



BayCISS

Bayside Community Information
& Support Service Inc.

ANNUAL REPORT

2022-2023

IMPARTIAL RESPECTFUL ACCESSIBLE COLLABORATIVE

www.bayciss.org.au



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 and Support Service Inc.
ABN 55 744 288 293

BayCISS is registered with ACNC and is endorsed as a Deductible Gift Recipient

Disclaimer: This report is a snapshot of BayCISS information and is not intended as a complete record of all activities.

Front Cover: Volunteers Dieke and Jill

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WELCOME



GEOFFREY CUNNINGHAM

PRESIDENT- COMMITTEE OF MANAGEMENT

In our first full year without lockdowns due to COVID 19, we continue to experience the social ravaging of a global pandemic. For BayCISS, this translates as a substantial increase in the number of individuals and families seeking assistance with emergency relief, utility bills, family counselling and housing assistance.

The return to schools has also seen strong demand for the Education Support Program to assist children of disadvantaged families to participate fully in all school activities. This program is funded entirely by donations and has been a valuable help to cover expenses such as books, uniforms, laptops and school excursions and camps.

BayCISS operates on a tight budget. This year we managed to complete the year to June 30 with a surplus of \$93k which partially recovers the loss of \$124k in the previous year. In addition to the funding we receive from all three levels of government, Federal, State and Local, BayCISS is fortunate to receive very generous donations from the community and from local, philanthropic groups. A full list of these is enclosed in the Annexures, and numbers well over one hundred.

Without this support, BayCISS would not be able to deliver emergency relief, and the operations of Castlefield Community Centre would be unable to offer the full range of educational and other classes, special events, holiday programs and workshops currently available.

BayCISS operates from two sites: Katoomba Street in East Hampton, provides emergency relief, counselling and administration, and Castlefield Centre in Bluff Road, East Hampton, provides community-based programs and short-term child care. Both sites are provided rent free from Bayside City Council with which BayCISS enjoys a strong and co-operative relationship, and the organisation receives additional support from Kingston Council. The Department of Families, Fairness and Housing, and the Department of Social Services (through our CISVic membership), have also extended their help in assisting us to meet the challenges we have faced.

During the past year BayCISS received an exciting offer of assistance and support from the Channel 9 Group when the Katoomba Street site was chosen to be featured in a production of *The Block*. This resulted in a complete renovation of the kitchen and counselling rooms as well as a redesign of the outdoor area. This renovation has greatly improved the functionality of the Katoomba Street premises but they remain seriously inadequate for the current level of services. A redevelopment plan of the Katoomba St premises has been submitted to Bayside City Council and we are hopeful of a positive response to our proposal. A five year Strategic Plan has now been completed and is tabled at this year's Annual General Meeting, and we are looking forwards with optimism.

BayCISS employs just a small number of part-time employees, and one Executive Officer, Rose Paduano. This means we are reliant on a large number of volunteers, without whom, our services would be largely curtailed.

Their help and dedication is greatly appreciated!

I would also like to thank the members of the Committee of Management, all volunteers with a broad range of academic and strategic skills, who continue to help BayCISS through the challenges currently faced by so many community support groups. During the year we also welcomed two new members to the Committee of Management; Heather Stacy and Kathy Walker OAM who bring an extensive, broad range of educational, academic and corporate experience. A special tribute must be made to Rose Paduano who, having completed her first full year as Executive Officer, has overcome all of the challenges along the way whilst maintaining the empathy, compassion, and dedication required to head the organisation.

On behalf of the Committee of Management, I thank all of our supporters and look forward to the challenges of the year ahead.

Geoff Cunningham
President of the BayCISS Committee of Management



ROSE PADUANO

EXECUTIVE OFFICER



Over the past year, we have returned to working face to face with some of the most vulnerable and at-risk people in our community. Relentless challenges including the significant impact of the cost of living and the lack of affordable housing have pushed us to constantly think outside the box to find ways to support those doing it tough. So many told us they couldn't afford both rent and food. On the other hand, I was overwhelmed by the generosity and beneficence of our local community who came out in droves to provide food donations, warm coats, sleeping bags and much needed funds to help us help others.

I have been privileged to work with, quite frankly, an excellent team of compassionate and highly motivated staff, volunteers, and students as they strive to provide practical and emotional support to people with often heart-breaking needs. I'm extremely proud of the indefatigable can-do attitude that typifies the BayCISS response.

Volunteers are truly the backbone of our organisation and keep BayCISS powering on.

