



# ANNUAL REPORT

2020-2021

Bayside Community Information and  
Support Service Inc. (BayCISS)



BayCISS respectfully acknowledges and celebrates the Traditional Owners and custodians of our land, the Bunurong people of the Kulin Nation and their rich and continuous connection to the land. We also pay our respects to their Elders, children and young people of past, current and future generations.

**Bayside Community  
Information & Support Service  
Inc. (BayCISS)**

ABN 55 744 288 293

Information & Support  
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Hampton East  
Phone: 03 9555 9910

Castlefield Community Centre  
505 Bluff Road  
Hampton  
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# WELCOME

**Arthur Hubbard**

**President – Committee of Management**

I cannot believe a year has passed since I penned my first President's Report as the year seemed, at many times, to be going slowly, as we went from freedom to lockdown and back on too many occasions. But here we are; and what a year it has been; albeit for the wrong reasons.

It would be remiss of me not to firstly pay tribute to the members of the BayCISS Committee of Management; from stepping up to guide us through new challenges such as implementing Job Keeper, to new members taking on the Treasurer and Risk roles, with the 'old' faces still fully contributing. It really demonstrates what can be achieved by having a strong and diverse Committee of Management. A huge thank you to you all!

We continue to have the wonderful Karyn and her team working so hard, stepping up and taking on all COVID-19 inflicted challenges head-on. It continued to be a challenging environment, 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 BayCISS 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 a normal workplace environment. I am so proud of everyone for all their efforts throughout the year.

Special mention also to 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 service users. Without these contributions BayCISS could simply not be able to continue to support folk in our community who need and rely on us.

Our supporters, donors, and members of the community have also looked after us throughout the year and we continue to receive outstanding support from them. This includes in particular, our funding partners – Kingston and Bayside City Councils, Department of Families, Fairness & Housing and Department of Social Security (through our CISVic membership) – who have all gone out of their way to help us meet the challenges we have faced.

Despite COVID-19 and the restrictions placed on the use of our premises, our Katoomba Street operation has continued to remain open during this time. Our Castlefield Community Centre at Bluff Road was not so fortunate as doors had to be closed for periods of time, restricting our sessional childcare operations and the various social and wellness activities normally undertaken.

We are all looking forward to the time when we can operate freely without lockdowns and restrictions. Roll on 2022 and a better year ahead!

## MISSION

**To help our local community and its people**



# ORGANISATIONAL OVERVIEW

As we reflect on the year that was, many thoughts have led to how we are positioned in relation to Maslow's basic principles and his hierarchy of needs. Without delving too deeply into these philosophies, it is clearly evident that our service provision aligns with each of the five tiers. The physiological (the ability to eat when hungry or drink when thirsty), safety, love and belonging, all the way through to esteem – all of these aspects of the theory are addressed through the services and supports provided; with the view to achieving the final tier of self-actualization. Our organisation responds and identifies this as community members move through the hierarchy as needs are satisfactorily met. Whilst Maslow's theory is not a 'be all and end all', it goes a long way to cement what we do and why.

With an overall 188% increase in demand for services during the past year, BayCISS as an organisation has maintained and sustained a high level of support. These figures are quite astounding when you consider the implications and restrictions imposed during COVID.

This report will provide highlights from each of our programs provided by an amazing group of committed individuals working together as a strong team – all of whom have responded and continued to operate in a flexible, professional and practical manner determined by our environment.

BayCISS is heavily supported through all levels of Government, community organisations and many, many individuals, providing a multitude of practical aid as well as financial contributions. With our service formulated a little differently to some – we analyse demand, identify trends, examine reasons for seeking assistance and need requirements – to determine resource allocation and support structures. Simply

translated, where there is a need – we fill it. And where we need help, we ask!

With improved data collection and analysis, including financial practices, we are able to report that community donations have soared over the past two years. As a direct response to the global pandemic, we have also facilitated the review, introduction, refinement and updates of our services - in line with the organisational values.

Our team are nothing short of phenomenal! Our volunteers continue to be here; our staff continue to be here; our Committee continue to be here (albeit mostly remotely) ensuring our community are able to contact us and even come here when needed. That's the most important part.

I hope you enjoy reading this report and understand the significant impact our service has to build resilience, encourage self-actualisation and empowerment. We have excelled in providing those services, witnessing positive change, having difficult conversations, providing fun activities, learning new craft (telehealth & Zoom count here), developing new partnerships and forging strong relations.

We look forward to continuing our work as we learn and prosper in what we hope will be a freer and safer world for everyone.



# OUR PHILOSOPHY



We are  
**RESPECTFUL**



We are  
**ACCESSIBLE**



We are  
**COLLABORATIVE**

We aim to be an Employer of Choice for both staff and volunteers, providing a safe and supportive space to work, learn and thrive



We continue to provide and support students on placement with meaningful and appropriate options into the community services sector



We are  
**NON JUDGEMENTAL**

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



*I just want to congratulate you on your staff/volunteers. While I was waiting to drop off some groceries I was able to watch how kindly and sensitively they treated the two clients before me.*

