



BayCISS

Bayside Community Information
& Support Service Inc.



2020 Annual Report



our philosophy

our mission

to help our local community and its people

our purpose

to provide services and programs designed for assistance, participation, development, learning and enjoyment

our values

to ensure we are impartial, respectful, accessible and collaborative

our business

to provide essential services to our community through

information & advocacy
children's programs and activities
family counselling
casework
emergency relief
legal advice
NILS applications
budget and bill assistance
volunteerism
and
community programs





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our people

our committee of management

President
Vice President
Treasurer
Secretary
Committee



our staff

Manager
Program Manager
Senior Counsellor
Caseworker
Child Care Coordinator
Child Care Assistant
Playgroup Coordinator
Counsellor
Finance Officer
Administration - Katoomba Street
Administration - Bluff Road
Child Care Reliever
RAW Garden Coordinator
Social Worker-in-Training

Holmesglen Student Placement
City of Kingston redeployed staff

our volunteers

Utility Assistance
Policy Development
Tax Help
Budget & Bills Assistance
NILS
Legal Advice

Garden Coordinators

Bluff Road Governance
Patchwork Facilitator
Bridge Facilitator
Community Reference Group

Arthur Hubbard
Suzanne Daley
Mark Henricks/Glenda Harkin
Lyn Rowe
Sue Swanell
Suzanne Daley
Bonnie Harris
Stuart McIntyre
Deb Carveth
Glenda Harkin
Peter Sherman

Karyn Doyle
Roslyn Porter
Denise Howells
Helen Byrne
Lynne Wakeham
Robyn Watts
Monika Healey
Louise Greenslade
Krystyna Sadowska
Carol Merrett
Kim Wareham
Leintje Cusmano
Francisca Brito
Lachlan Sheppard (RMIT)
Zoe Kellman (RMIT)
Katherine Parzis
Masood Ahadi
Amanda Maher
Kay Blight

Annette Clover
Ryan Hendricks
Carol Merrett
Peter McKinnon
Judy Schofield
Rowland Hassall
Kornel Stewart
Greg Lay
Michael Heffernan
Cheryl Buzzell
Molly May
Bonnie Harris
Meg Novocca
Judy Fullager
Justine Shelley
Margaret Beadle



our people



our community information volunteers

Helen Aberdeen
Wendy Buckland
Fiona Clark
Barry Coulthurst
Caroline Dunn
Elizabeth Goninan
Tania Hanna
Debbi Irwin
Nancy Karanicolas
Clare Lane
Alana Majstorovic
Christine McNaughton
Andy Mitchell
Lyndell O'Brien
Catherine Palmer
Lyn Rowe
Mia Silver
Sue Swanell
Diego Tobar
Denny Townsend
Joanna White

Kate Augustinova
Deb Carveth
Kate Coomber
Victoria Cronin
Courtney Fuller
Leah Hancock
Danice Inglis
Elmo Joseph
Jenny Kempster
Diana Lautenbach
Tania McConnon
Liz Miller
Patty M
Natalie O'Brien
Marianne Pattison
Sarah Salter
Henriette Strain
Andrew Tasker
Ellenor Velev
Libby Whitaker
Annette Young



our drivers

Alan Brebner
Stephanie Hubbard
Caroline McIntyre
Geoffrey Cunningham
Grant Dawson
Jackie Jackson
Leonie Head
Sharon Anderson
Di Price
Rhonda Pincott
Richard Arnold

Arthur Hubbard
Stuart McIntyre
Christie Malan
Jillian Cunningham
Greg Gorfine
John Arkbuckle
Margaret Gwynne
Ian Price
Kathy Pamflett
Robert Bodsworth

our service award recipients - 2020

40 years Michael Heffernan - Legal Advice Volunteer

26 years Rowland Hassall - Legal Advice Volunteer

23 years Peter McKinnon - Budget & Bill Assist Volunteer

22 years Lyndell O'Brien - Community Information Volunteer
Inducted onto CISVic Honour Roll 2019

15 years Liz Goninan - Community Information Volunteer

10 years Helen Aberdeen - Community Information Volunteer

Mia Silver - Community Information Volunteer





our impact

2111

Casework contacts



3938

Food parcels distributed



205

Christmas hampers



496

Homeless supports



28728

Castlefield Community Centre visits



974

Counselling hours



528

Community members supported each week



11085

Philanthropic funds distributed



2958

Emergency relief presentations



146

Legal appointments



5168

Volunteer hours



101

Utility Bills assisted



341

Community donations



our president - arthur hubbard



I had anticipated my first year as President would be relatively easy given the quality of the Organisation and the people in place when I took over the reins. Little did I then know that 2020 would trigger “the winter (and the autumn and spring) of our discontent” following the arrival of Covid-19 early in the calendar year. And what damage it has inflicted in so many.

