporting requirements. As a result of these challenges and the different ways of recording information, our statistics for the year show some significant differences to the previous years. By the end of the financial year, the new system is embedded and our statistics will be more accurate in the coming year.

It appears that demand for services have decreased, but this is in part due to the tightening up of eligibility for assistance with essential cards to allow for decreased funding. It is a sad fact that

there is still a very strong demand for our services in Bayside and Kingston, although there have been some changes in the issues our volunteers are assisting with. In the past year we have seen a noticeable increase in families who have been impacted by domestic violence and in homeless community members. Although we are not a front line service for victims of domestic violence, we see many women who report that they are living in a refuge or transitional housing and need assistance to manage in the short term. We have also been able to support the children of these families by covering some costs through the Education Support program to enable them to settle into a new school and participate in activities that make this transition as smooth as possible.

We are all aware of the growing social problem of homelessness in Melbourne. In the past year we have seen a marked increase in the number of clients identifying as homeless or in unstable housing. More than 120 clients have presented identifying as homeless, many long term. Referrals are made to housing providers in the area, but these agencies are so over run that there is often no easy solution to the affordable housing issue.

My thanks again go to the volunteers who give so generously of their time to work at BayCISS. Many of the clients present with highly complex issues and the volunteers listen to their stories without making judgements and provide whatever support and assistance they are able to within the parameters we operate. I know that volunteers are frequently affected by client stories and feel that they are not making a difference, but for most of the clients, having someone who will spend some time listening to them without judging or preaching to them provides an enormous support.

Support from local community agencies, services, churches, schools and other groups continued throughout the year. Donations of food, personal items, food vouchers, knitted goods and money enable us to continue to provide for our vulnerable clients. I thank them sincerely for their efforts. Our donors are all listed at the back of the Annual Report.

I would also like to thank staff and members of the Committee of Management for their work, commitment to BayCISS and for the support they provide me. The challenges continue, but the basic management and structure that is established at BayCISS will equip us to meet these challenges 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. 1885 people were assisted with emergency relief in the past year at a cost of \$43,075. 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 2015, BayCISS distributed 180 **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. 78 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 (37), Legal Advice (48), 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. 166 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.



Learning at Castlefield

CASTLEFIELD COMMUNITY CENTRE: Ros Porter

Castlefield has seen a year of development and growth. Ros Porter, was appointed at the Program Manager and commenced at the end of July 2015 following the recommendations of the review undertaken by the Committee of



Management in conjunction with the Department of Health and Human Services and Bayside City Council. The review formed the basis of a long term plan for Castlefield. A Castlefield Community Reference Group has now been established and we are grateful for the commitment of Vanessa Botha, Bonnie Harris, Brian Holden and Molly May.

One of the first initiatives undertaken as part of our growth phase was the revitalisation of the community garden which was done under the direction of Molly May. The garden continues to thrive and provides delicious additions to lunches and a place for the children to explore during incursions.

We are delighted to report that Bayside City Council has undertaken substantial maintenance at Castlefield commencing with painting of the children's room, exterior and bathrooms. Council and the contractor have been prompt in attending to ongoing maintenance and we are most grateful for helping us to make sure the centre is a safe and pleasant environment.

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 24 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.

This year we have retained our regular volunteer Leintje Cusmano and attracted new volunteers, Molly May, Bonnie Harris, Vanessa Botha, Brian Holden and Cheryl Follett. These volunteers are the life blood of the organisation and we thank them sincerely for their contributions. We have also had a work experience student, Tahlia Gluck.

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 and Nick Johnstone Realestate Agency for signage. This year we have reviewed the budget and made substantial savings on cleaning and operating costs to make sure we can maximise our delivery of programs. Over the last year there has been a 46% growth in income from programs and 69% from room hire. Castlefield has also been able to access funds to support families in need through Bayside City's Hardship Grants.

A printed program is now produced each term and over the year we have been increasing the programs offered and trying out activities that may appeal to community members. Some of these include holiday programs, special events, one off workshops and fund raising events. The concert 'Music for a Warming World' was a great success. We also invited parents and Centre users to place gifts under our Christmas tree for those less fortunate. These were distributed through BayCISS to local families.