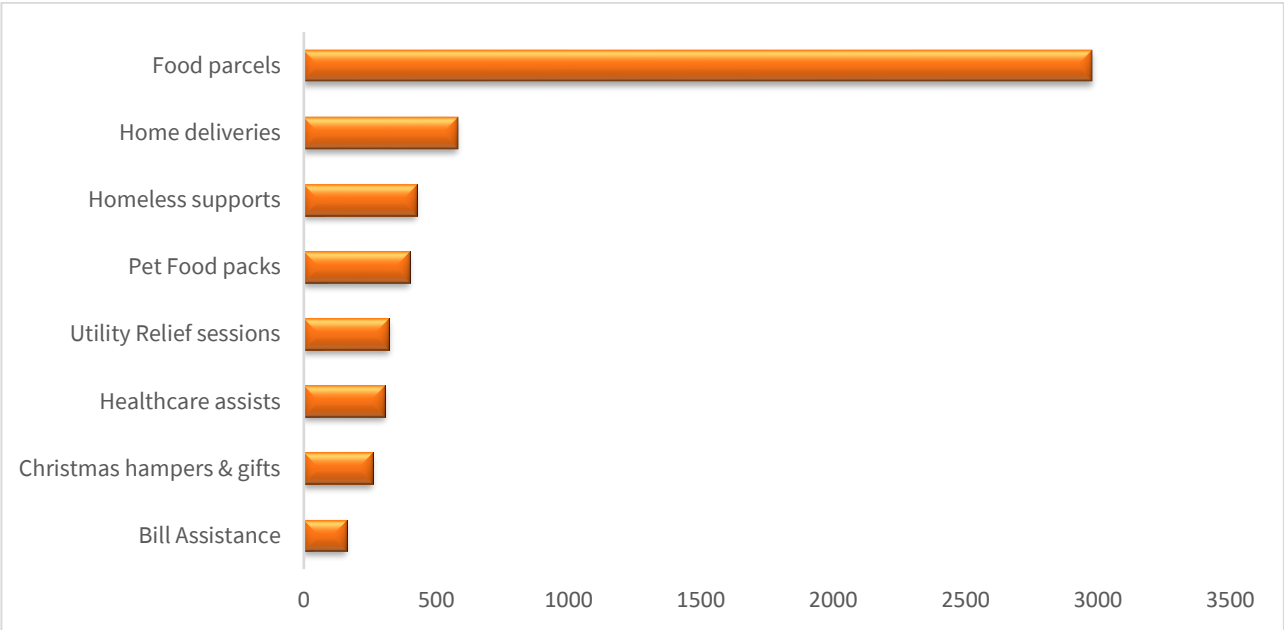
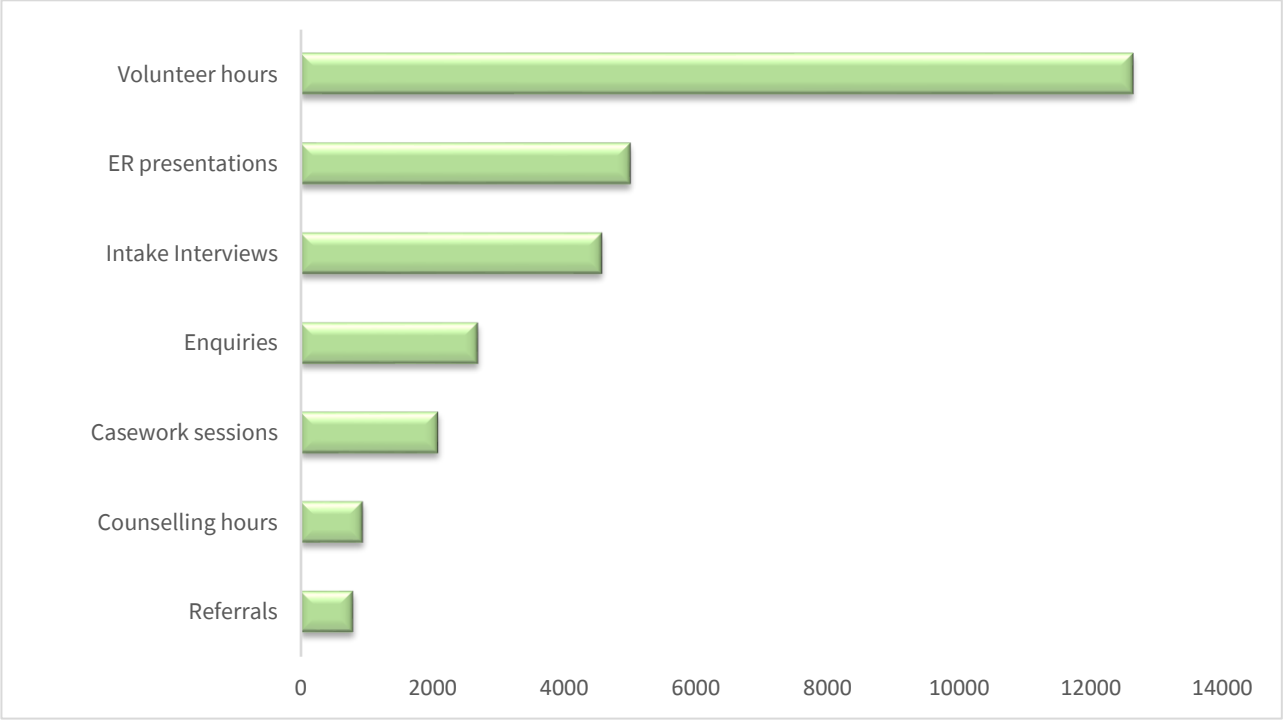
*I of course could not hear what was being said (nor did I want to!) but I could just see by everyone's body language and demeanour how comfortable people seemed.*

*One young woman left with a box of food and a smile on her face. The staff were giving her other advice/instructions as she left.*

*It is such important work that you undertake, especially now when so many people are struggling.*

*Thank you for all that you do for the community.*

# OUR REPORT CARD





# CASTLEFIELD

It was with much excitement that I joined the Castlefield team in January 2021. Thank you to everyone who has welcomed me. I live locally, but this role has deepened my connection to our community and strengthened my passion to bring people together in our neighbourhood. Our Centre is a place where people can learn a skill, share a talent or simply connect with others. If we listen, form partnerships and work collectively, we can respond to our community needs and create wonderful things.