I am reminded of the quote “It’s your reaction to adversity, not adversity itself that determines how your life’s story will develop.” The reaction of the BayCISS team to the Covid-19 adversity continues to leave me in awe as the team simply stepped up and took on all the challenges Covid-19 inflicted head-on. It was and continues to be a challenging environment, including the requirement for continual change. However, adaption and determination have been the hallmark, and team BayCISS has been able to continue to look after many of the needs of our Community throughout. It is a real credit to Karyn Doyle and her staff who have had to work under difficult and ever-evolving conditions, many team members being required to work from home and without the support of normal workplace environments. I am so proud of everyone for all their efforts throughout the year, a huge thank you to all of you.

I also wish to acknowledge the contribution of our volunteers who continue to commit considerable personal time and effort to provide services and advice in a compassionate and professional manner to our many clients. Without these contributions BayCISS could not continue to support our community.

Our supporters, donors, and members of the Community have also stood tall throughout the year as we continue to receive outstanding support. This includes in particular from our funding partners, The City of Kingston and Bayside City Council and the relative departments of DHHS who have all gone out of their way to help us meet the challenges we have faced.

My final thanks are directed to the Members of the Committee for the support they have given to BayCISS and myself, by generously giving their time and applying their skills to BayCISS and its Operations. BayCISS is so lucky to have such a diverse, experienced, and hardworking committee. Their support has been crucial throughout.

I am often asked by outsiders what does BayCISS do. Our mission sums it up nicely - that is to help our local community and its people. Our agency and services provide assistance for community members within the Bayside and northern part of the Kingston LGA’s covering an approximate population of 125,000 people. Clients requesting assistance through BayCISS often identify as having complex issues including low income particularly single parents, mental health, domestic violence, homeless or at risk of homelessness and drug and alcohol dependence. Over 50% of service users receive Disability Support payments with another large proportion of clients receiving sole parent payments. Demand for family counselling, casework, emergency relief, advocacy, referrals, support programs and child-care are continuing to increase with a larger number of service users requiring more complex supports.

Despite Covid-19 and the restrictions placed on the use of our premises, our Katoomba Street operation was able to continue working at all times. Our Castlefield Operation at Bluff Road was not so fortunate as doors had to be closed, restricting our sessional childcare operations and the various social and wellness activities normally undertaken to online supports where feasible. At the time of writing, some services have at last been able to be reintroduced. Hopefully more can follow quickly.

What next - well I am an optimist. I know 2021 will throw out further challenges, however I am confident we have the leadership, people, and structure to continue to be able provide services to all those who need us!



our manager - karyn doyle



In a year which has thrown more curve balls than the World Series, I am very proud to present my Annual Report for 2019-20. After what can only be described as a busy - albeit disruptive - year, the organisation was turned on its head when a little-known virus hit our shores and took over our lives and livelihood, only for a short time - or so we thought. Little did we realise how this pandemic would transform our lives, thoughts, processes, planning and service delivery; creating so many new opportunities and challenges. Reflection over the past 12 months, I continue to be inspired and humbled by the commitment and passion of our team - which has, and will continue to, drive the organisation into a new year, consolidating our work and creating more opportunities for the community to which we dedicate our time.

Our organisation experienced increases in every aspect of service delivery from last year with service user numbers increased by 10%; emergency relief visits rose by 11%; visitors experiencing homelessness up by 30%; occasions of service through our casework program increased by 46%; enquiries soared with more enquiries to the service in the last three months than the entire previous year; referrals to our family counselling program exceeding expectations by 10%; our volunteer base doubled; and the introduction of two new services - a new home delivery and utility relief assistance program.

We continue to be supported through all levels of government to do the work we do. Bayside City Council, City of Kingston, Department of Health & Human Services, Department of Social Security, CISVic and Neighbourhood Houses Victoria all continue to support our work by providing financial supports for our programs and staffing. However, we also enjoy much community support with a growth in financial contributions from a large number of supporters and local organisations.

