



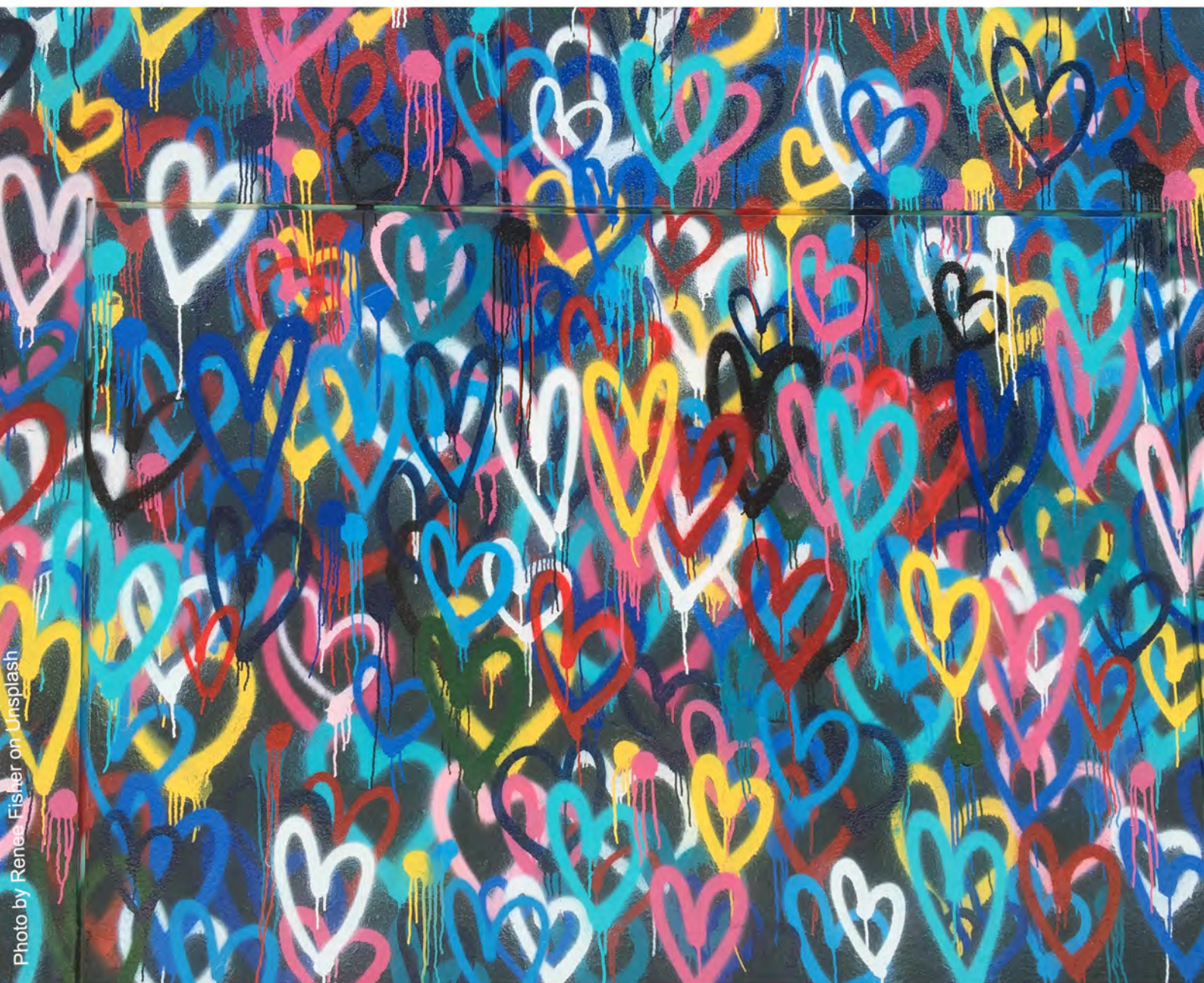
# BayCISS

Bayside Community Information  
& Support Service Inc.



CISVic

helping local communities  
help local people



## 2019 Annual Report





# OUR PHILOSOPHY

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## 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

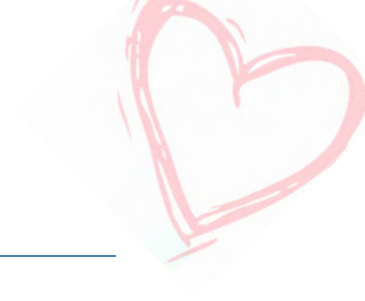
to provide essential services to our community through

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



# OUR CONTENTS

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# OUR PEOPLE

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## Our Committee of Management

President  
Vice President  
Treasurer  
Secretary  
Committee

Stuart McIntyre  
Rowland Hassall  
Mark Henricks  
Lyn Rowe  
Sue Swanell  
Suzanne Daley  
Ryan Baxter  
Bonnie Harris  
Arthur Hubbard  
Deb Carveth  
Glenda Harkin