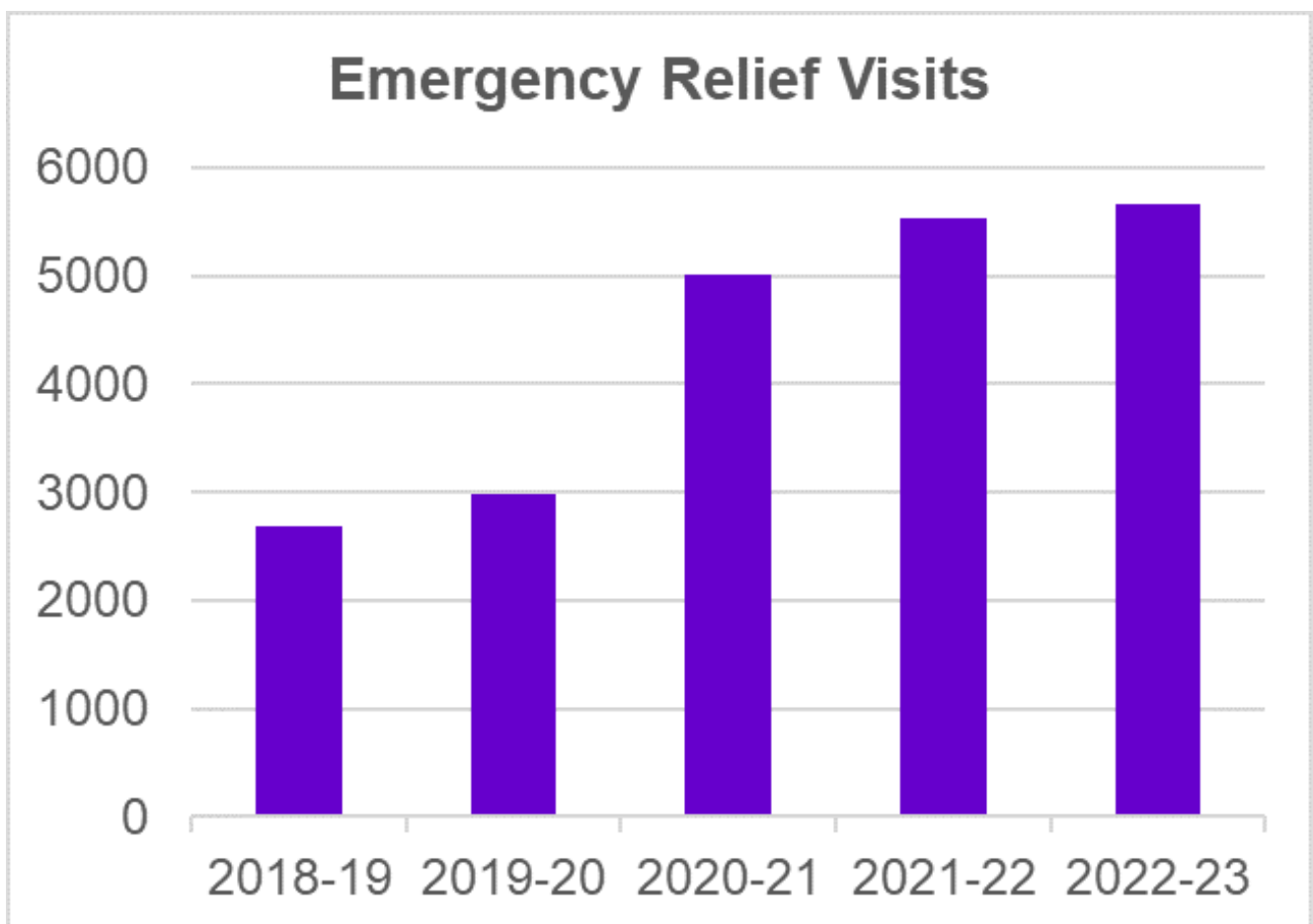
On any given day, we have about 10 different volunteers onsite and another 5 to 10 volunteers helping offsite. It takes a pretty big pool of local heroes to make that work! Many complete the Community Support Worker course to facilitate their direct support of our clients whilst others come in and sort donations of food, toiletries and material goods. Some are quiet achievers who help us with admin, social media or follow up enquiries. Some generously use their own cars to collect donations from Foodbank, St Kilda Mums, the Nappy Collective, Moorabbin Wholesale Fresh Fruit Market, Fresh Connection Brighton, Alex Makes Meals, ALDI and Baker's Delight – to name a few!

At our Castlefield Community Centre, we were thrilled to welcome back children to our childcare program and the onsite reactivation of our many recreation groups along with the laughter and joy that re-entered the building. The Centre continues to thrive under the skillful guidance of the energetic and passionate Sally Kuhr and her dedicated team.

I am particularly thankful for the support I have received from all our marvelous Committee of Management. I want to particularly thank our President Geoffrey Cunningham who always has his finger on the pulse, delivers food parcels each week to those who can't get to us and never hesitates to step in when we need a hand. Janet Matheson who is also on our COM, has thrown her knowledge and expertise into our Education Support Program. She doesn't hesitate to meet with supporters, give a speech or pick up donations at a moment's notice.

An operation like BayCISS needs strong finance administration and Krystyna Sadowska has just chalked up 20 years of unwavering expertise within our team. Lastly, I thank Carol Merrett for her dedication to BayCISS. Carol retired from her Administration role last year and continues to contribute within our volunteer program.

I see the positive outcomes of our work everyday and consider myself extremely fortunate to be surrounded by so many people who embody the BayCISS vision and mission and share their energy and compassion on a daily basis.



DONATIONS\$

to highlight a few...



*see the following page for
even more donation pics!*



Deb Brook (BCER) with yet another food donation



Southmoor Primary School Food Drive donations



Services Victoria - Nepean Fundraising Food Drive donation



Mazon donated soup kits for our pop-up food markets



Lynne (Sandringham Lion's Club) Food donation



Sharon & Merryn (Woodland's Golf Club) with Rose



COMES TO BayCISS!

Amidst much excitement, Channel Nine's *The Block* contestants transformed critical areas of BayCISS.

In just 5 days, the teams transformed our interview rooms, kitchen, food pantry and back garden. Huge thanks to all involved!