We were recognised for our outstanding ability to collaborate with many other agencies, organisations and groups predominantly throughout the pandemic 'COVID Community Collaborations' with a nomination for the Keep Victoria Beautiful Sustainable Cities Awards. This recognition epitomizes the length and breadth of the work we do and our ability to work

with others to encourage positive outcomes for members of our community!

We have also enjoyed a constant stream of visitors or calls to both Centres with offers of help and donations. Our work relies very heavily on the kindness of others and the enormity of generosity from within our own community has indeed been overwhelming. Each day of opening, we welcome fresh, frozen and perishable produce donated from individuals, neighbourhoods, church congregations, local retailers, and workplace collections.

Community partnerships certainly go a long way to assist with our emergency and food relief programs however we have also managed to secure many new support partnerships and referral pathways promoting a holistic approach to our service delivery model. The nature of our work encourages us to source as many options as possible with other avenues for referral and partnerships. These may be local, state and even national options and include such organisations as local councils and schools as well as many specialist services.

One of our very own service users wanted to make a real change in not only his life, but in the life of others whilst also acknowledging organisations who had contributed to his recovery, by organising a 'Ride of a Lifetime' from Melbourne to the Coolangatta. Tim showed great personal strength and resolve during his ride and managed to get a fair way before being turned away and sent back home due to border closures and legislated isolation. Collection tins are located throughout the local region and will be collected in honour of his efforts and shared with the Sandringham Emergency Department.

The Rotary Club of Brighton once again put on the great weather for the Great Australia Day swim. BayCISS is one of the proud recipients of this fabulous event which contributes directly to our Education Support Program on an annual basis. Christmas was again a highlight of the year with so much community collaboration and support enabling us to distribute 230 food parcels and over 500 gifts! The local politicians were also on duty to cook the BBQ and spread the festive cheer.



Our staff, volunteers and Committee of Management have, once again, been absolutely outstanding. Their professionalism, their commitment, their compassion, their enthusiasm, their dedication, their integrity, their care, their collaboration and their friendship have all contributed to the organisation we are today. Facing many challenges, uncertainty and a growing demand for their time, all members of our team stepped up, embraced the need for flexibility, patience and cooperation to ensure our services and delivery transitioned smoothly and without interruption.

This year we welcomed many new faces - Louise Greenslade, Andy Mitchell, Kate Coomber, Marianne Pattison, Courtney Fuller, Annette Young, Joanna White, Andrea Tan, Tania McConnon, Alana Majstorovic, Diana Lautenbach, Nancy Karanicolas, Ryan Henrick, Greg Gorfine, Grant Dawson, Geoffrey & Jillian Cunningham, Annette Clover, Richard Arnold, Sharon Anderson, Alan Brebner, Robert Bodsworth, Jackie Jackson, Margaret Gwynne, Di & Ian Price - all joined us in our work in a variety of roles.

Masood Ahadi, Amanda Maher and Kay Blight joined the team through the City of Kingston redeployment program. Lachlan Sheppard & Zoe Kellman both commenced their time as 'Social Workers in Training' completing their RMIT student placements through CISVic. Katherine Parzis opened the door for new opportunities through the Holmesglen Diploma of Community Services.

It needs to be said that I often receive comments and feedback about the positive environment and experience from a visit to our organisation over both sites and it makes me extremely proud to be part of such an amazing group of people who make coming to work every day a pleasure. To have community members tell us that we make them feel human and respected - whilst concerning - is one of the greatest compliments to our work! Coupled with the capacity to offer so many options for participation, activity, health and wellbeing continues our focus on holistic supports for all.

This year we said goodbye to some team members - Natalie Leechman, Ellenor Velez, Dylan Buchhorn, Kate Augustinova, Ryan Baxter, Maria Matyjaszczyk, Natalie O'Brien, Henriette Strain, Andrew Tasker, Francisca Brito, Ros Porter, Kim Wareham, Caroline Dunn, Sarah Salter and Sue Swanell.

In July we sadly farewelled our longest serving volunteer, Jean Kent after a short illness. Jean volunteered with our organisation over 26 years, originating from our Sandringham office and joining the team at Katoomba Street following the amalgamation. Jean was a very special person to many and was recognised for her community service with a nomination as the Victorian Senior of the Year. Jean worked tirelessly for the community. She displayed empathy, flexibility, tolerance, patience, understanding and acceptance. She was kind and charitable with her time and nature, and was an absolute pleasure to work with, to spend time with and to have a laugh with as she possessed a wicked sense of humour and fun! Whilst sorely missed, Jean will always be remembered with a Fund set up in her name to assist families in need.