## Our Staff

Manager  
Program Manager  
Senior Counsellor  
Caseworker  
Child Care Coordinator  
Counsellor  
Finance Officer  
Administration - BayCISS  
Administration - Castlefield  
Child Care Assistant  
Playgroup Coordinator  
Child Care Reliever  
RAW Garden Coordinator  
Social Worker In Training

Karyn Doyle  
Roslyn Porter  
Denise Howells  
Helen Byrne  
Lynne Wakeham  
Natalie Leechman  
Krystyna Sadowska  
Carol Merrett  
Kim Wareham  
Robyn Watts  
Monika Healey  
Leintje Cusmano  
Francisca Brito  
Meng Peng (RMIT)  
Kallum Dennis (RMIT)

## Our Volunteers

Tax Help  
Budget & Bills Assistance  
NILS  
Legal Advice  
  
Garden Coordinator  
  
CCC  
Patchwork Facilitator  
Bridge Facilitator  
Community Reference Group  
OCC Volunteer

Raquel Grant  
Peter McKinnon  
Judy Schofield & Liz Miller  
Rowland Hassall  
Kornel Koffsovitz  
Greg Lay  
Michael Heffernan  
Cheryl Buzzell  
Molly May  
Bonnie Harris  
Meg Novocca  
Judy Fullager  
Justine Shelley  
Maria Matyjaszczyk



# OUR PEOPLE



## Community Information Volunteers

Helen Aberdeen  
Sarah Bellamy  
Dylan Buchhorn  
Fiona Clark  
Caroline Dunn  
Leah Hancock  
Debbi Irwin  
Jenny Kempster  
Bernadette Maunick  
Liz Miller  
Lyndell O'Brien  
Marianne Pattison  
Sarah Salter  
Henriette Strain  
Andrew Tasker  
Denny Townsend  
Josie Watkins

Kate Augustinova  
Wendy Buckland  
Deb Carveth  
Barry Coulthurst  
Elizabeth Gouinan  
Danice Inglis  
Elmo Joseph  
Clare Lane  
Christine McNaughton  
Patty M  
Catherine Palmer  
Lyn Rowe  
Mia Silver  
Sue Swanell  
Ellenor Velez  
Shirley Walker  
Libby Whitaker



## Our Service Award Recipients - 2019

39 years

Michael Heffernan – Legal Advice Volunteer  
(Currently Mayor Bayside City Council)

26 years

Elizabeth (Jean) Kent (dec) – Community Information Volunteer  
*Nominated for Victorian Senior of the Year Award 2018*

25 years

Rowland Hassall – Legal Advice Volunteer

22 years

Peter McKinnon – Budget & Bill Assist Volunteer

21 years

Lyndell O'Brien – Community Information Volunteer  
*Nominated for Victorian Senior of the Year Award 2019*

5 years

Helen Byrne – Caseworker  
Molly May – Castlefield Garden Volunteer  
Carol Merrett – BayCISS Administration Officer



# OUR SNAPSHOT

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1136

Casework  
contacts



33326  
Castlefield Community  
Centre visits

96  
Child care  
enrolments

101  
NLS enquiries

458  
Community  
members supported  
each week

2687  
Emergency relief  
presentations

974  
Counselling hours



14  
NLS approvals

150  
Legal appointments



36,456  
ESP dollars distributed



1200  
Volunteer hours



## OUR PRESIDENT - STUART MCINTYRE



2018/2019 has been another active year of growth for BayCISS as we continued to support the Bayside community – focusing on the increasing number of individuals and families in difficult circumstances seeking our assistance.

BayCISS is funded by the Australian and Victorian Governments as well as Bayside and Kingston Councils. The provision of both of our buildings by Bayside Council rent free is of great assistance. Principal donors are the Highett branch of Bendigo Community Bank, All Souls Opportunity Shop and the Rotary Clubs of Brighton, Hampton and Sandringham

Highlights this year were the provision of Emergency Relief and referrals to over 2000 families (just over 4000 family members). We also continued providing Family Counselling, Legal Advice, Tax Help and to operate Castlefield Community Centre.

Our provision of Emergency Relief (notably food, vouchers and assistance with bill payments) has been constrained by the limited Government funding. Fortunately, we have received increased support from food donors and produce from our own and community gardens. An issue of concern is the increasing incidence of homelessness.

For the past 5 years, we have provided clients seeking mentoring and advocacy with assistance from a professional Case Worker. In many cases, this has assisted these clients to reduce increase their dependence on on-going relief and to improve their situations. Given the success of this service, the BayCISS Committee elected to expand it by utilizing our financial reserves - however this can only be a short-term measure.

Our Education Support Program continued to support students from local school from disadvantaged backgrounds by helping fund school activities such as 'voluntary' camps, excursions and swimming activities where they might otherwise be excluded. With the involvement of the staff from each of the participating local schools, we continued to apply these funds effectively. I must acknowledge the continuing support of the Highett Community Bank, the Rotary Club of Brighton and the Moorabbin District Court and other donors in funding this program.