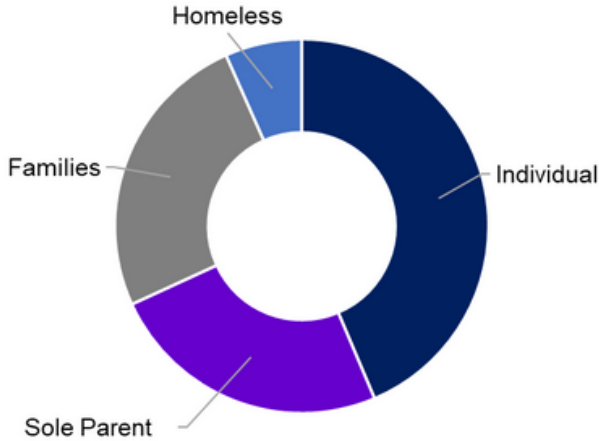


BayCISS SNAPSHOTS



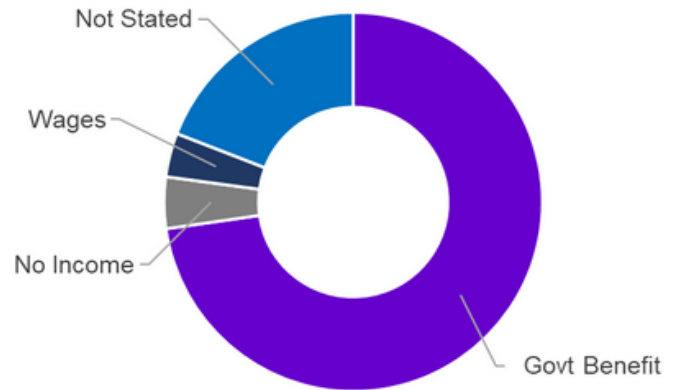
Household Composition

44% of recipients are individuals



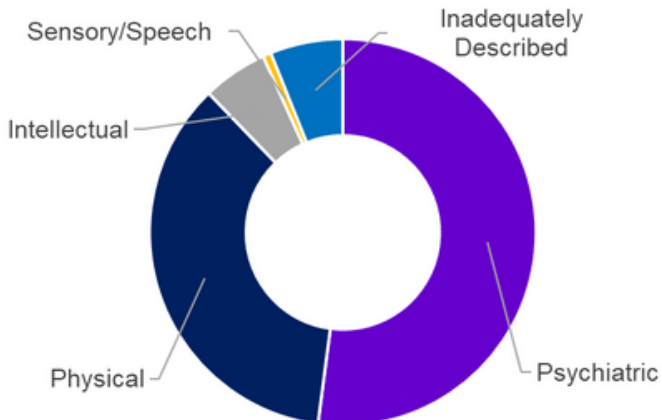
Source of Income

73% of recipients dependent on Government Benefits



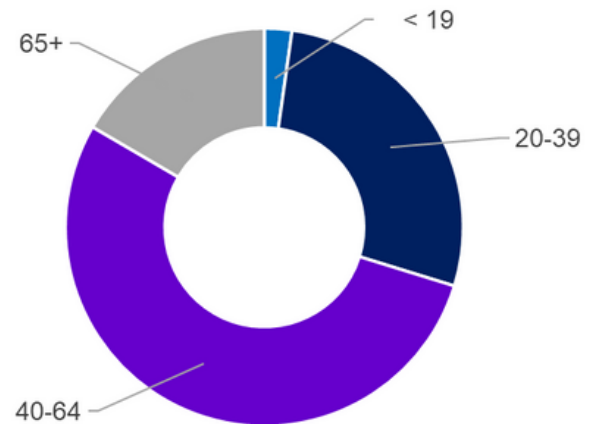
Disability

52% of recipients identified with a Psychiatric Disability



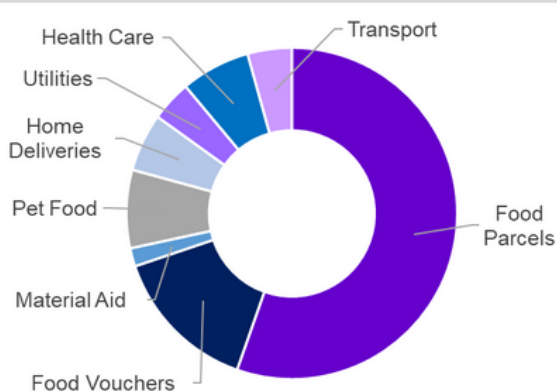
Distribution of Age

54% of recipients are aged 40 - 64



Emergency Relief

69% of emergency relief is comprised of Food Parcels & Food Vouchers



More than 12,000 volunteer hours

Community Donations
\$159,314



CASEWORKER & VOLUNTEER COORDINATOR

BRIDGETTE MORTENSEN

It's been a remarkable year at BayCISS. Moving from a student to staff member was quite a leap, though one I have taken without hesitation. Since I have been at BayCISS I have witnessed some remarkable stories of resilience and ingenuity. Our casework program is so dedicated to positive long-lasting outcomes for our clients, and it has been such a privilege to be able to walk alongside our clients when they most need it. I'm so proud of the mutually beneficial outcomes of the volunteer and student programs.

VOLUNTEER PROGRAM

BayCISS simply could not survive without the dedication and commitment of our volunteers. Over the past year we have welcomed 23 new volunteers to our team which is phenomenal after the dramatic decrease in volunteerism experienced across agencies during the lockdown years. As the new Volunteer Coordinator, I know we couldn't maintain our high level of service without the consistent support and hard work of our volunteers.

Our volunteers have accomplished some amazing things this year. Our Christmas hamper collection day in 2022 ran so smoothly thanks to the dedicated volunteers who gave up their Saturday to help. The renovations as part of The Block presented a challenge, however our flexible team ensured smooth offsite operations for the week. Our volunteers work as a team as they look out for each other while taking on the physical and emotional labor our work demands. The incredible display of humanity that I witness from our volunteers every day fuels the resolve we all need to continue to do this work in the face of growing disadvantage in our community.

STUDENT PROGRAM

BayCISS remained committed to providing an exceptional placement experience for our social work students despite the closure of the CISVic student support program. Deborah Rosenberg was an incredible resource and wealth of knowledge. I have stepped into the role of Task Supervisor for these placement students in partnership with their universities to ensure BayCISS has a steady influx of new knowledge and client support available.