In November, there were a couple of very special announcements with Lyndell O'Brien inducted into the CISVic Honour Roll in recognition of her outstanding contribution to the community over many, many years! Rowland Hassall, Michael Heffernan and Peter McKinnon were also acknowledged for their outstanding contributions to the community through their associations with BayCISS. National Volunteer Week, like everything else, looked very different this year and was marked by an online recognition and acknowledgement event for all of our volunteers who are all remarkable human beings!

At the commencement of the pandemic our organisation, like many others, was coming to grips with how to continue with our work amongst the new regulations, legislation, reporting, policies, procedures and challenges - however, what we also witnessed during this time was an outpouring of support from far and wide. In May we met an amazing group of people who contributed a whopping 100 food parcels to our food relief program. All the members of MTO Shahmagsoudi Melbourne marked the conclusion of Ramadan by donating the food parcels as part of their global campaign! Our volunteer workforce reduced dramatically with many unable to participate in the work they love. We were inundated with offers of help and managed to reopen to full capacity within a few months. This opened many new opportunities for volunteerism within the sector and a new service delivery model was born.





During the past year our Bluff Road site has continued to enjoy much popularity with an average of 586 visitors to the Centre each week and 475 people enrolled in activities - totalling an impressive 82 hours of activity each and every week. The ongoing growth and variety of opportunities available from this site can be attributed to the commitment and ability of our wonderful team members to engage the community, encourage ongoing participation, social engagement, education, training, health and wellbeing, as well as providing information, outreach activities, occasional child care and playgroup activities on an ongoing basis.

Activities and programs continued successfully throughout the year until March when conversion

to remote working, online programming and ongoing communications kicked in.

One of the many highlights of the year identified collaborations with a number of other local centres and an opportunity to bring many support services and agencies together for the annual RU Ok? Day event, which was later recognised as the Bayside City Council event of the year during their Australia Day award ceremony!

It has certainly been an amazing year and I look forward to continuing our work - in our community, for our community, with our community!



our family counsellors - denise & louise

The year began filled with hope and optimism. Natalie, started twelve months Family Leave and we started the search for someone to bridge the gap. It took us a few months and when Louise Greenslade walked into our office, we knew we had found the most suitable applicant. Louise brings much wisdom, curiosity and enthusiasm to our work and has become a valued and respected staff member.

Alongside welcoming Louise to our team, a grant from Kingston City Council allowed us to improve our knowledge and practice of working with people affected by Family Violence. The eight identified areas of interest were; data collection, policy and procedure, training, networks, community engagement, information & resources, advocacy and awareness, and trauma informed counselling practice. In November we joined the global campaign, 16 days of Activism, to raise awareness of gendered-violence and its elimination. Staff were encouraged to wear orange and the Hampton East office was awash with orange posters, balloons, streamers, and visitors were treated to an assortment of orange coloured sweets. At times, our display was mistakenly linked to Halloween, nevertheless it was certainly a conversation starter! Job done!! As the year progressed, the presence of the Kingston Family Violence funding alongside the DHHS (Department of Health & Human Services) funding meant that we had the financial capacity to focus our attention on meaningful and sustainable ways the counselling programme could support the wellbeing of community members who have a lived experienced Family Violence.

Throughout the year, professional development helped us to develop our practice to address the zeitgeist of Family Violence. In January, Denise attended a training presented by the Judicial College of Victoria. This networking opportunity brought together hundreds of individuals from a range of services across the Family Violence sector. The result was a dynamic experience whereby expertise and wisdom were gathered up from many voices into a shared holistic vision. From this platform, each individual left better equipped to start similar conversations within their own area of work and to sustain the crucial Family Violence work that has gained momentum in recent years.

In March, we quickly adapted to the rapidly evolving pandemic, which we now know as COVID-19. Overnight, processes, practices and safety measures were developed, pot plants taken home and we gradually adapted to telephone counselling. For us both, this was unfamiliar territory, so to fully understand the nuances of online and telephone counselling, we attended a Psychotherapy and Counselling Association of Australia (PACFA) certified Telehealth training.

All along whilst focused on the development of our Family Violence practices, we adapted to working remotely, managed isolation and frustration. We encountered inevitable delays and the imperative need to reorient oneself, at the same time we acknowledged the losses and gains that naturally come with change. Not surprisingly, our data revealed an increase in the number of hours spent on each case. Under the DHHS funded, Integrated Family Services programme we worked with 49 families whilst 12 families were supported through the low-cost counselling programme. Counselling enquiries increased by 12 percent. The predominate presenting issues are still; parenting and parent child relationships, closely followed by adult to adult relationships, whilst historical family violence was identified in 25% of all cases.