Our Family Counselling program, funded under the Victorian Government's Child First program continued to assist families and our traditional tax and legal advice services were in demand.

Our Castlefield Community Centre, led by its co-ordinator Ros Porter continued to expand its services to the general community, with the provision of Sessional Child Care and a diverse range of programs and activities.

I must again thank the BayCISS staff, led by our Manager Karyn Doyle, who continues to display a strong commitment to our organisation and the community. Karyn continues to provide strong leadership within BayCISS and has expanded our relationships with other Community organisations.

I also wish to again acknowledge the contribution of our 56 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. I must continue to emphasise that without the contribution of these volunteers including the members of our very committed Committee of Management, BayCISS could not continue to support our community.

I am stepping down as President this year. My involvement at various times as President and Treasurer since the inception of BayCISS in 2006 has been an enjoyable and rewarding experience.





## OUR MANAGER – KARYN DOYLE

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I feel very honoured to do the work I do. The wonderful people I get to work with each day make it an honour to do what we do. Our partners and supporters make it an honour to do the work we do. The generous community in which we live make it an honour to do the work we do. The members of our Committee of Management make it an honour to do the work we do. And most of all, the people who use our service, make it an honour to do the work we do.



Members of the community who access our organisation all have very different life experiences, lifestyles and lives. There are infinite reasons they find themselves on our doorstep. One of the greatest assets of our organisation is our ability to be so much to so many, and over the past twelve months we have experienced growth in every aspect of our service delivery, over both sites - increased volunteer numbers, more service users, renewed and new partnerships, substantial donations, additional utility grants, further NILS enquiries, enthusiastic program attendances, climbing child care enrolments, filled counselling hours and elevated casework presentations.

Unfortunately we have also seen an increase in disadvantage within our community with a boost in new service users by 22%; overall number of people by 25%, ER visits up by 34% and homelessness presentations up by 58%. To enable us to provide appropriate, timely, relevant and sufficient supports to the ever increasing number of people accessing the service, we continue to explore and expand with new opportunities and are indebted to existing partnerships, donors, funders and grants.

Completion of an updated Constitution in July, coupled with ongoing policy and procedure development has encouraged the organisation to positively move forward with clear direction ensuring we remain relevant and ever-evolving. Our four-year Strategic Plan has proven timely in acknowledging and addressing opportunities for us to respond to the changeable environment. Our commitment to help our local community and its people rings loud and proud with our values providing the overarching catalyst determining how we conduct ourselves during the course of our day.

In August the agency at Katoomba Street implemented changes in direct response to our Strategic Plan addressing the need to be accessible and flexible in our practice. To this end we updated our opening hours, introduced new opportunities for volunteerism, became more accessible and provided more flexibility around our service delivery. We are now accessible for six hours each weekday, offer 20 Community Information Volunteer shifts each week, demonstrate identical shift patterns and offer consistency for service users and referral agencies. Our legal service has expanded to include daily sessions, our support for pharmacy scripts has tripled and the number of enquiries to the service doubled.

In April I was fortunate to be introduced to Xavier, a young man who witnessed homelessness during a visit to the CBD. When also witnessing a rough sleeper in his own suburb, this Year One primary school student was so concerned; he contacted his local member, Nick Staikos MP, wanting to help. And help he did! With the help of his supportive family, his school and Nick, Xavier coordinated a toiletry drive, wrote, illustrated and sold his book entitled, 'A Monster' and donated all the proceeds to BayCISS.



Xavier's book is a lovely read about a monster in search of his favourite food – grapes – to ensure he remains healthy and a vibrant green; however without his fill, he begins to turn dark and miserable. The story is all too familiar with us at BayCISS! Not only are more people going hungry or without a safe bed at night, the gaps in care, the over-commitment and under-resourced community sector continues to struggle to keep up with demand. And this directly reflects on the increases in requests for assistance.



Our team remain integral to the success of this organisation. Our volunteers continue to grow as we expand opportunities for students to gain valuable experience into the Community Services sector, bid farewell for those choosing retirement and introduced many new faces to the organisation. This year we welcomed Dylan, Fiona, Victoria, Clare, Patty, Catherine and Ellenor; as well as Kallum Dennis and Meng Peng as 'Social Workers in training' through our RMIT and CISVic partnership. We said goodbye to Keenan Patterson, Dana Pearson, Bernadette Maunick, Clare Lane, Sarah Bellamy, Denny Townsend and Josie Watkins.

We also farewelled a number of our Committee of Management with retirements of our President, Bill Howley; Secretary, Lyndell O'Brien and members, Sarah Salter, Shirley Walker and Nicolau Barata. These departures opened up new opportunities with Mark Henricks, Lyn Rowe, Ryan Baxter, Arthur Hubbard, Deb Carveth, Suzanne Daley and Glenda Harkin all welcomed to the table. Whilst our staffing levels remain consistent, Kim Wareham was officially welcomed as a staff member at the Castlefield Community Centre following a period of volunteering.