With changes to government policy we have also been working on our policies and procedures in immunisation and child safety and have now produced a new handbook for parents. Website development has also been a focus of the year as this is one of our main ways of communicating about our service. Regular newsletters are distributed and we are continuously looking at ways to promote our activities. All in all, it has been a rewarding year and we look forward to new and exciting developments over the coming twelve months.

Ros Porter
Program Manager Castlefield

FAMILY COUNSELLING: Denise Howells & Ross Hume



On reflection, much has been achieved despite decreased parameters. It has been challenging to manage the demand for counselling from people who do not fit the criteria for a government supported program. This group of people frequently overwhelmed with concerns of financial distress, also report difficulties in responding to the demands of a family as well as maintaining their mental health and relationships. The management decision to cut the number of hours allocated to the low cost counselling program has meant that we had one less day to attend to people who actively sought help.

As a partner of the ChildFIRST Bayside Peninsula Alliance, BayCISS continued to receive state government funding from Department of Health and Human Services (DHHS) to provide counselling and support to the most vulnerable families. In line with current trends, it was evident that many of the families who were referred for counselling were affected by significant trauma. In some circumstances it is a culmination of frightening and overwhelming experiences, like emotional, psychological, physical or sexual abuse, whilst others are affected by a one-off traumatic event like witnessing an accident. What we know from research is that unaddressed trauma significantly impairs a person's capacity to live a full and productive life. In most of these cases, parents are also overwhelmed by the competing demands of parenting, financial pressure, chronic health issues, social isolation and loss of hope. In each case we worked to settle the immediate crisis and to prevent further trauma.

Another important aspect of our role is to stay informed of current thinking and practice. Earlier this year the agency supported counsellor, Ross Hume to attend a workshop on Trauma Sensitive Practice presented by trauma specialists Blue Knot Foundation.

On the other hand, I upgraded my skills as a trainer and trained as a facilitator of the *Tuning in to Kids™* program.

This six-session early intervention program teaches parents how to coach their child in Emotional Intelligence. Evidence proves that emotionally 'in tune' children have the greatest opportunity to do better at school; develop stronger more intimate relationships; manage their feelings; become more resilient and are overall better equipped to reach their full potential. The *Tuning in to Kids™* training equipped us to initiate an early intervention strategy and the trauma training helped to inform our everyday counselling practice.

In Term 2 we gratefully received a \$1,000 grant from Anglicare's Parentzone to pilot *Tuning in to Kids™* at our Castlefield Community Centre. The parents who attended this group reported feeling encouraged and better equipped to emotionally support their children. Based on this positive feedback it was agreed to offer the group at some point in the near future.

Each year, we rely on the generous support of Volunteers. They have taken phone messages, welcomed clients and assisted with administration tasks like preparing the *Tuning in to Kids™* materials. We are grateful for the time and energy that they committed to supporting our work.

We also appreciated the support and leadership of Agency Manager Anne Coughlin and we have continued to rely on the Committee of Management for big picture thinking and guidance. We value their time, dedication and ongoing belief in our work.

Without the support of DHHS, our work with the most vulnerable families would not exist. BayCISS Counselling service has been part of the DHHS ChildFIRST program for almost nine years. In the past financial year over 800 hours were dedicated to providing counselling, support, information and referral to families in distress. This vital source of funding allowed us to continue our work in encouraging parents to empathise with their child's perspective and at the same time assist them to create a safe and nurturing environment in which their child can grow to reach their full potential.

It's our aim and hope to continue to manage competing demands and search for initiatives that improve the effectiveness and relevance of our work with families in need.

Denise Howells
Senior Counsellor

CASE WORKER REPORT: Helen Byrne

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 role of the Caseworker is a key component of our service as she provides a greater flexibility in service provision. Volunteers can call on Caseworker support when dealing with complex client issues providing extra support for them.