We appreciated BayCISS management support and consideration, as we worked through the challenges faced in the final quarter of the 2019-20 financial year. It was timely that we attended a training by Linda Graham, Marriage and Family Therapist and author of two books *Bouncing Back* and *Resilience*. Linda's training deepened our understanding of the neuroplasticity of the brain and provided us with an array of interventions that can aid creation of new neural pathways. Armed with this increased knowledge we applied these learnings to help clients develop their responses, previously marred by trauma.



Health
and Human
Services

As scientists focus on the development of a vaccine to protect us all, our focus remains on developing our counselling service to meet the evolving emotional and psychological needs of our community members. One notable challenge, is the limited availability of counselling places for parents and families who sit outside of our DHHS funded programme criteria. For example, parents who want to turn their lives around with children under 17 years, generally men, but sometimes women, who want increased contact with their children and improve their parenting skills but who are not the primary caregiver of their children. Or, parents who are still parenting children but these children are now over 17 and remain developmentally dependant on their caregiver for a range of reasons: mental health, disability, history of family violence, addiction, chronic health issues, financial hardship, or family breakdown. With

these families in mind, many years ago, a low-cost fee for service counselling programme was added to our suite of services. Disappointingly, we cannot provide a service to everyone who calls for help. To address this dilemma, we consistently dedicate time to grant and funding applications. We remain hopeful and optimistic, that in time, we will secure funds to increase and diversify our service delivery to meet the need and demand for our service.

Even though we finished the year in amidst an unresolved global crisis, we witnessed growth and development, hope and optimism. Mothers, Fathers, Sons, Daughters and Grandparents reflected, moved on or adapted to their circumstances. Our work is a privilege and we are grateful to all the people, organisations and funding bodies who believe in, support, and fund our work.



our caseworker - helen



The year has presented many challenges, achievements and rewards.

The role of the caseworker is to provide generalist support to vulnerable clients experiencing complex situations. Support can be offered through information, advocacy, supportive listening, referral and solution focused problem solving. Key resources are identified, including identifying service user strengths & resources, linking service users to supports through supportive referral pathways.

The caseworker is responsible for providing additional supports to vulnerable service users with complex needs and complements the work of volunteers by liaising with agencies and programs to provide medium to long term support and better outcomes for clients through coordinated supports for people experiencing crisis in their lives with the aim of building financial and personal resilience and capacity.

Service Delivery

This year, the caseworker provided 2111 occasions of service by supporting a total of 422 service users which was a substantial increase from last year. Supports provided included initial assessment, information, advocacy, support and referral. Email communications and contact increased as the work also transitioned to more focus on remote delivery of service. Face to face contact reduced from previous years due to environmental changes however the number of service users identified as having a disability increased significantly from the previous year.

331 external referrals were made for the period to housing support, advocacy programs, community legal, disability, health, counselling and financial programs.

The role of the caseworker is to support and resource volunteers when interviewing service users with complex issues. The number of clients accessing the casework program has increased significantly over the past 12 months making the role of caseworker at BayCISS continually challenging and rewarding.

New Services

This year service delivery occurred remotely and face to face. Many service users were able to remain connected to essential supports through welfare checks and responding to requests in a timely manner reducing their experience of isolation. Services were offered in conjunction with other programs & external providers.

Some service users received a package of services through NDIS and My Aged Care.

The main areas of assistance provided were with financial hardship, mental health (key areas were anxiety, depression and social isolation providing information, advocacy and referral) and disability support.

Achievements

Over thirty applications were sought for clients for essential items from external philanthropic trusts including the Queens Fund, Bayside City Council and Walter and Eliza Hall Trust for service users in financial hardship. This reflected their inability to afford essential items such as basic health, medical, household and educational items. The generosity of the philanthropic trusts gave our service users a sense of hope and empowerment for their future and the knowledge that they belonged to a community who cared for themselves and their family's wellbeing.

Successful advocacy occurred with housing and Centrelink issues and barriers, access to disability payments and services. Some service users identifying personal challenges with unsafe dwellings were assisted in relocation to safe, affordable community housing.

Several service users also became engaged in community activities and achieved positive outcomes through employment, education and volunteer work.

Generally, in accessing community resources service users reported a reduced level of frustration, anxiety and social isolation. Participation and engagement assisted in a shared experience and feeling heard.