It has been a challenging year for our community and our Centre. There have been ups and there have been downs. Although the impacts of the COVID-19 pandemic have been hard for many of us, it has also shined a light on our resilience, our ability to adapt and the strong connections we share with one another. At a time when we were forced to isolate, we have found ways to support each other and connect. Our community members' generosity and spirit has not wavered; in the past year people have volunteered, donated items and relentlessly shown up with masks and sanitiser in hand!

Sadly, our Child Care and Playgroup were shut for a portion of the year in response to the Covid-19 pandemic. When we reopened it was with enthusiasm and there were many smiling faces from both staff and children! Our Child Care educators (Lynne Wakeham & Robyn Watts) and our playgroup facilitator (Monika Healey) ran our programs with enthusiasm whilst prioritising a safe, nurturing and fun environment for the children. The playgroup welcomed newcomers and provided adults with a chance to talk and connect whilst their children played.

Although our Child Care temporarily shut, the staff developed creative ways to ensure the children were still connected and cared for. Our educators made activity packs and sent videos to families. It was a simple but vital way for the children to remain connected with Lynne and Robyn whilst also having fun.

Our staff seized new opportunities during lockdown and utilised their time to upskill and complete training. Following this, Lynne implemented new lesson plans which align with the Early Years Learning Framework and modified our Child Care room to ensure it supports and reflects diversity. These changes have been welcomed and appreciated by our families and children.



*"Bonnie Harris' quilt group meet in friendship in a light filled room at Castlefield Community Centre to sew & chat, and did I mention coffee. We make quilts, soft toys and bags for charity. Sharing our expertise and ideas our group has become very close and supportive of one another, and we are welcoming and friendly to new members." Christina Cavanagh (Quilt group member)*



*"We're a lovely bunch of people who get on really well, the singing contributes to our collective sense of well-being" Susie Langley (One World Voices Choir Member)*





# CASTLEFIELD

This year Castlefield finalised a Child Safe Audit, during which we reviewed all of our policies and procedures. This was done to ensure we adhere to the National Principals for Child Safe Organisations, which aim to prioritise children and protect them from harm. The National Principles were endorsed by the Council of Australian Governments (COAG) in 2019. Many thanks to Bonnie Harris and Robyn Watts who spent countless hours working towards this.

We received two grants through *Bayside City Council (BCC)*. The first was to research and understand Social Prescription at a local level. Unfortunately, lockdown restrictions prevented this occurring however, with the support of *BCC*, the funds were reallocated so our community could access on-line programs during lockdown. These classes included Strength and Balance, Art for All Abilities and our One World Voices Choir. The programs were a great success and aimed to encourage connectedness, prevent isolation and improve health and well-being. The second grant we received from *BCC* funded the creation of our new website.

We revamped our Community Garden. Bunnings generously donated materials and volunteers contributed their time and hard work. The garden has grown abundant produce which we have given back to our community and shared with our guinea pigs in child care! Our Strength and Balance class was a great success on Zoom, so much so that it permanently transitioned to an online platform.

Castlefield staff worked in partnership with residents and local services at the Bluff Rd Estate. This included gardening workshops, the launch of a new playground and community BBQs.

Our Community Centre runs through generous funding provided by *Bayside City Council (BCC)* and the *Department of Families, Fairness and Housing (DFFH)* under the Neighbourhood House coordination program. In addition to the funding, we want to whole-heartedly thank the people from these organisations who support our Centre. We are grateful for these partnerships and would like to thank Sharon Preston from *DFFH*, Lauren Waycott & Erica Breedon from *BCC* and Cath Darcy and Wendy Hiam from the *Southern Region Community House Network*.

To our Castlefield community, thank you. May 2022 bring great moments and opportunities to our centre. **Sally**



"Castlefield Community Centre is a great program run by Robyn and Lynne. They both care so much for all of the children and have great interactive relationships. Communication with teachers and parents is easy. I highly recommend the Centre. I have been bringing my two daughters to the program since they were 2 years old. It now feels like family when you step into the rooms. We love Castlefield!"



"We couldn't be happier with Castlefield's Occasional Care. Our 2-year-old adjusted quickly thanks to the warm and caring staff. There is a good range of activities offered and a large space to play. It is a small and nurturing environment. We would highly recommend!" Katie C



# FAMILY COUNSELLING

## A YEAR IN CYBERSPACE

For the past twelve months, amongst other responsibilities, Louise and I remained the steady voice on a mobile call or the caring image on a screen. It's an extra-ordinary way of working. Way back in the 70's I delighted in watching *The Jetsons* meet in cyberspace. How astonishing it is to live through a time where this once fantasied technology now provides the opportunity to adapt the traditional and familiar in-person, consulting room way of working. Wonder what Freud or Jung or Satre would think or say about this adaption?