National Volunteer Week once again provided an opportunity to celebrate the amazing contribution of our caring crew with CISVic CEO, Kate Wheller as our Guest Speaker and our very own legal advice volunteer and Bayside City Council Mayor, Cr Michael Heffernan as our special guest. Mr Damien van Trier, Manager Open Space, Recreation and Wellbeing officiated the event whilst our President, Mr Stuart McIntyre paid tribute to all our volunteers with special recognition awards presented to Rowland Hassall (25 years), Lyndell O'Brien (21 years), Greg Lay (21 years), Helen Byrne (5 years), Molly May (5 years), Peter McKinnon (22 years), Carol Merrett (5 years) and Sarah Salter (5 years).

BayCISS gratefully acknowledges the supports we receive enabling us to do our valuable work. Along with ongoing funding secured from both the Bayside City Council and the City of Kingston, The Lord Mayor's Charitable Fund (City of Kingston) and the Bayside City Council entrusted us with additional funding to explore family violence within our area; Highett Community Bank and Rotary Club of Brighton continued to provide us with essential funds for distribution through our Education Support Program; All Souls Opportunity Shop and Anglican Church in Sandringham remain avid supporters of our valuable casework program by providing essential funds to keep the program running as well as the provision of vouchers for distribution; whilst St Leonard's College faculty staff and students commenced serving free lunches from their special purpose van in our car park each fortnight.



The Share the Dignity PinkBox now sits pride of place in our corridor for ease of access; our freezers have multiplied thanks to Feed Melbourne; our Budget and Bill Assistance program continues to help with managing finances thanks to the contributions from our friend, Peter; and the garden is a blooming success thanks to the hard work and commitment from our favourite gardener, Cheryl (and her supportive family). We are eternally grateful for the amazing supports of so many of our community partners who continue to provide donations on a regular basis – or whenever we put the call out!

This report is a yearly hiatus for reflection, consideration, review and contemplation. It allows for learning, thinking and interpretation whilst celebrating and acknowledging our achievements. We have made an outstanding contribution to the lives of many of our community members and should be proud of the year we have had, the services we have provided and differences we have made. The year ahead promises to be another productive and positive one as we continue to consolidate our organisation, its people and its services through building capacity of our community members.



# OUR CASTLEFIELD COMMUNITY CENTRE PROGRAM MANAGER – ROS PORTER

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This year has been both a busy and rewarding year for Castlefield and is reflected in some of increases we have seen to our income and activities. Here are a few highlights:

- 16% increase in revenue for child care fees;
- 36% increase in government funding through DHHS;
- 41% increase in room hire income which means more people coming through the door;
- 36% increase in overall income;
- 11 Children's parties;
- 25 holiday program sessions for the year;
- 676 people per week visited the Centre over 41 weeks during term time;
- 31,660 people visited the Centre per year as our Centre is accessible 52 weeks of the year and support groups and holiday programs continue during term breaks;
- 13 special events run by both the Centre and others;
- \$1,271 raised by our choir to help re-build a school library in an African village;
- 67 children enrolled in our Short Hours Child Care service. The service continues to receive excellent feedback – a big thank you to our staff for their dedication and professionalism.



Whilst these highlights tell part of the story, we know that our Centre provides an opportunity for people to come together, make new friends, fill the gaps during hard times of illness or the loss of a partner and find meaning through volunteering. Time and again we hear about the acts of kindness – donations of children's clothes, making quilts for kids in need, meeting outside formal groups for social interaction, finishing off a knitting project for grandchildren started by a mum who passed away and so many other ways in which our community members support each other.

Following a highly successful funding campaign by Neighbourhood Houses Victoria, Castlefield received additional funding from the Department of Health and Human Services. This means we are funded for 25 hours of coordination requiring 50 hours per week of program delivery. We estimate that we deliver 61.5 hours of programming per week. On top of this there is an estimated 40 hours of program delivery by external hirers. The new funding was targeted at two areas of activity; addressing loneliness and isolation in our community and work on local public housing estates. Our achievements in these two areas have been quite extensive.

Castlefield supported the development of an art group on a local public housing estate. The group participated in the design and implementation of a large mural during which 42 residents participated in the painting. After the first success we received a grant from Bayside City Council to undertake a second mural which involved a local artist mentoring a resident artist on the estate. This resident now has the capacity to oversee the design and execution of a future mural. We also held a successful community garden forum with representatives from local organisation's in preparation for developing a garden on the estate and continue to work toward this objective. Three pilot plots have been installed and residents have been looking after them and harvesting produce.







We introduced Nick Staikos MP for Bentleigh to the project which resulted in an additional \$25,000 to assist with upgrading the playground on the estate. Our Quilting group produced over 50 handmade tote bags as welcome packs for new residents moving onto public housing estates and contents were provided by 12 local agencies and packed by our Administration Assistant.