Issues and Themes

Key presenting issues and referrals included a lack of income to afford essential items, safety concerns, homelessness and insecure housing. BayCISS services and programs provided access to community resources and services for overcoming barriers to community participation.

Service Gaps

It has been a challenging year for service users and service providers alike. When considering gaps in delivery 2019-2020 has been a year of resilience, creative engagement, mutual frustrations and a strong sense of empathy and remote connection. Social distancing has encouraged us to contact, connect, listen and

support those reaching out for resources, information, understanding and validation.

BayCISS remains a safe space for service users to identify unmet needs and to feel heard. Being part of the journey in empowering and enabling service users to achieve their goals has been a privilege.

The Casework program supports volunteers and students on their professional field placements in Community Services and Social Work with the caseworker supporting two social workers in training for the period.

The caseworker has had opportunities to network and liaise with external service providers enhancing the role to advocate for individuals with external service providers.



THE WALTER AND ELIZA HALL TRUST
Helping Australians in need since 1912



our supporters



We sincerely acknowledge and appreciate the generosity of our community partners and donors without whom we would not be able to continue our valuable work

Aldi Supermarkets Sandringham & Bentleigh
All Souls Anglican Church Sandringham
All Souls Opportunity Shop Sandringham
Bakers Delight Hampton
Bayside City Council
Bayside City Council - Campeyn Group
Bayside Community Emergency Relief
Bayside CWA
Beumaris/Mordialloc Baptist Church
Beumaris Primary School
Brad Rowswell and staff
Chris Brassington
Brighton Grammar School
Brighton Red Cross
Pat Calver
Camp Australia (Hampton Primary)
Catch
Centrelink - Cheltenham
Cheltenham Parklands Ladies Golf Group
Cheltenham Presbyterian Church
Cheltenham/Mentone Uniting Church
Theone Cheong
Richard & Karen Childs
CISVic
City of Kingston
Coles Supermarket - Hampton
Greg & Deb Coventry
Cheryl Dekker
Dendy YWCA Golf Group
E-Cycle Solutions
F45 Training Centres
Fit Lane Gym
Freemasons Community Relief
Food for Change
Foodbank Victoria
Susan Goodwin
Grill'd Elsternwick
Hampton Community House
Hampton CWA
Hampton Fruit Centre
Hampton Primary School
Hampton Scout Group
Sarah Hadj
Jenny Hardie

Chris Harris
Highett Community Bank
Jackie Honsig-Erlenberg
Kerrie Birch Styling
Kiwanis
KOGO
Laminex Australia
Ken & Liz Laundry
Leighmoor Uniting Church
Lucky Star Bakery
Peter & Marion McKinnon
Melbourne Racing Club
Mendis Family
Moorabbin Justice Centre
Moorabbin Lions Club
Moorabbin Wholesale Farmers Fresh Market
Moorabbin Primary School
MTO Shahmaghsoudi Melbourne
Nick Johnstone Real Estate
Nick Staikos and staff
Office Works Highett
Our Food Store
Rotary Club of Beumaris
Rotary Club of Brighton
Rotary Club of Brighton - Charitable Foundation
Rotary Club of Hampton
Rotary Club of Sandringham
Royal Melbourne Golf Club
Sandringham Lions Club
Sandringham Signs
Sandy Beach Community Centre
Share the Dignity
St David's Anglican Church
St James Lutheran Church
St Leonard's Secondary College
Street Smart
TaskForce
The Holland Foundation
Tim Wilson MP and staff
Trinity Brighton Uniting Church
Victoria Police
Volunteering Victoria
Stuart Whipp
Women's International Group (WIG)





our treasurer - mark henricks

overview

Although 2019-2020 was a difficult year for all it was a positive year financially for BayCISS with us recording a profit of \$51,028. Our programs are reliant on funding provided through Grants, Donations and operations and, as would be expected, all of these areas we showed an increase over the prior year apart from our operations at Castlefield due to restrictions. Our cash surplus was planned to be used to fund future staff liabilities and to act as a working balance, which is still correct, but any planned new activities did not eventuate.