The Caseworker can work short term with clients to deal with a specific issue or work on a longer basis to support them through a difficult time or transition.

Caseworker 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: Stuart McIntyre

In 2015-16, BayCISS achieved an Operating Surplus of \$23,000 from an income of \$546,000, a reduction from the previous year's surplus of \$48,800. This was principally due to a lower income from donations during the year.

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. Over the years, we have adjusted our programmes and expenditure to maintain an appropriate balance to allow us to smooth out any funding shortfalls and of course meet future staff liabilities.

In 2015-16, our principal sources of income, over \$400,000, was again from grants from the Commonwealth Government for emergency relief, The Victorian Department of Human Services for our Counselling Program and Castlefield Community Centre and from Bayside and Kingston Councils to assist our administration costs and to operate our Castlefield Centre.

Major donors in 2015-16 included the Moorabbin Justice Centre, The Commonwealth Bank and the Rotary Club of Brighton. In past years, a major donor has been the Hihett Branch of the Bendigo Community Bank. Their donation of \$20,000 was received in July, 2016 and not included in the 2015/16 accounts.

Income from our Sessional Childcare Program was lower due to the reduced utilisation of this service during the year, but this was offset by an expansion of our other Castlefield programmes. It is pleasing to note that in recent months usage of the Castlefield childcare service has increased.

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, supported by donors notably The All Souls Opportunity Shop.

The accounts do not reflect the significant contribution to BayCISS from the Bayside City Council, which continues to provide us with two buildings rent-free including the Castlefield Community Centre, in addition to its substantial annual grant.

The Education Support Fund was also again able to provide support to disadvantaged students at schools in Bayside and Kingston municipalities. This important programme increased its grants in 2015-2016 to students and their families to \$44,000. The supporting schools continue to play an important role in helping us identify and prioritize students with the greatest needs.

At the end of 2015, we closed our Sandringham Centre and centralized our operations at our Hampton East Centre. This has improved our operational efficiency and reduced our overheads without significantly impacting our clients.

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, procedures and controls. I must again acknowledge the contribution of our bookkeeper, Krystyna Sadowska. Our annual audit was again performed by our Honorary 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 2016

ASM PTY LIMITED

A.C.N. 061 259 041

Committee's Report

In respect of the financial year ended 30 June 2016 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)
 Rowland HASSALL
 Sarah Hamilton SALTER

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 2016 was \$22,993.

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 2016 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
 26 October 2016



Stuart McIntyre - Treasurer
 Melbourne
 26 October 2016

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 2016

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

	Note	2016 \$	2015 \$
CURRENT ASSETS			
Cash and cash equivalents	4	148,820	110,161
Receivables		290	529
Other current assets			
TOTAL CURRENT ASSETS		149,110	110,690
NON-CURRENT ASSETS			
Property, plant and equipment	5	13,852	18,194
TOTAL NON-CURRENT ASSETS		13,852	18,194
TOTAL ASSETS		162,962	128,884
CURRENT LIABILITIES			
Provisions	6	46,371	30,836
Other		3,297	7,747
TOTAL CURRENT LIABILITIES		49,668	38,584
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES			
TOTAL LIABILITIES		49,668	38,584
NET ASSETS		113,294	90,300
COMPANY EQUITY			
Retained Profits		113,294	90,300
TOTAL EQUITY		113,294	90,300

Comprehensive Income Statement For The Year Ended 30 June 2016

	Note	2016 \$	2015 \$
Revenues from ordinary activities			
Receipts from donations	7	44,700	80,378
Receipts from operations	8	98,140	96,480
Government grants	9	402,023	394,473
Interest		1,049	1,307
Total revenues from ordinary activities		545,912	572,638
Expenses from ordinary activities			
Wages and salaries			
Administration and counselling		206,864	215,980
Castlefield		150,542	148,653
Total wages and salaries		357,406	364,633
Other expenses			
Administration and counselling		35,705	34,180
Emergency relief		43,075	56,773
Education support		44,239	25,501
Castlefield		42,495	42,713
		165,514	159,167
Total expenses from ordinary activities		522,920	523,800
Profit from ordinary activities before income tax		22,993	48,838
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
Total comprehensive income		22,993	48,838