Our ongoing relationship with Holmesglen TAFE has been exceptionally fruitful with numerous high-quality students being sent our way. It cannot be overstated how valuable student insights and skillsets are to our organisation. The Diploma of Community Service students that we have placed and worked with over this last year have been a wonderful addition to our team. I sincerely thank all students past and present, for making this service run as smoothly as it does. I also extend my thanks to the students who have generously continued at BayCISS beyond their placements as volunteers. Their commitment to our service and our clients is exceptional!

Meet a few of our BayCISS VIPs!



Emily & Mimi



Liz



Lessehor



Evi & Kira



Kerry & Greg



Elaine, Liz, Carol & Wendy

23 New Volunteers
4 Social Work
Students
14 Diploma of
Community Service
Students



Caroline



Louise, Bridgette & Amanda



CASE STUDY

NATASHA'S STORY

BRIDGETTE MORTENSEN

Introduction: Natasha's story is a testament to the resilience and determination of individuals facing homelessness and the added burden of losing their source of income. This case study delves into her challenging journey as she found herself without a home after her rental property was put on the market, coinciding with her mental health declining due to work related trauma. This led to Natasha being out of work and homeless.

Initial Contact: In her time of desperation, Natasha reached out to our organisation seeking immediate support and access to food. Recognising the urgency of her situation, our caseworker sat down with Natasha to conduct a comprehensive assessment of her needs. During this process, we discovered that she had been spending nights sleeping in her car or on the beach, accompanied by her dog, Boris.

Temporary Accommodation and Domestic Violence: Drawing on Natasha's resilience, our caseworker assisted her in securing temporary accommodation. It soon became evident that her live-in landlord was aggressive and violent, posing a severe threat to her safety. Although Natasha did not meet the traditional criteria for domestic violence services, the danger she faced was undeniable. We acted swiftly to connect her with specialized agencies offering domestic violence and housing support. However, strict eligibility criteria presented a significant obstacle to accessing these services.

Obstacles and Protection Order: Natasha encountered further challenges in her search for stable housing due to her income level. Traditional housing assistance programs were unable to offer the necessary support due to income requirements she could not meet. Faced with escalating danger, Natasha displayed remarkable courage by filing for a protective order against her violent landlord. Fortunately, the court granted the order, affording a semblance of safety to Natasha while she worked to vacate the premises and escape the immediate threat.

Return to Temporary Accommodation and Negotiating Solutions: Following her departure from this property, Natasha found herself back to square one, sleeping in her car while working closely with our caseworkers to find a lasting solution. Caseworkers discussed various options and created a plan to support her.

Services provided

- Facilitated mail redirection
- Obtained a grant to pay for Natasha's storage fees
- Ongoing support while engaging with various services
- Food relief including pet food
- Material goods i.e., blankets, jackets
- Advocacy and ongoing communication on Natasha's behalf with housing services
- Research for alternative accommodation options i.e., advocating to caravan parks
- Support making her report to police
- Support with understanding and completing forms
- Understanding the urgency, we explored alternative avenues of financial assistance. Through extensive negotiations, we were able to secure an early release of funds from Natasha's superannuation, providing her with the financial means to secure a stable and safe place to call home.

Achieving Stability and Looking Forward: Thanks to the unwavering collaboration between Natasha and BayCISS, she finally secured a stable and safe living arrangement. This pivotal achievement marked a turning point in Natasha's journey, offering her the stability and security she desperately needed to rebuild her life from the ground up.

Conclusion: Natasha's remarkable journey highlights the formidable challenges faced by individuals grappling with homelessness and domestic violence. Through the collective efforts of our dedicated caseworkers and Natasha's unwavering determination, we were able to navigate these obstacles and find solutions. Natasha still engages with BayCISS and knows she always has a support network with us.

However, her story underscores the pressing need for more flexible eligibility criteria within support systems, ensuring that individuals like Natasha receive the assistance they require. As we move forward, we are committed to advocating for comprehensive solutions that address the diverse needs of vulnerable individuals in our community, providing them with a chance to rebuild their lives and thrive.

CASEWORK

HELEN BYRNE

Service delivery

Once again, our casework program provided assessment, support, referral, and advocacy for BayCISS clients experiencing crisis and increasingly complex issues. Homelessness, financial crisis and hardship, medical crisis, and unexpected events were frequently reported.

July 22- June 23 has been a year of change for clients attending the service

- Occasions of service: 3934
- New clients ranged from 13 to 42 clients per month
- Changes in housing service delivery & relocation
- Access to face-to-face support returned
- Changes to Centrelink reporting
- Support to pay utility bills
- Access to Family Violence supports

Highlights

- Opportunity to share resources and information and to be connected to support
- Successful advocacy for clients to access community support services
- Access for clients to help fund health, education and essential items
- Successful advocacy outcomes in housing health and disability