income

Total income for 2019-2020 was \$814,153, which was an increase of just over \$103,000 over the 2018-2019. This included just over \$80,000 coming from COVID-19 related Government funding. Receipts from Grants remains our largest source of funds with the funds coming from Bayside City Council, Department of Human Services, Kingston City Council and Commonwealth relief services being used for our Administration and Family Counselling expenses. We also received Grants from Bayside City Council, Neighbourhood Houses and the Department of Infrastructure to support our work at the Castlefield site. The

accounts do not reflect the significant additional contribution to BayCISS from the Bayside City Council, which continues to provide us with two rent-free buildings including the Castlefield Community Centre and they also do not reflect the considerable time and effort provided by our many unpaid volunteers.

expenditure

Total expenditure for 2019-2020 was \$763,124 which represented an increase on the previous year's figure. Our major expenses are Employee expenses, Emergency Relief and Education Support and we also decided to write down the value of some fixed assets to the value of \$10,514.



cash position

BayCISS ended 2019-2020 with a very strong cash position of \$324,124 cash and cash equivalents on hand. This is an increase of nearly \$64,000 on the prior financial year. Throughout the financial year BayCISS seeks to maintain a cash-on-hand liquidity position to allow us to continue our programs in the, hopefully unlikely, event that some of our Grant funds are delayed. Surplus cash reserves are invested in at-call cash management and term deposit accounts with Bendigo Bank.



**BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.
ABN 55 744 288 093**

FINANCIAL STATEMENTS

30 June 2020

COMMITTEE'S REPORT

In respect of the financial year ended 30 June 2020 the committee of management of 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

Arthur Hubbard President/Chair
Suzanne Daley Vice President
Mark Henricks (Treasurer)
Lyn Rowe (Secretary)
Rowland Hassall
Sue Swanell
Bonnie Harris
Deb Carveth
Glenda Harkin
Stuart McIntyre

Executive Officer Karyn Doyle

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 surplus for the year ended 30 June 2020 was \$51,028

4. COMMITTEE MEMBERS' BENEFITS

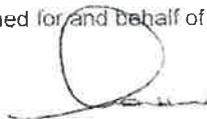
Since the end of the previous financial year no committee member has received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of emoluments received or due and receivable by committee members) by reason of a contract made with BayCISS or with a related entity 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 2020 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:



Arthur Hubbard, Chairman

Melbourne

12 November 2020



Mark Henricks, Treasurer

Melbourne

12 November 2020

BALANCE SHEET AT 30 JUNE 2020

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

	Notes	2020	2019
CURRENT ASSETS			
Cash and cash equivalents	4	324,124	260,399
Receivables		875	3,057
Other			
TOTAL CURRENT ASSETS		324,999	263,456
NON-CURRENT ASSETS			
Property, plant and equipment	5	<i>Nil</i>	<i>Nil</i>
TOTAL NON-CURRENT ASSETS		<i>Nil</i>	<i>Nil</i>
TOTAL ASSETS		324,999	263,456
CURRENT LIABILITIES			
Provisions	6	75,386	69,989
Other		24,611	19,493
TOTAL CURRENT LIABILITIES		99,997	89,482
NON-CURRENT LIABILITIES		<i>Nil</i>	<i>Nil</i>
TOTAL NON-CURRENT LIABILITIES		<i>Nil</i>	<i>Nil</i>
TOTAL LIABILITIES		99,997	89,482
NET ASSETS		225,002	173,973
COMPANY EQUITY			
Retained Profits		225,002	173,973
TOTAL EQUITY		225,002	173,973

COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 June 2020

	Notes	2020	2019
Revenues from ordinary activities			
Receipts from donations	7	136,431	128,521
Receipts from operations	8	110,843	142,812
Government grants	9	485,819	439,888
COVID related payments	10	80,695	
Interest		365	761
Total revenues from ordinary activities		814,153	711,982
Expenses from ordinary activities			
Employee Benefits Expense			
Administration and counselling		331,234	273,901
Castlefield		224,759	197,971
Total employee benefits expense		555,993	471,871
Other expenses			
Administration and counselling		44,562	36,347
Emergency relief		80,326	69,935
Education support		14,913	38,919
Castlefield		56,816	83,750
Depreciation		0	14,608
Assets Immediate Write Off		10,514	0
		207,131	243,559
Total expenses from ordinary activities		763,124	715,431
Profit from ordinary activities before income tax		51,029	-3,449
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
Net operating surplus comprehensive income		51,029	-3,449