Two children have been supported through hardship grants provided by Bayside City Council to attend our Childcare Program. Castlefield also participated in the delivery of programs at an over 55's public housing unit in partnership with Hampton Community Centre as the lead organisation on this initiative.

This year we hosted two successful community lunches with guest speakers and delicious catering by the Sandybeach Centre. In April we also worked in partnership with our Neighbourhood House colleagues to plan two events for RU OK in the coming year.

Programs such as our patchwork and quilting groups, art group, garden club, RAW Garden initiative, ChantSong Circles and One World Choir also bring people together to share experiences and connect with their community, in part addressing social isolation and helping to make sure people who might feel lonely have pathways to connect to their community.



We welcomed two new staff members this year as Administration Assistant and Gardener. We have formed a partnership with the RAW garden in South Road and our gardener has been working with volunteers to develop the garden into a space that is both productive and healing as well as providing opportunities for community members to learn more about gardening techniques.

Our Committee, staff and importantly all our volunteers remain central to our success this year. We continue to host Year 9 students from St Leonard's College providing valuable community service opportunities. Volunteers bring richness to our work and I thank them sincerely for their contributions.



Finally, I would like to once again acknowledge Bayside City Council for all the support they give to Castlefield. The Community Wellbeing Coordinator and her replacement while on maternity leave, have shown unwavering support to us. The other Bayside Neighbourhood Houses along with our DHHS contact and the Networkers, from Community House's Network Southern Region have also been very supportive.

Castlefield is funded by the Department of Health and Human Services under the Neighbourhood House Coordination Program and Bayside City Council's Major Grants Program. Castlefield also receives support from the All Souls Opportunity Shop, Buxton Real Estate, Bunnings Moorabbin, Coles Hampton and Nick Johnstone Real Estate Agency for which we are most grateful.





# OUR FAMILY COUNSELLORS – DENISE HOWELLS & NATALIE LEECHMAN

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In our work as Family Counsellors we help parents understand the impact of both external and internal influences on their behaviour and family functioning. We work to identify their strengths and find ways to break patterns of damaging behaviours so that children in their care can grow to reach their full potential in a loving, predictable and safe environment. At times, the demands of a fast-paced, sophisticated world can leave parents and carers feeling confused, overwhelmed and inadequate. Some parents quickly recognise their out of character behaviours whilst others persevere, become depressed or act in aggressive or destructive ways towards themselves or others.

BayCISS receives counselling referrals from the Bayside Peninsula Orange Door and accepts referrals from other BayCISS programs and the broader community. In the past 12 months, we triaged over 100 cases; 60% of these cases were accepted for counselling whilst others were referred to GP's or specialist services. Over the last year, we have worked more closely with the BayCISS caseworker to achieve a 4% increase in the number of referrals from casework into the counselling program. In these circumstances the practical and immediate needs, like housing and advocacy are managed through casework and once these needs are more settled, counselling attends to the clients' emotional distress, with the view to breaking the unhelpful patterns of relating and behaviour.



In addition to our core counselling service, we maintained our practice and performance in line with our DHHHS funding agreement by attendance at Governance, Management, Operations and network meetings, as well as, attended mandatory cultural and family violence assessment & case management training congruent with legislation and practice standards.

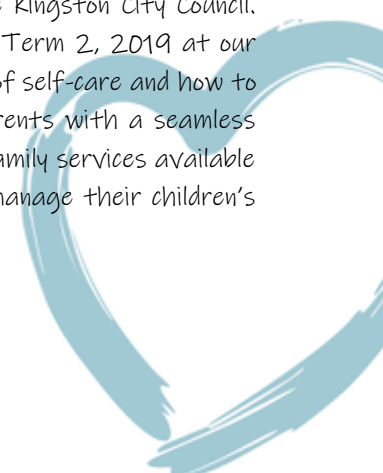
In the past year we supported sixty families in the DHHHS Integrated Family Services programme. Mothers mostly attended sessions, although we noted an increase in the number of Fathers, who are primary caregivers, present for counselling. We also provided couple counselling to parents who identified a need to improve their destructive relational patterns. Of the sixty families, eight presented with more complex issues which included recovering from trauma, and or living with a family member with a mental illness; or an alcohol or drug dependency. Some of these complex cases required further consultation with specialist services and intensive weekly support over many months.

In addition to the DHHHS funded program, we provided counselling to a small group of people through the low-cost counselling program. In all cases, it remains an absolute privilege and tremendously rewarding to work alongside families who work hard to recover and triumph over adversity.



Health  
and Human  
Services

To complement the counselling program we, once again, offered two *Tuning in to Kids* parenting groups. These groups were kindly supported with community grants from the Bayside City Council and the Kingston City Council. Groups of up to 12 parents attended 6 x 2.5 hour sessions in Term 4, 2018 and again in Term 2, 2019 at our Castlefield Community Centre. These groups helped parents to understand the importance of self-care and how to use their feelings as a guide to decision making. At the end of each group we provided parents with a seamless pathway to other BayCISS services as well as provided helpful links to the broad range of family services available within Kingston and Bayside. On completion, parents reported feeling "better equipped to manage their children's BIG emotions".