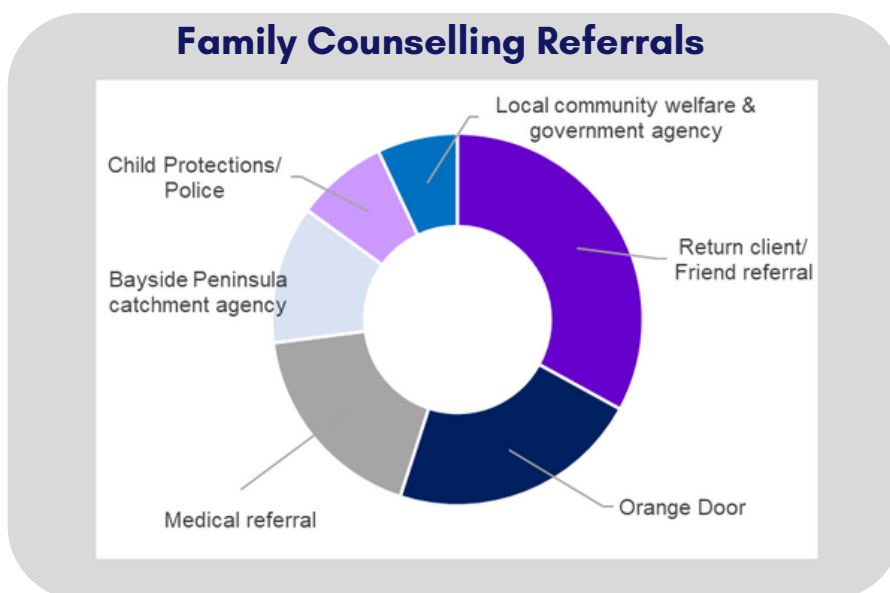


FAMILY COUNSELLING

LOUISE GREENSLADE &
AMANDA FERRUCCI

The BayCISS Family Counselling Program is part of the Bayside Peninsula Alliance (BPA), a 13-member partnership of agencies. The service is funded by the Department of Families, Fairness & Housing and is free and available to parents who have children up to 17 years of age, including during pregnancy. Families who reside in the cities of Bayside, Frankston, Glen Eira, Kingston, Port Phillip, Stonnington and the Mornington Peninsula are all eligible to attend for Family Counselling at BayCISS.

We worked with 51 families providing 1,159 hours of service during the 2022-23 FY with most clients attending for support with managing and understanding children's behaviour. Other presenting concerns were relationship issues, post-separation parenting issues and living with current or historical family violence.



Farewell Jo

Jo Vlachos worked with clients across casework and family counselling programs providing compassionate and supportive services to BayCISS clients from 2021.





SALLY KUHR

CENTRE COORDINATOR -
CASTLEFIELD

It has been a wonderful year at Castlefield Community Centre!

The past 12 months have included many highlights, which have been achieved through the hard work, and passion of our staff, volunteers, and community members. It is a continuous journey, but together we are building a dynamic and supportive community that deeply values the importance of connection with others.

This year has presented its' challenges. We have observed and experienced the increases to cost of living, along with community members expressing their continued feelings of isolation and loneliness. While these problems are disheartening, they motivate us to contribute to change and create a space where people can connect, learn, receive support and have fun! I love my role as Centre Coordinator and feel grateful to be a part of our community which is inclusive, welcoming, and vibrant.



Castlefield Community Centre operates through generous funding from *Bayside City Council* and the *Department of Families, Fairness and Housing* under the Neighbourhood House coordination program.

QUOTES FROM OUR CASTLEFIELD COMMUNITY...

"I enjoy coming for the company and the wonderful people I have met and made friends with. It's a very social occasion and an outing for me"

Keith

"Our group love coming - it is the highlight of their week. They love seeing Shauna, Ron and Shirley. Thank you so much for embracing us and showing so much kindness. For a few of the crew, the thought of going out was always met with a "no" but seeing their friends have fun at Castlefield, seeing the St Leonard's students/Castlefield staff and volunteers has been so heart warming. I certainly love seeing the smiles on the faces of clients who attend!"

Shannan - Bayley House

"Coming to art with Janis is the highlight of my week. The energy of the group is friendly, welcoming and supportive. I always feel happy and uplifted when attending and very grateful, thank you Sally and team at Castlefield."

Angelina



Castlefield Community Centre operates through generous funding from *Bayside City Council* and the *Department of Families, Fairness and Housing* under the Neighbourhood House coordination program.

CASTLEFIELD CHILDCARE & PLAYGROUP



Our Childcare is a safe, fun and nurturing space where children explore and learn. This year has included challenges, as our enrolments were impacted by changes to kindergarten funding, a lack of awareness about our service, and the increased cost of living. Although this proved difficult, our staff and community have been passionate and successful in rebuilding the service.



Our dedicated educators, Lynne, Robyn, and Leintje, have captured the hearts of the children in their care. Throughout this year, they have facilitated a variety of experiences and play-based learning opportunities. Children have explored their environments, learnt about different cultures, cared for animals, listened to stories and sang songs. Whilst having fun, they have been able to develop their motor, social, emotional, language and cognitive skills.

This year we facilitated two playgroups. They were a hive of activity. Christie, our playgroup facilitator, welcomed families and enabled children to explore and play, while their parents and caregivers chatted and connected, creating a vibrant and inclusive community.

TESTIMONIALS

*We have been fortunate to have Lynne and Robyn care for our two sons since 2019. We love the program as it is home away from home, an intimate and nurturing setting for young children with a variety of needs and stages of development. Thankyou so much for your consistent love and care for the local children, Lynne and Robyn. We love you! **Julie C***

*A warm, caring environment with educators who respect and enjoy children. We have been thrilled with our daughter's experience at Castlefield." **Amber H***



CASTLEFIELD SNAPSHOT

The average number of
people who visited
our Centre a week

629

125

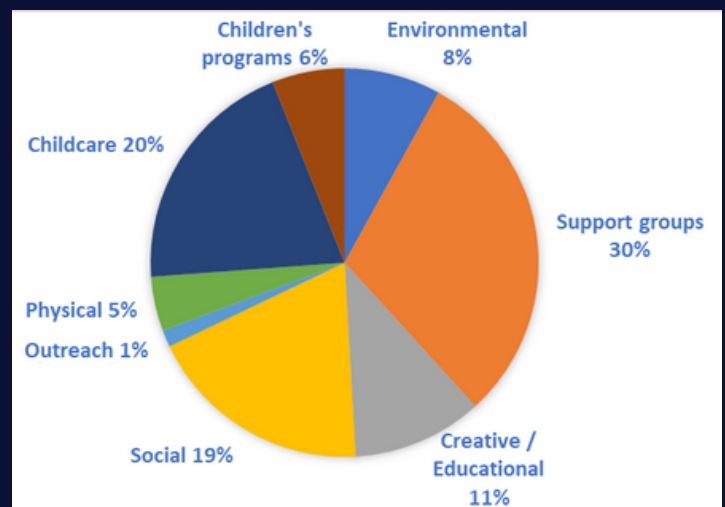
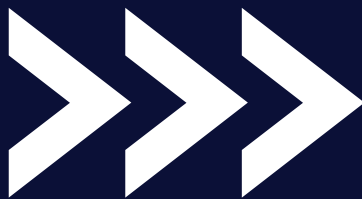
The number of
free community
lunches we served