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020	2019
		\$	\$
Cash Flows from operating activities			
Receipts from donations	7	136,431	143,521
Receipts from operations	8	113,025	155,295
Government grants	9	485,819	439,888
COVID related payments	10	80,695	
		815,970	738,704
 Payments to suppliers		 752,610	 700,759
Net cash inflow from operating activities		63,360	37,944
 Cash flows from investing activities			
Interest received		365	761
Net cash inflow from investing activities			
Increase (decrease) in cash		63,725	38,706
Purchase of fixed assets		Nil	Nil
 Net increase in cash		 63,725	 38,706
 Cash at start of financial year		 260,399	 221,693
Cash at end of financial year		324,124	260,399

STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 June 2020

	Notes	2020	2019
		\$	\$
Balance at beginning of financial year		173,973	177,422
Comprehensive income for year		51,028	-3,449
Balance at end of financial year		225,001	173,973
 Total Company Equity		 225,001	 173,973

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR YEAR ENDING 30 June 2020**

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 Associations Incorporations Reform Act 2012 (Vic.) 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 have 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.

(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.

(d) Equipment

Recognition and measurement

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

(e) 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.

(f) 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.

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:

	Notes	2020	2019
Cash at Bank	General Account	305,600	242,188
	Term Deposit	18,524	18,211
Total cash		324,124	260,399

BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.
ABN 55 744 288 093

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

	Notes	2020	2019
Profit from ordinary activities after income tax		51,029	-3,449
Depreciation		0	14,608
Changes in assets and liabilities			
Increase in payables		11,316	15,066
Decrease in receivables		1,380	12,483
Asset purchases		Nil	Nil
Net cash provided/(used) by operating activities		63,725	38,708

5. Property, plant and equipment

BayCISS fixed assets are as follows:

	Notes	2020	2019
Fixtures and fittings		23,877	23,877
Office furniture and equipment		71,994	71,994
Total fixed assets		95,871	95,871
Less: Provision for depreciation		95,871	95,871
Net fixed assets		Nil	Nil

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 provisions 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:

	Notes	2020	2019
OfficeWorks		10,684	5,295
Bendigo Bank		5,000	20,000
All Souls Opportunity Shop		0	15,000
Royal Melbourne Golf Club		20,000	Nil
Moorabbin Justice Centre		20,500	7,000
Rotary Club of Brighton		7,500	15,000
Rotary Club of Sandringham		500	Nil
Tim Wilson Appeal		9,379	Nil
E-Cycle Hire		3,000	Nil
Other		59,868	66,226
Total donations		136,431	128,521

8. Income from Operations

	2020	2019
Child Care Fees		
Counselling Fees	56,296	76,749
Room Hire	2,735	2,614
Other Income	31,300	43,725
Total income from operations	20,512	19,724
	110,843	142,812

9. Income from Grants

Grants were received from the following organisations:

Administration and Counsellors	Notes	2020	2019
Bayside City Council		120,405	123,356
Department of Human Services - Family Counsellors		107,691	104,002
Kingston City Council		32,791	30,954
Commonwealth Emergency Relief Grants		80,650	38,981
Castlefield			
Bayside City Council		61,249	60,876
Neighbourhood Houses		83,033	78,368
Department of Infrastructure		Nil	3,350
Total grants		485,819	439,888

10. COVID related payments

JobKeeper		54,000	Nil
Covid 19 Supplement		4,009	Nil
Cash Flow Boost		22,686	Nil
Total COVID related payments		80,695	Nil

11. 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 Associations Incorporation Reform Act 2012 (Vic.) ("The Act") and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express a conclusion on the financial report based on my review. I conducted my review in accordance with the Auditing Standard on Review Engagements ASRE 2415 Review of a Financial Report, in order to state whether, on the basis of the procedures described, I have become aware of any matter that makes me believe that the financial report is not in accordance with The Act including: giving a true and fair view of the company's financial position as at 30 June 2020 and its performance for the year ended on that date; and complying with Australian Accounting Standards and The Act. ASRE 2415 requires that I comply with the ethical requirements relevant to the review of the financial report.

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

Independence

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

Conclusion

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

- a) Giving a true and fair view of the entity's financial position as at 30 June, 2020, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and The Act.

Dated this 12th day of November, 2020
Caulfield

DIAMOND PARTNERS PTY LTD
Chartered Accountants



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Director

BayCISS operates a Community Information Service in Hampton East and the Castlefield Community Centre and Neighbourhood House in Hampton.

Our services are free or low cost to enable access to all community members.



Castlefield Centre. Tel. 9598 0662
Hampton East Centre. Tel.9555 6560 or 9555 9910

<https://bayciss.org.au/>
<https://www.facebook.com/bayciss>



BayCISS

Bayside Community Information
& Support Service Inc.