Even though our face-to-face counselling service was on hold, our clients routinely attended sessions, with the knowledge that what we offered was helpful and assisted them think about ways to manage and go on caring about themselves and providing for their families. We appreciate that each person is unique and what they bring to the session is a personal history like no other. Our data identified that 43% of all families we worked with had at least one member who was born overseas.

Referral and enquiries for counselling remained elevated in comparison to pre-COVID data. Across this time, we consistently recorded a 10% increase in the number of services and individuals looking for counselling places. In comparison to the previous reporting period, we recorded three times as many post-family violence support and trauma recovery referrals. Other notable presenting issues were post-natal support, adult relationship conflict, managing children's behaviours, loss and grief, post-separation parenting and social isolation. Many families presented with multiple concerns exacerbated by loss of income and routine. Parallel to the marked increase in people presenting to BayCISS for Emergency Relief (ER) we recorded a 34% rise in the number of people referred to counselling after a conversation with one of our ER volunteers.

Although, as we assess each referral, we remain mindful that counselling isn't for everyone. As Maslow's Hierarchy of Needs demonstrates; food, water, warmth and rest, followed by safety and security are fundamental to a person's capacity to work on relationships and growth-orientated goals and activities. Demographic data showed that 5% of people who participated in counselling experienced unstable housing. However, through our conversations, we become increasingly aware that employment insecurity, hope for the future, was of significant and immediate concern.

As counsellors we hold the hope and keep the best interest of young and developing children in mind at all times. Our work with parents, extended to support almost 100 children under the age of 17. We worked to find existing strengths and capacities; what is working? What resources are available? And what else is needed? In line with the greater number of families experiencing unforeseen circumstances we noticed an increase in the number of referrals we made to ER, Legal Advice, NILS and our Caseworker for further supports, service, advice and guidance.

Our work is often sad, sometimes confusing, frequently challenging, sometimes joyous and 99% of the time, enlivening. We are very grateful to be supported by BayCISS Management, staff, volunteer and the Department of Families, Fairness and Housing (DFFH). This year I'd like to note our appreciations of our IT guru, Gavin from Chicken Soup Computer Services for his unwavering support when the remote connection and fragile modem let us down. Without these people and funding we couldn't support our community.

**Denise & Louise**



# NILS

Our No Interest Loan Scheme (NILS) program, under the watchful eye of our volunteer, Judy, has worked hard over the past financial year – working remotely for much of the time – to field and action all of the enquiries which come our way. The number of interviews was less than previous years, leading to a decrease in successful applications with five getting over the line, compared to 13 and 11 previously.

Why the drop? The inability to conduct face-to-face interviews clearly contributed, as it is more difficult to establish rapport over the phone, additional government benefits made available from March 2020 certainly may have impacted, as does the amount of paperwork required.

**No Interest Loans  
for things you need now**  
No Fees. No Charges. Ever.



Whitegoods – predominantly washing machines and fridges – as well as computers, laptops and car repairs, were the main reasons for seeking a NILS loan this year. Whilst the number of applications was down, we were able to also provide essential whitegoods to some of our community members due to the wonderful support from the Bayside Community Emergency Relief group, who were able to provide a number of second-hand items in good condition for no cost.

Pay day lenders continue to be a challenge as they provide fast turn around with their applications for fast cash, which unfortunately turns into fast profits as we see the repayments multiply before our very eyes. Fortunately, we were able to assist a community member who became ensnared by one, when she borrowed \$250 which blew out to \$750 within six weeks! With low financial literacy, there was an obvious lack of understanding of the commitment to repay in line with strict conditions. However, with the help of a financial counsellor, we were able to get the outstanding debt reduced and suitable payment plan established.

**No Interest Loans  
for medical and dental expenses**  
No Fees. No Charges. Ever.



**No Interest Loans  
for car repairs and registration**  
No Fees. No Charges. Ever.



**No Interest  
Micro-  
Business  
Loans**



**No Interest  
Car Care  
Loans**



**No Interest  
Household  
Loans**



**No Interest  
Education  
Loans**



**No Interest  
Medical &  
Dental Loans**

Judy

# CASEWORK

Our Casework Team experienced substantial growth over the past year and has been instrumental in supporting our community members and volunteer workforce as we experienced extensive rise in demand for services.

Thanks to the Working for Victoria Scheme and recruitment through CISVic, we secured an additional full-time casework position assisting throughout the year. The City of Kingston also supported us with three staff redeployments. Add into the mix our RMIT and Holmesglen students, our casework team added value to our service delivery headed up by our Senior Caseworker.

Having more resources within the program has meant a substantial increase in opportunities with services available to complex clients requiring intensive supports every day.

Our ability to offer intake and assessment followed by both internal and external referral pathways has encouraged effective and appropriate holistic care for our service users.

The growth in demand and resources enabled further positive impacts including:

- Increased number of service users assisted;
- Immediate response to presenting needs;
- Increase in worker of choice;
- Variety of skill sets available;
- Access to knowledge, theories and support styles

During such a challenging year, the casework program has been flexible in its response to community need, offering immediate response through counselling support and communication, social work, advocacy, housing assistance, community service training, health and wellness supports, information and referral, improved administration supports and data collection and analysis.

Overall the program provided a fresh and energized approach to working with the community who, in turn, have provided extremely positive feedback outlining the effectiveness and high level of service delivering and catering for individual needs.