In June, Denise took the opportunity to attend a Trauma and Attachment Conference in London. The conference focussed on empathy and compassion in the process of healing. This experience provided Denise with the chance to listen to high-profile industry experts present their knowledge and theories on neglect and abuse, its long-term effects, and the recovery process. Even though the conference was on the other side of the world, it was promising to note that approximately 10% of the almost 600 delegates were from Australia!

We are always thankful to our funding bodies, DHHS (Integrated Family Services), Bayside City Council and Kingston Council for their belief and investment in our work and their commitment to the well-being of our community. We appreciate the ongoing support of the BayCISS Committee of Management and the dedication of our team of volunteers who give their valuable time to provide administrative and operational tasks that allows us to do our work. We also acknowledge the support of Ros Porter and the staff at Castlefield for their promotion and support of our Parenting groups. Working in a supportive and nurturing environment is vital the well-being of both staff and visitors to our service. For this we are enormously grateful.



## OUR CASEWORKER – HELEN BYRNE



The role of the caseworker is to provide information, support and resources to service users, identify service user strengths, link to supports and advocacy. The caseworker is responsible for providing additional supports to vulnerable service users with complex needs. The program complements the work of volunteers by liaising with agencies and programs to provide medium to long term support and better outcomes by providing coordinated supports for those experiencing crisis in their lives, with the ultimate aim of building financial capacity and personal resilience.

The program provided 1136 occasions of service for the period with a total of 314 service users visiting the agency. With the majority of contact in person, 45% of clients identified as having a disability. With the majority of service users were aged over 25 years; 25% identified English as their second language; 209 external referrals were made including referrals to housing support, advocacy programs, community legal, disability services, health centres, counselling and financial programs. A range of appointment and drop in services were offered, with phone contact and electronic contact occurred via email.

The caseworker supports and resources volunteers when interviewing service users with complex issues. The number of clients accessing the casework program has increased significantly over the past 12 months with the role becoming increasingly challenging and rewarding. Many new services were incorporated into the program with year including many working in conjunction with other programs & external providers; NDIS assessment & support; handovers to various providers; housing & casework & emergency relief; attendance at CISVic Caseworkers meetings and trainings; assistance with homelessness issues and referrals including access to housing; court advocacy and support letters; advocacy with Centrelink payments, applications and debt.

To provide and encourage positive outcomes, grants were received from Queens Fund, City of Bayside and Walter and Eliza Hall Trust for service users experiencing financial hardship; as well as successful advocacy with housing and Centrelink issues; access to education and employment supports; access to community resources and supports resulting in reduced social isolation.

There were a number of themes evident throughout the year including financial, disability, housing, mental health, family violence, social isolation and relationships (parenting and conflict resolution). Service users identified safe affordable housing, access to free transport, access to bulk billing counselling, school costs as areas of opportunity causing concern and frustration. Clients not eligible for National Disability Insurance Scheme and Aged Care package struggle to access programs such as counselling and services.

Providing support to Volunteers, drop in service users and service users attending appointments can be challenging due to the flexible nature of the service, however the casework program endeavours to meet an expectation of best practice support and service delivery. We are open to assisting clients with any concerns who visit the agency. The challenges and strengths the clients present with can be inspiring and the ability to assist them in developing knowledge, skills and access to resources makes the role extremely rewarding.

Many clients on low incomes are deciding whether to pay rent, pay a utility bill or to purchase food –sometimes a very difficult choice however added to this can be an unexpected crisis such as a health issues, loss of a significant person in their lives, mental health or family violence. The role assists clients to engage with services, advocate pathways to change and develop plans for the short and long term. This can be with access to affordable housing options, managing debt, healthy relationships and feeling connected to community.

The caseworker facilitates problem solving strategies and aims to empower clients through using their life skills and internal and external resources to create positive change.



Often throughout life people can experience multiple trauma's or events outside of their control which impact on their health and wellbeing and this can lead to feeling stuck, victimized or unheard.

Many clients appreciate being heard and having a person who can link them to resources. The casework role aims to empower clients to feel that they are a valuable member of the community with skills and abilities where they can overcome hardship and barriers to wellbeing. The caseworker also supported two social work students during the period offering professional supports and advice, strategies and confirmation of learnings, valuable feedback and guidance.

The caseworker has had opportunities to Network and liaise with external service providers which has enhanced the role of being able to advocate for individuals with external service providers.



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



# OUR TREASURER – MARK HENRICKS

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**OVERVIEW:** 2018-2019 was a positive year financially for BayCISS although we recorded a slight loss of \$3,449 which was down on last year's profit of \$53,000. Our programs are reliant on funding provided through Grants, Donations and operations and in all of these areas we showed an increase over the prior year. The fiscal policies embraced by BayCISS over previous years have allowed us to record a Total Cash amount of \$260,399. Whilst this amount is to be used to fund future staff liabilities and to act as a working balance a portion of this money will be set aside to fund new activities in the coming year.