49 volunteer hours contributed each week

62 hours of programs & support groups a week

658 people received our newsletter

Our Programs



CASTLEFIELD STAFF & VOLUNTEERS

Rose Paduano (Executive Officer)
Sally Kuhr (Centre Coordinator)
Shauna Noble (Office Administrator and LPS Facilitator)
Joanne Clark (Office Administrator)
Christie Nessel (Playgroup Facilitator)
Leintje Cusmano (Child Care Volunteer and Relief Educator)
Bonnie Harris (Policy Coordinator, Office Administrator and Quilting Program Facilitator)
Meg Novacco (Patchwork Program Coordinator)
Desika (Community Garden Volunteer)
Judy Fullager (Bridge Program Facilitator)
Sherry Cuthbert & Ron Takdare (Chatty Café Volunteers)
Helen Byrne (Building Blocks facilitators)

CASTLEFIELD EVENTS

Our Children's Week celebration was a resounding success. Our Centre was brimming with small, joyful faces eagerly awaiting their turn to cuddle with furry or feathered friends in our petting zoo. Each child had the opportunity to explore our community garden, plant a seedling to take home, have their face painted, and create a time capsule complete with their photo, plaster handprint, and a written memory. We extend our heartfelt gratitude to Helen Paul Kindergarten for being a part of this memorable day.

During Seniors' Month, we welcomed many new faces to our Centre, ensuring there was something to cater to everyone's interests. We hosted a gardening presentation, an art therapy class, a choir class, and a high tea. All of our events were free and participation was high.

In collaboration with our local Community Centres, Neighbourhood House Week provided us with the perfect opportunity to showcase our programs and open our doors to new members of our local community. The diverse range of opportunities we delivered led to our nomination for the "Event of The Year" award by Bayside City Council.

For teens with Autism, we organised a series of engaging events, including a magic show, a trivia evening, a dinner, and an art therapy class for their caregivers. We express our gratitude to Bayside City Council and Different Journeys for partnering with us on this immensely enjoyable and successful project.

Volunteer Week served as a testament to the strong partnerships we have cultivated with our local Neighbourhood Houses. Under the leadership of Highett Neighbourhood House, Sandy Beach, Hampton Community Centre, and Brighton Recreation Centre, we hosted a dinner to express our appreciation for our dedicated volunteers. The evening was not only an occasion to give back to those who contribute to our communities daily but also a delightful experience filled with delicious food, enlightening talks from our guest speaker Mariam Issa (RAW Garden), and enchanting performances by our One World Voices Choir.

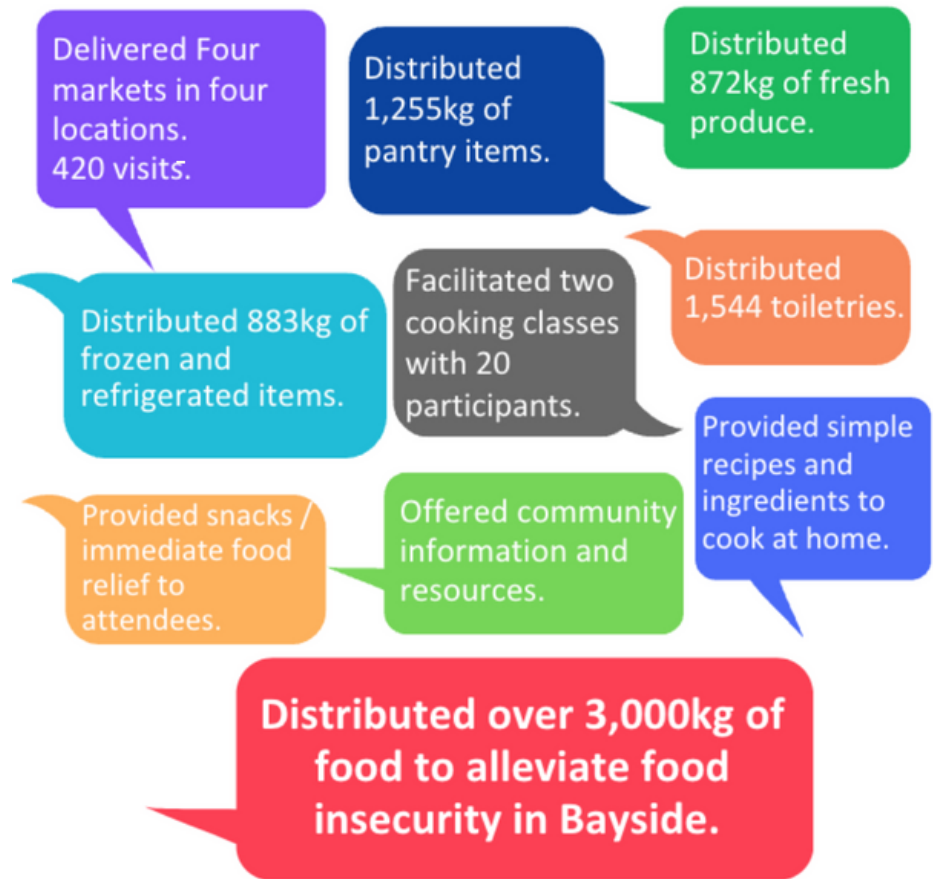


CASTLEFIELD HIGHLIGHTS

What did we do?