## Casework Team

Helen, Jo, Pip, Bianca, Olive, Amanda, Kay & Masood



# 2416

Occasions of  
service



# UTILITY RELIEF ASSISTANCE

Since joining the Utility Relief Assistance Program in July 2020, I have witnessed a significant increase in the number of people accessing the program for assistance. Anyone accessing emergency relief may be referred to this service if they are experiencing financial hardship, payment difficulties or identify that they would benefit from advocacy with service providers. This service extends to gas, electricity and water account holders.

Due to the global pandemic, most discussions were conducted remotely through telephone supports, however extraordinary circumstances allowed for assistance through onsite volunteers.

Government incentive schemes like the \$250 Power Saving Bonus (PSB) were available for eligible residents from February 2021 with many people assisted with this application process. The Utility Relief Grant Scheme (URGS) applications also formed an important aspect of this volunteer role. This scheme is available for those who show that they have no way of paying their account without assistance, have experienced family violence, or have experienced a recent decrease in income, or have high unexpected costs for essential items, or shelter absorbs over 30% of household income.

When advised of the various options available and once direct contact with the service provider is made, clients are pleased with how the program can assist them. Service providers are under more scrutiny and must be seen to be doing the right thing (ie. compliance with current Codes of Practices, Energy Rules and Laws). Clients are encouraged to communicate on utility bill stress as soon as practicable as since November 2020, I have observed the trend by service providers to send out numerous automated disconnection notices when payments are overdue.

Early communication about a person's inability to pay a utility bill is key as work can be done to rectify the situation and collaboration for a positive outcome can be achieved. South East Water recently reduced a \$3000 debt following advocacy and understanding of the individual situation!

The Utility Relief Assistance Program reveals a strong and positive engagement with service users who are experiencing ongoing financial hardship. It also supports flexibility in its approach to support service users in different ways depending on individual circumstances – which may also include referrals to other services or supports. Such actions increase program awareness, effectiveness, opportunities and outcome success and set the stage for ongoing growth and community supports for the next financial year.

**Annette**



*44% received advocacy with service providers, URGS applications, payment plans or plan reviews*



*38% assisted with PSB applications*



*50% of service users seeking advice on energy savings and options available*



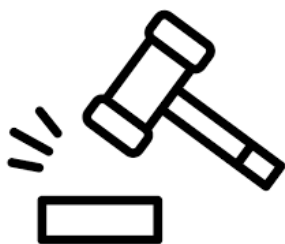
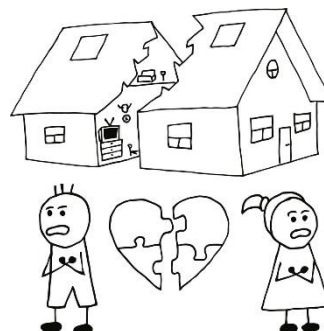
# LEGAL ADVICE PROGRAM

Our Legal Eagle volunteers continue to work overtime through their ongoing commitment to our organisation and community members. Under the watchful eye of Rowland Hassall, Michael Heffernan and Greg Lay, our free legal advice service continues to offer sound and practical advice to those experiencing personal, professional or environmental challenges.

Michael celebrated his 40<sup>th</sup> year volunteering with our program last year after commencing way back in 1980; Rowland 27 years and Greg 23, when as new graduates they all made a personal commitment to offer their newly found skills and knowledge with those unable to afford legal advice or understand the complicated legal system.

Over the course of their time with us, they have supported many service users and community members during times or conflict, confusion, misunderstanding, breakups, breakdowns, breakthroughs and everywhere in between. In a year where lockdowns were a real thing, they have continued to provide essential information; offering valuable advice and guidance where they can.

What types of enquiries do we receive through this program?



Victorian Senior of  
the Year nominee  
2021

- Rowland Hassall -





# STUDENT PLACEMENT PROGRAM

50%

Increase in RMIT Placement Opportunities

25%

Students on placement or studying incorporated into Volunteer Program

Child Protection Practitioner

Financial Counsellor

Youth Support Worker



holmesglen

18

Case Management

Counselling

Chisholm



Teacher Aide

Homelessness Support

NDIS Support Worker

200%

Increase in Holmesglen & Chisholm Community Services Diploma students on placement

3

New Student Placement Partnerships secured with educational institutions



6

Students on placement each semester

100%

secured employment following placement

# OUR TEAM

## 41 YEARS

Michael Heffernan

## 27 YEARS

Rowland Hassall

## 25 YEARS

Peter McKinnon

## 22 YEARS

Lyndell O'Brien  
Greg Lay

## 15 YEARS

Debbi Irwin

## Our magnificent team

Sharon	Wendy	Di
Richard	Margaret	Lyn
Robert	Alan	Krystyna
Deborah	Fiona	Judy S
Annette	Barry	Bianca S
Leintje	Suzi	Mia
Judith	Philippa	Olive
Haydn	Elizabeth G	Luyen (Kim)
Greg G	Louise	Lynne
Tania H	Glenda	Robyn
Bonnie	Rowland	Libby
Monika	Michael	Joanna
Mark	Denise	Ian
Arthur	Danice	Catherine
Debbi	Jackie	Lyndell
Nancy	Jenny	Margaret
Diana	Greg L	Patrizia
Molly	Tania C	Andy
Stuart	Peter	Liz M
Masood	Carol	Amanda
Meg	Judy F	Kay