**INCOME:** Total income for 2018-2019 was \$711,982, which was an increase of just over \$100,000 over the 2017-2018 result of \$611,117. This including just over \$30,000 increase from the operations at Castlefield. 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 2018-2019 was \$715,431 which represented an increase on the previous year's figure of \$600,047. Our major expenses are Employee expenses, Emergency Relief and Education Support. The Education Support Fund is used to provide support to disadvantaged students at schools in Bayside and Kingston municipalities.

**CASH POSITION:** BayCISS ended 2018-2019 with a very strong cash position of \$260,399 cash and cash equivalents on hand. This is an increase of nearly \$40,000 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.



# OUR SUPPORTERS

We acknowledge and appreciate the generosity of our community partners and donors allowing us to continue our valuable work.

Aldi Supermarket Cheltenham  
All Souls Anglican Church Sandringham  
All Souls Opportunity Shop Sandringham  
Bayside City Council  
Bayside City Council – Campeyn Group  
Bayside Masonic Lodge Community  
Bed, Bath & Table  
Brighton Grammar School  
Brighton Red Cross  
Camp Australia (Hampton Primary)  
Centrelink – Cheltenham  
Cheltenham Parklands Ladies Golf Group  
Cheltenham Presbyterian Church  
Cheltenham/Mentone Uniting Church  
City of Kingston  
Coles Supermarket – Hampton  
Dendy YWCA Golf Group  
Food For Change  
Foodbank Victoria  
Grill'd Elsternwick  
Hampton Community House  
Hampton CWA  
Hampton Primary School  
Highett Community Bank  
Julie Spiller  
K- Mart  
KOGO  
Laminex Australia  
Leighmoor Uniting Church  
Lucky Star Bakery  
Moorabbin Justice Centre  
Moorabbin Wholesale Farmers Fresh Market  
Moorabbin Primary School  
Nick Johnstone Real Estate  
Nick Staikos and staff  
Office Works Highett  
Our Food Store  
Rotary Club of Brighton  
Rotary Club of Sandringham  
Sandringham Signs  
Hair by Paul  
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





## **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 2019 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, 2019, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and The Act.

Dated this 18th day of October, 2019  
Caulfield

DIAMOND PARTNERS PTY LTD  
Chartered Accountants



.....  
Director



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

**FINANCIAL STATEMENTS**

**30 June 2019**

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

**COMMITTEE'S REPORT**

In respect of the financial year ended 30 June 2019 the committee of management of Bayside Community Information & Support Service Inc. ('BayCISS') submits the following financial report.

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

Stuart Vining McIntyre (~~Chairman~~) *President*  
Rowland Hassall (Vice President)  
Mark Leslie Henricks (Treasurer)  
Lyn Rowe (Secretary)  
Bonnie Harris (Committee Member)  
Ryan Baxter (Committee Member)  
Deb Carveth (Committee Member)  
Sue Swanell (Committee Member)  
Suzanne Daley (Committee Member)  
Arthur Hubbard (Committee Member)  
Glenda Harkin (Committee Member)

**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 loss for the year ended 30 June 2019 was \$3,449

**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 2019 and its performance for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements;
- (b) At the date of this statement there are reasonable grounds to believe that BayCISS will be able to pay its debts as and when they fall due;

Signed for and behalf of the Committee of Management:



Stuart Vining McIntyre, Chairman  
Melbourne  
18 October 2019



Mark Leslie Henricks, Treasurer  
Melbourne  
18 October 2019

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

**BALANCE SHEET AT 30 JUNE 2019**

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

	<b>Notes</b>	<b>2019</b>	<b>2018</b>
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	260,399	221,690
Receivables		3,057	15,540
<b>TOTAL CURRENT ASSETS</b>		<b>263,456</b>	<b>237,230</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	<i>Nil</i>	14,608
<b>TOTAL NON-CURRENT ASSETS</b>		<b><i>Nil</i></b>	<b>14,608</b>
<b>TOTAL ASSETS</b>		<b>263,456</b>	<b>251,838</b>
<b>CURRENT LIABILITIES</b>			
Provisions	6	69,989	60,743
Other		19,493	13,674
<b>TOTAL CURRENT LIABILITIES</b>		<b>89,482</b>	<b>74,417</b>
<b>NON-CURRENT LIABILITIES</b>		<i>Nil</i>	<i>Nil</i>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b><i>Nil</i></b>	<b><i>Nil</i></b>
<b>TOTAL LIABILITIES</b>		<b>89,482</b>	<b>74,417</b>
<b>NET ASSETS</b>		<b>173,973</b>	<b>177,422</b>
<b>COMPANY EQUITY</b>			
Retained Profits		173,973	177,422
<b>TOTAL EQUITY</b>		<b>173,973</b>	<b>177,422</b>