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 2016

	Note	2016 \$	2015 \$
Cash Flows from operating activities			
Receipts from donations	7	44,700	80,378
Receipts from operations	8	98,140	96,480
Government grants	9	402,024	394,473
		544,864	571,331
Payments to suppliers		507,254	559,164
Net cash inflow from operating activities		37,610	12,167
Cash flows from investing activities			
Interest received		1,049	1,307
Net cash inflow from investing activities			
Increase (decrease) in cash		38,659	13,474
Purchase of fixed assets		0	13,636
Net increase in cash		38,659	(162)
Cash at start of financial year		110,160	110,322
Cash at end of financial year		148,820	110,160

Statement Of Change In Equity For The Year Ended 30 June 2016

	2016 \$	2015 \$
Balance at beginning of financial year	90,300	41,468
Comprehensive income for year	22,993	48,838
Balance at end of financial year	113,293	90,306
Total Company Equity	113,293	90,306

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR YEAR ENDING 30 JUNE 2016**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:

		2016	2015
		\$	\$
Cash at bank	General Accounts	131,809	93,597
	Term Deposit	17,011	16,564
Total cash		148,820	110,160

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

	2016	2015
	\$	\$
Profit from ordinary activities after income tax	22,993	48,838
Depreciation	4,342	5,372
Changes in assets and liabilities		
Increase in payables	11,085	(40,562)
Decrease in receivables	237	(173)
Net cash provided/(used) by operating activities	38,657	13,474

5. Property, plant and equipment

BayCISS fixed assets are as follows:

	2016	2015
	\$	\$
Fixtures and fittings	23,878	24,543
Office furniture and equipment	65,831	65,166
Total fixed assets	89,709	89,709
Less: Provision for depreciation	75,857	71,515
Net fixed assets	13,852	18,194

(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:

	2016	2015
	\$	\$
All Souls' Opportunity Shop	2,000	25,700
Bendigo Bank		18,182
Lord Mayor's Charitable Fund		5,000
Moorabbin Justice Centre	9,900	9,880
Rotary Club of Brighton	10,000	10,000
Commonwealth Bank	8,000	
Brighton Benevolent Society	3,690	
Other Donations	11,110	11,616
Total donations	44,700	80,378

8. Income from Operations

	2016	2015
	\$	\$
Child Care Fees	60,905	72,482
Counselling fees	5,870	7,225
Other Income	31,365	16,773
Total income from operations	98,140	96,480

9. Income from Grants

Grants were received from the following organisations:

	2016	2015
	\$	\$
Administration and Counsellors		
Bayside City Council	110,920	108,215
Department of Human Services - Family Counsellors	99,447	93,514
Kingston City Council	28,327	27,501
Commonwealth Emergency Relief Grants	61,644	51,451
Castlefield		
Bayside City Council	57,186	55,791
Neighbourhood Houses	44,500	44,500
DHS Building Grant		13,500
Total grants	402,024	394,472

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'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 26th day of October, 2016, Caulfield

DIAMOND PARTNERS PTY LTD
Chartered Accountants



Director

Our Donors 2015-2016

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

Special thanks to the following individuals and organisations:

Anglicare - Parentzone
Bayside Council
Kingston Council
Rotary Club of Brighton
Rotary Club of Hampton
Rotary Club of Sandringham
Combined Bayside Masonic Lodge Group
Bendigo Bank - Highett Branch
Commonwealth Bank - Moorabbin
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
Sandbelt Probus Club
Sandringham Inter Church Council
Moorabbin Justice Centre
Hampton PS
Moorabbin PS
Joan Davis
Knit One, Give One
Sue High
Hampton CWA
The Brighton Red Cross
The Holland Foundation
Brighton Benevolent Society

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

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Phone: 9598 0422

Email: manager@bayciss.org.au



Melway Ref 77A4

Castlefield Community Centre

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