## New team members

Danny Anderson  
Emily Brandstatter  
Robert Bodsworth  
Alan Brebner  
Beverley Brown  
Candy Chun  
Joanne Clark  
Geoffrey Cunningham  
Daniel Czech  
Grant Dawson  
Areeya Holmes  
Sally Kuhr  
Bianca Mills  
Damien Munro  
Shauna Noble  
Ajit Pillai  
Hilary Swann  
Joanne Vlachos



"This very special organisation has been an important part of my life and my retirement years...It has been a great privilege to work with and assist so many"

- Lyndell O'Brien -

CISVic Honour Roll Inductee  
2020

THANK  
YOU

THANK YOU SO VERY MUCH FOR ALL YOUR HELP AND ASSISTANCE. I'M VERY GRATEFUL THAT YOU TOOK THE TIME AND WENT OUT OF YOUR WAY TO HELP ME AS MUCH AS POSSIBLE. YOUR KINDNESS AND CONSIDERATION IS GREATLY APPRECIATED.  
FROM EFFIE.

I thank you all from the bottom of my heart, you are all big hearted and generous. I really deeply appreciate the help you have provided to me!!!!  
May God keep and bless you all.  
Cameron

To the wonderful team that makes up BayCISS!

I am so thankful to have met each and everyone of you! All the kindness and support I have received has made it so easy to work with you all. Although it has only been 6 months, I have learnt so much from everyone and am forever grateful to have had this opportunity.

I am incredibly sad to leave and will miss everyone! If my new work place has staff and volunteers half as nice as everyone here, I will be over the moon.

I wish you all the best for your futures wherever your path takes you and hope to cross paths again some time!

Take care and thank you ♡

Dear Staff & volunteers!

Thank you for all your amazing support. I have enjoyed my time at BayCISS and have learnt so much from each and every one of you!

I will miss you all!

# THANKS – We couldn't do it without you!

*We sincerely thank and appreciate the generosity of our community partners, organisations and individuals without whom we would not be able to continue our valuable work. Thank you!*

Aldi Supermarket Sandringham	Clare Lane
Aldi Supermarket Benteigh	Leighmoor Uniting Church
All Souls Anglican Church	Ross Lemgar
All Souls Opportunity Shop	Levett Family
Janice Anderson	Lions Club Moorabbin
Wendy Anthony	Lions Club Sandringham
John Arbuckle	Peter McKinnon
Australian Red Cross	Christine McNaughton
Bakers Delight Hampton	Carol Merrett
Bath & Beauty	Jay Miller
Bayside City Council	Moorabbin Fresh Fruit Market
Bayside City Council – Campeyn Group	MTO Shahmaghsoudi
Bayside City Council – Community Meals	Anita Nedic
Bayside Community Emergency Relief	Office of Brad Rowsell & staff
Bayside CWA	Office of Nick Staikos & staff
Bayside Hockey Club	Peckish Café Cheltenham
Bayside SES	Pets of the Homeless
Beaumaris/Mordialloc Baptist Church	Beth Rivkah
Bethlehem Hospital	Rotary Club of Beaumaris
Brad Rowsell & Staff	Rotary Club of Brighton
Brighton Theatre Management Team	Rotary Club of Hampton
Phil Carr	Rotary Club of Sandringham
Centrelink Cheltenham	Sandringham District Lodge
Cheltenham/Mentone Uniting Church	Sandringham Primary School
Faye Clark	Sandringham Signs
Fiona & Laurie Clark	Sandringham Uniting Church
CWA Victorian Headquarters	Sandybeach Child Care
Jillan & Geoffrey Cunningham	Judy & Barry Schofield
Suzi Daley	Share the Dignity
Christine Edwards	Soroptimist International Brighton
F45 Fitness Centres	St David's Anglican Church
Anne Fogarty	St James Lutheran Church
Freemasons Community Relief	St Leonard's Secondary College
Hampton Fruit Centre	St Paul's Primary School
Hampton Garden Club	St Peter's Kindergarten
Hampton Primary School	Wendy Silver
Hampton Scout Group	Carly Storer
Tania Hanna	The Fresh Connection
Highbett Community Bank	Trinity Uniting Church Brighton
Holy Trinity Anglican Church	Uniting Church Cheltenham
Hot Bird Cheltenham	Karen Ward
Kiwanas	Gail Williams
KOGO	Women's International Group (WIGs)
Norma Kukovec	Woodland Golf Club
Laminex Australia	

**Estimated Community Donations Distributed 2020-21**  
**\$124,990.52**

# OUR FINANCIALS

Although 2020-21 was a challenging year for all, it was a positive year for BayCISS financially, recording a profit of \$167,191. Our programs are reliant on funding provided through Grants and donations, with all areas showing an increase from the prior year. An exception to this was our Castlefield Community Centre operations, which were forced to reduce due to restrictions. Our cash surplus was planned to be utilised to fund future staff liabilities and to act as a working balance however any planned new activities did not eventuate.

## INCOME

Total income for 2020-21 was \$896,714 – a slight increase from the previous financial year. This figure included just over \$177,117 coming from COVID-19 related Government funding. Receipts from Grants remains our largest source of funds from Bayside City Council, City of Kingston, Department of Families, Fairness & Housing and Commonwealth relief services. Funding is used for our Administration, Family Counselling and Emergency Relief services. Additional grants were received from Bayside City Council and local community service organisations to support our work.