Castlefield Community Centre, in collaboration with Connect Health, Bayside City Council and Fruition Projects, submitted a successful grant application to the Victorian State Government to run four pop-up food relief markets and two follow up cooking classes focusing on simple, nutritious, budget friendly meals.

An ethos of 'no questions, no strings, no judgement' was adopted for all the markets to reduce stigma around food relief and also recognise the increasing (and changing) demographic of people seeking food relief.



This year, Castlefield formed a close partnership with residents from the Ludstone & Passchendaele Street Housing Estate (LPS). We started with casual morning get-togethers, but these gatherings grew into more than just social meetups. They became a place for people to connect, have fun, and share their stories. Many of the residents were experiencing loneliness and isolation. However, as our initiatives grew, we opened up The Sun Room (their community space) for more activities. The residents' enthusiasm caught on, and with the support of the Bayside City Council, we introduced movement classes, special events, excursions, & informal support groups.



Thank you to Shauna Noble, Helen Bolton and Joanne Clark. Their dedication, passion, and hard work were crucial in making this partnership a success.

Photo is of our excursion with LPS residents to Black Rock House



VOLUNTEER- POWERED SUPPORT SERVICES

JO'S VOLUNTEERING STORY

I have been a volunteer at BayCISS for over two years now and it has been a wonderful experience.

Having the opportunity to get to know some of the most vulnerable members of our community and provide them with the support they need is truly a rewarding and fulfilling experience.

I have learnt so much from the compassionate and dedicated staff at BayCISS and enjoy working with the many volunteers and students, all of whom bring their own unique set of skills and life experience to the role.

I love the fact that we all share a commitment to social justice and work as a team to provide vital support to those who need it most.



Staff and Volunteer Holiday Celebrations 2022



JUDY & BARRY

A DYNAMIC VOLUNTEERING DUO

Judy and Barry are a wonderful husband and wife volunteering team at BayCISS. Judy has volunteered her time supporting the No Interest Loan program for the past 7 years. Barry joined us this year after I mentioned our need for a reliable driver to Judy... Each week Judy came in to work with NILS applicants and took home empty insulated cartons. Just like clockwork, the next day Barry would arrive with the same cartons filled with 100 fresh and nutritious meals provided by **Alex makes Meals**.

Barry helped provide 5,000 meals to individuals and families!

Judy has supported well over 600 people and their families so far!

Not all progress to a NILS loan but all receive Judy's support to enhance their budgeting skills and to review their resources and options.

With the opening up of our community as Covid moved from pandemic to endemic, interest in NILS increased this year. During the 2022-2023 financial year, 115 people enquired about the NILs program.

In August 2022 significant changes were made to NILS. Accessibility improved with a reduction in paperwork required by clients, the range of offerings available through NILS increased, and the maximum loan amount increased from \$1500 to \$2000 (\$3000 in exceptional circumstances). We were delighted to see some of our NILS clients returning for repeat loans, improving their wellbeing and credit rating!

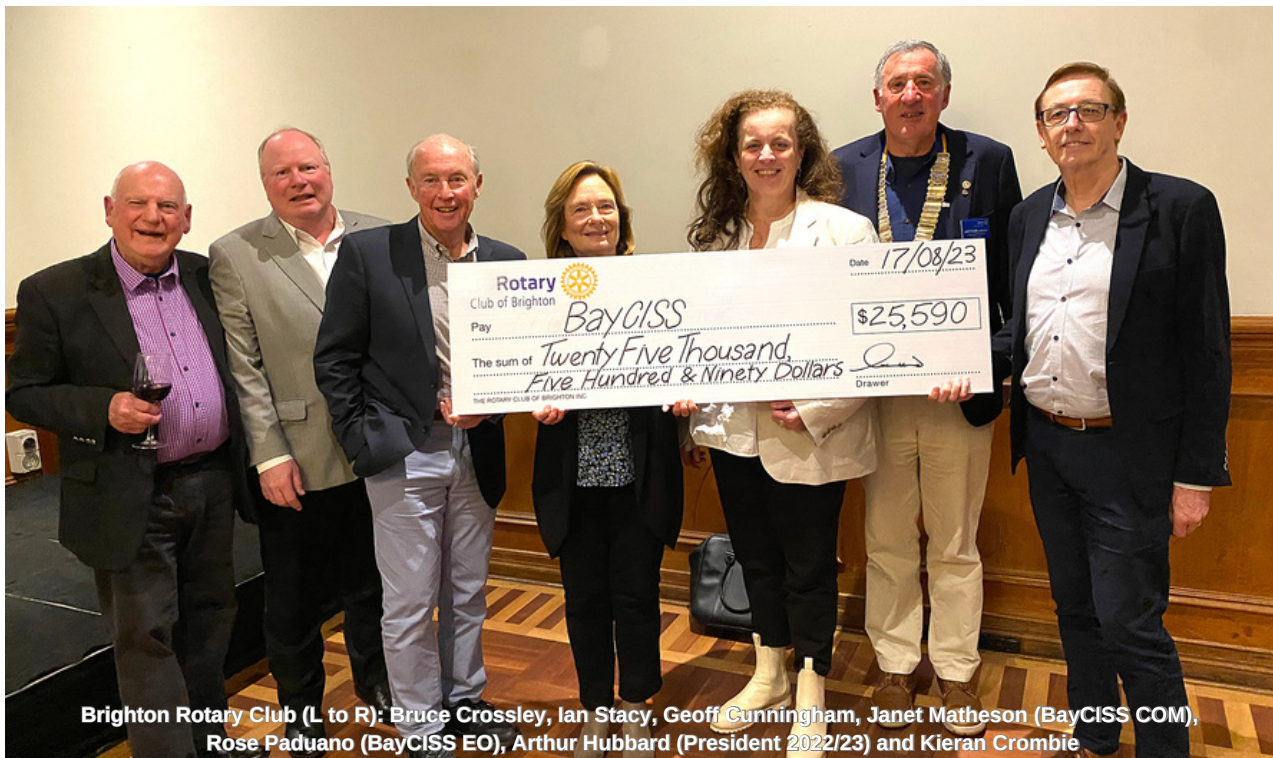
"Diverse needs and many lives improved!"