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

**COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 June 2019**

	Notes	2019	2018
<b>Revenues from ordinary activities</b>			
Receipts from donations	7	128,521	91,746
Receipts from operations	8	142,812	112,770
Government grants	9	439,888	405,961
Interest		761	639
<b>Total revenues from ordinary activities</b>		<b>711,982</b>	<b>611,117</b>
<b>Expenses from ordinary activities</b>			
<b>Employee Benefits Expense</b>			
Administration and counselling		273,901	266,494
Castlefield		197,971	147,827
Total employee benefits expense		<b>471,871</b>	<b>414,322</b>
<b>Other expenses</b>			
Administration and counselling		36,347	33,259
Emergency relief		69,935	53,974
Education support		38,919	43,665
Castlefield		83,750	52,364
Depreciation		14,608	2,464
		<b>243,559</b>	<b>185,726</b>
<b>Total expenses from ordinary activities</b>		<b>715,431</b>	<b>600,047</b>
<b>Profit from ordinary activities before income tax</b>		<b>-3,449</b>	<b>11,070</b>
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
<b>Total comprehensive income</b>		<b>-3,449</b>	<b>11,070</b>



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

**CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2019**

	Notes	2019	2018
<b>Cash Flows from operating activities</b>		<b>\$</b>	<b>\$</b>
Receipts from donations	7	143,521	76,746
Receipts from operations	8	155,295	113,580
Government grants	9	439,888	405,962
		<b>738,704</b>	<b>596,288</b>
Payments to suppliers		<b>700,759</b>	<b>598,118</b>
<b>Net cash inflow from operating activities</b>		<b>37,944</b>	<b>-1,830</b>
<b>Cash flows from investing activities</b>			
Interest received		761	639
<b>Net cash inflow from investing activities</b>			
<b>Increase (decrease) in cash</b>		<b>38,706</b>	<b>1,190</b>
Purchase of fixed assets		Nil	5,500
Net increase in cash		<b>38,706</b>	<b>-6,691</b>
Cash at start of financial year		221,693	228,384
<b>Cash at end of financial year</b>		<b>260,399</b>	<b>221,693</b>

**STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 June 2019**

	Notes	2019	2018
		<b>\$</b>	<b>\$</b>
Balance at beginning of financial year		177,422	166,352
Comprehensive income for year		-3,449	11,070
Balance at end of financial year		173,973	177,422
<b>Total Company Equity</b>		<b>173,973</b>	<b>177,422</b>

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

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR YEAR ENDING 30 June 2019**

**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.



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

**(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	2019	2018
Cash at Bank	General Account	242,188	204,250
	Term Deposit	18,211	17,440
<b>Total cash</b>		<b>260,399</b>	<b>221,690</b>



**BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.**  
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**(b) Reconciliation of cash flows from operations with profit from ordinary activities after income tax**

	Notes	2019	2018
Profit from ordinary activities after income tax		-3,449	11,070
Depreciation		14,608	2,464
Changes in assets and liabilities			
Increase in payables		15,066	12
Decrease in receivables		12,483	-14,740
Asset purchases		Nil	-5,500
<b>Net cash provided/(used) by operating activities</b>		<b>38,708</b>	<b>-6,694</b>

**5. Property, plant and equipment**

BayCISS fixed assets are as follows:

	Notes	2019	2018
Fixtures and fittings		23,877	23,877
Office furniture and equipment		71,994	71,994
<b>Total fixed assets</b>		<b>95,871</b>	<b>95,871</b>
Less: Provision for depreciation		95,871	81,262
<b>Net fixed assets</b>		<b>Nil</b>	<b>14,610</b>

**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	2019	2018
OfficeWorks		5,295	
Bendigo Bank		20,000	20,000
All Souls Opportunity Shop		15,000	17,000
Moorabbin Justice Centre		7,000	14,000
Rotary Club of Brighton		15,000	15,000
Rotary Club of Sandringham		Nil	10,000
Lord Mayors Charitable Fund		Nil	2,000
Peter McKinnon		6,000	5,000
Other		60,226	8,745
<b>Total donations</b>		<b>128,521</b>	<b>91,745</b>

**8. Income from Operations**

	2019	2018
Child Care Fees	76,749	65,973
Counselling Fees	2,614	3,709
Room Hire	43,725	31,108
Other Income	19,724	11,980
<b>Total income from operations</b>	<b>142,812</b>	<b>112,770</b>



**BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.**  
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**9. Income from Grants**

Grants were received from the following organisations:

<b>Administration and Counsellors</b>	<b>Notes</b>	<b>2019</b>	<b>2018</b>
Bayside City Council		123,356	113,582
Department of Human Services - Family Counsellors		104,002	101,456
Kingston City Council		30,954	30,052
Commonwealth Emergency Relief Grants		38,981	44,031
<b>Castlefield</b>			
Bayside City Council		60,876	59,398
Neighbourhood Houses		78,368	57,441
Department of Infrastructure		3,350	
<b>Total grants</b>		<b>439,888</b>	<b>405,960</b>

**10. Dividends**

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