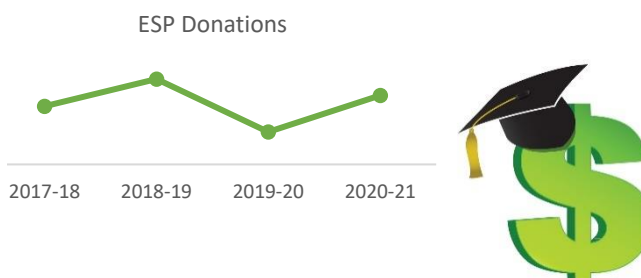
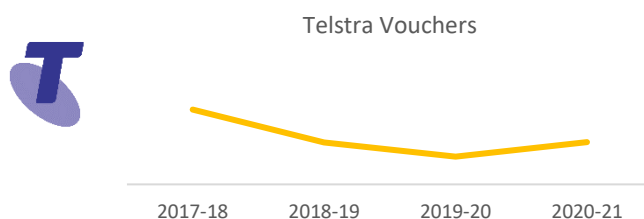
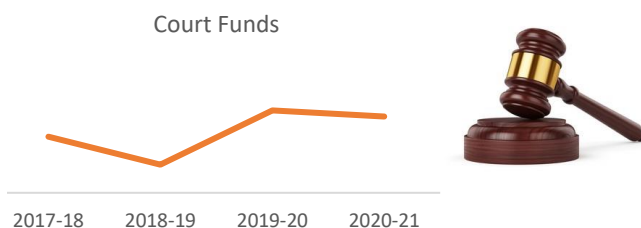
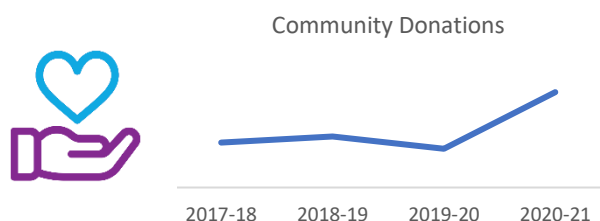
The accounts do not reflect the significant additional contribution, including considerable time and effort given to BayCISS from the community through unpaid volunteering opportunities, ongoing donations and the Bayside City Council who continue to provide our buildings rent-free.

## EXPENDITURE

Total expenditure for the financial year was \$729,523 which represents an increase from the previous year. Our major organisational expenses remain employee expenses, the emergency relief program and our Education Support Program, which is funded through community donations. Fixed assets value was written down by \$66,267.

## CASH POSITION

The year ended with a strong cash position of \$487,239. This allows the organisation to maintain a liquidity position in the unlikely event that grant funds are delayed. Our surplus cash reserves are invested in term deposit accounts with Bendigo Bank.



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

**FINANCIAL STATEMENTS**

**30 June 2021**

## **COMMITTEE'S REPORT**

In respect of the financial year ended 30 June 2021 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**

President	Arthur Hubbard
Vice President	Suzanne Daley
Acting Treasurer	Haydn Gibson
Treasurer	Glenda Harkin
Secretary	Lyn Rowe
Ordinary Members:	
Rowland Hassall	Bonnie Harris
Deb Carveth	Stuart McIntyre
Daniel Czech	Andy Mitchell
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 within the community, provision of education support for school students, occasional child day care to pre school age children and support activities and programs.

### **3. TRADING RESULTS**

The surplus for the year ended 30 June 2021 was \$167,191.

### **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 2021 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  
10<sup>th</sup> November 2021



Haydn Gibson - Treasurer

Melbourne  
10<sup>th</sup> November 2021



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

**BALANCE SHEET AT 30 JUNE 2021**

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

	Notes	2021 \$	2020 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	487,239	324,124
Receivables		6,825	875
Other			
<b>TOTAL CURRENT ASSETS</b>		<b>494,064</b>	<b>324,999</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	<i>Nil</i>	<i>Nil</i>
<b>TOTAL NON-CURRENT ASSETS</b>			<b><i>Nil</i></b>
<b>TOTAL ASSETS</b>		<b>494,064</b>	<b>324,999</b>
<b>CURRENT LIABILITIES</b>			
Provisions	6	77,062	75,386
Other		24,810	24,611
<b>TOTAL CURRENT LIABILITIES</b>		<b>101,872</b>	<b>99,997</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>101,872</b>	<b>99,997</b>
<b>NET ASSETS</b>		<b>392,192</b>	<b>225,002</b>
<b>COMPANY EQUITY</b>			
Retained Profits		392,192	225,002
<b>TOTAL EQUITY</b>		<b>392,192</b>	<b>225,002</b>

**COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 June 2021**

	Notes	2021	2020
<b>Revenues from ordinary activities</b>		<b>\$</b>	<b>\$</b>
Receipts from donations	7	136,532	136,431
Receipts from operations	8	64,238	110,843
Government grants	9	518,567	485,819
COVID related payments	10	177,117	80,695
Interest		260	365
<b>Total revenues from ordinary activities</b>		<b>896,714</b>	<b>814,153</b>
<b>Expenses from ordinary activities</b>			
<b>Employee Benefits Expense</b>			
Administration and counselling		319,062	331,234
Castlefield		136,226	224,759
Emergency Relief		67,285	0
Total employee benefits expense		<b>522,573</b>	<b>555,993</b>
<b>Other expenses</b>			
Administration and counselling		60,362	44,562
Emergency relief		72,429	80,326
Education support		35,820	14,913
Castlefield		27,221	56,816
Depreciation		0	0
Assets Immediate Write Off		11,118	10,514
		<b>206,950</b>	<b>207,131</b>
<b>Total expenses from ordinary activities</b>		<b>729,523</b>	<b>763,124</b>
<b>Profit from ordinary activities before income tax</b>		<b>167,191</b>	<b>51,029</b>
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
<b>Net operating surplus comprehensive income</b>		<b>167,191</b>	<b>51,029</b>

**CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2021**

	Notes	2021	2020
		\$	\$
<b>Cash Flows from operating activities</b>			
Receipts from donations	7	130,532	136,431
Receipts from operations	8	64,287	113,025
Government grants	9	518,567	485,819
COVID related payments	10	177,117	80,695
		<b>890,503</b>	<b>815,970</b>
Payments to suppliers		<b>727,648</b>	<b>752,610</b>
<b>Net cash inflow from operating activities</b>		<b>162,855</b>	<b>63,360</b>
<b>Cash flows from investing activities</b>			
Interest received		260	365
<b>Net cash inflow from investing activities</b>			
<b>Increase (decrease) in cash</b>		<b>163,115</b>	<b>63,725</b>
Purchase of fixed assets		Nil	Nil
Net increase in cash		<b>163,115</b>	<b>63,725</b>
Cash at start of financial year		324,124	260,399
<b>Cash at end of financial year</b>		<b>487,239</b>	<b>324,124</b>

**STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 June 2021**

	Notes	2021	2020
		\$	\$
Balance at beginning of financial year		225,001	173,973
Comprehensive income for year		167,191	51,028
Balance at end of financial year		392,192	225,001
<b>Total Company Equity</b>		<b>392,192</b>	<b>225,001</b>

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR YEAR ENDING 30 June 2021**

**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.

**(e) Equipment**

Recognition and measurement

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

**(f) Depreciation**

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

**(g) Leased assets**

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

**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	2021	2020
		\$	\$
Cash at Bank	General Account	386,972	305,600
	Term Deposit	100,268	18,524
<b>Total cash</b>		<b>487,240</b>	<b>324,124</b>

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

	Notes	2021	2020
Profit from ordinary activities after income tax		167,191	51,029
Depreciation		0	0
<b>Changes in assets and liabilities</b>			
Increase in payables		1,874	11,316
(Increase)/Decrease in receivables		(5,950)	1,380
Asset purchases		Nil	Nil
<b>Net cash provided/(used) by operating activities</b>		<b>163,115</b>	<b>63,725</b>

**5. Property, plant and equipment**

BayCISS fixed assets are as follows:

	Notes	2021	2020
Fixtures and fittings		11,593	23,877
Office furniture and equipment		54,674	71,994
<b>Total fixed assets</b>		<b>66,267</b>	<b>95,871</b>
Less: Provision for depreciation		66,267	95,871
<b>Net fixed assets</b>		<b>Nil</b>	<b>Nil</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	2021	2020
OfficeWorks		0	10,684
Bendigo Bank		10,000	5,000
All Souls Opportunity Shop		37,000	0
Royal Melbourne Golf Club		0	20,000
Moorabbin Justice Centre		19,000	20,500
Rotary Club of Brighton Charitable Trust		33,790	7,500
Rotary Club of Sandringham		1,950	500
Tim Wilson Appeal		0	9,379
E-Cycle Hire		0	3,000
Peter McKinnon		6,000	0
Bayside City Council		10,000	0
Sandringham Masonic Lodge		1,500	0
Salvation Army		1,260	0
Cheltenham/Mentone Uniting Church		5,000	0
Rotary Club Beaumaris		2,000	0
Other		9,032	59,868
<b>Total donations</b>		<b>136,532</b>	<b>136,431</b>



## 8. Income from Operations

	2021	2020
Child Care Fees	33,084	56,296
Counselling Fees	3,967	2,735
Room Hire	7,939	31,300
Other Income	12,420	20,512
Education Support Program refund	6,828	
<b>Total Income from Operations</b>	<b>64,238</b>	<b>110,843</b>

## 9. Income from Grants

Grants were received from the following organisations:

Administration and Counsellors	2021	2020
Bayside City Council	122,321	120,405
Department of Families, Fairness & Housing - Family Counsellors	112,281	107,691
Kingston City Council	37,375	32,791
Commonwealth Emergency Relief Grants	66,668	80,650
State Government Victoria – Business Support Fund	20,000	0
Philanthropic Grants	8,546	
<b>Castlefield</b>		
Bayside City Council	64,886	61,249
Department of Families, Fairness & Housing Neighbourhood house	86,490	83,033
<b>Total Grants</b>	<b>518,567</b>	<b>485,819</b>

## 10. COVID related payments

JobKeeper	93,000	54,000
Covid 19 Supplement	42,049	4,009
Cash Flow Boost	42,068	22,686
<b>Total COVID Related Payments</b>	<b>177,117</b>	<b>80,695</b>

## 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 2021 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, 2021, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and The Act.

Dated this 11th day of November, 2021  
Caulfield

DIAMOND PARTNERS PTY LTD  
Chartered Accountants



.....  
Director





Highett **Community Bank®**  
Branch



# BayCISS

operates a

## Community Information & Support Service in Hampton East

and the

## Castlefield Community Centre and Neighbourhood House in Hampton

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

Castlefield Community Centre  
Phone 9598 0662  
Community Information & Support  
Phone: 9555 9910

<http://bayciss.org.au>  
<http://castlefield.org.au>  
[www.facebook.com/bayciss](http://www.facebook.com/bayciss)