NILS loans were approved for a variety of things including medical and vet bills, car repairs, TVs, refrigerators, mattresses, furniture, education fees, computers, phones and air conditioners.

Thank goodness for people like Judy and Barry.

EDUCATION SUPPORT PROGRAM

JANET MATHESON



The BayCISS Education Support Program (ESP) was established in 2008 and since then BayCISS has distributed more than \$600,000 to local schools, directly supporting more than 2,700 students. Educational opportunities are a vital component of social inclusion and the creation and establishment of support systems for vulnerable children. The Education Support Program was established to allow BayCISS to provide funds to support children and young people from low income and vulnerable families within the Bayside and Kingston areas to fully access educational opportunities through inclusion and participation.

Currently the Program is fully funded by the generosity of grants and donations predominantly from the Rotary Club of Brighton and the Rotary Club of Brighton Charitable Foundation, both of whom have been long standing supporters of BayCISS.

Since the onset of COVID the combined donations of RCB and RCBCF exceeds \$60,000. This has been made up of \$25,000 from the Rotary Club of Brighton Charitable Foundation and \$35,000 from the Rotary Club of Brighton private donations made specifically to the ESP.

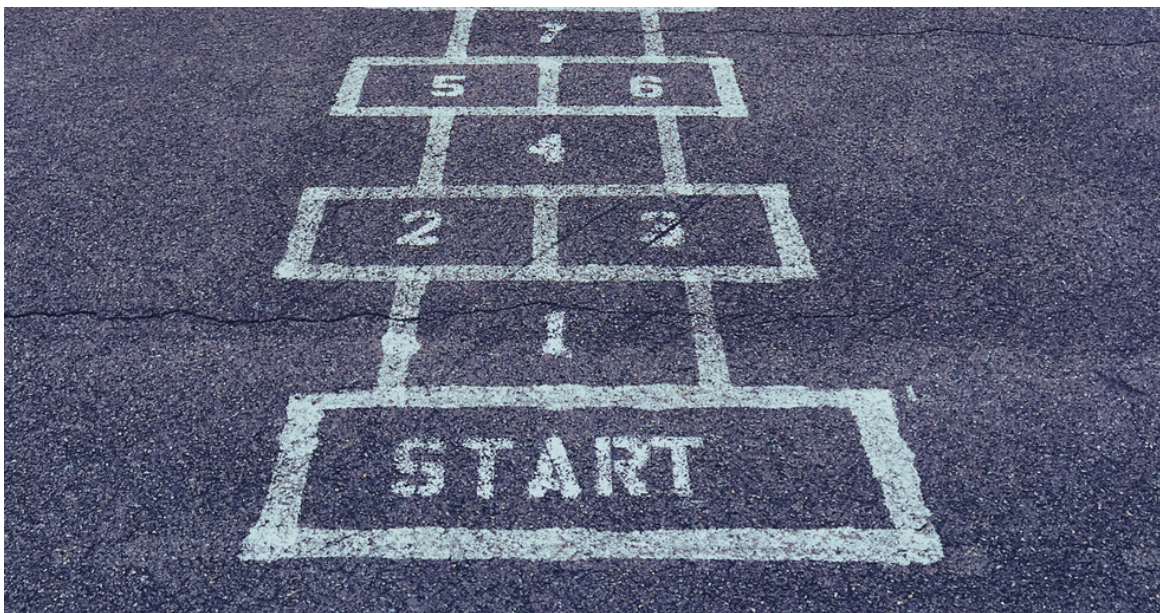
In recognition of the importance of the program, a volunteer position was created in 2022 to ensure that the fund optimises support for local children. This position was filled by Janet Matheson who is retired from a broad career in education and is a current BayCISS Committee of Management member. This has allowed for more direct contact with schools and BayCISS clients.

During the past year the fund has been able to support students to undertake a broad range of education support programs for school students such as:

- school books and other required educational aids
- specialised music and sports programs
- school uniforms costs
- school camps and excursions

CISVic has negotiated with the State Schools' Relief Fund (SSR) for its member agencies to be able to apply directly to the fund on behalf of clients. This has meant that BayCISS has been able to assist clients to access assistance from the SSR particularly in holiday periods when schools are not open.

BayCISS has also been able to advocate for clients with their schools, providing information to clients about their rights in relation to education costs and support in accessing all available assistance with educational expenses.



**BayCISS Education Support Program: Generously
supported by Rotary Club of Brighton**



BayCISS VOLUNTEER TEAM

Amanda
Annette
Arthur
Barry
Bonnie
Carmel
Carol
Caroline
Chrisly
Daniel
David
Deb
Dieke
Elaine
Emily
Evi

Evie
Frank
Geoffrey
Greg G
Greg L
Haydn
Heather
Hilary
Huey
Irina
Jan
Janet
Jaye
Jenny
Jill

Jo
John
Judy
Kate
Kathy
Kerry
Kien
Kim
Kira
Lessenor
Liz
Lynne
Mac
Margaret
Mark
Michael

Nancy
Patrizia
Paul
Polly
Rebecca
Richard
Rowland
Russell
Shirley
Sophia
Stuart
Suzanne
Syma
Terri-Anne
Wendy

It's never been more true - we couldn't do what we do without these wonderful humans!

thank you

Thank you!

Acorn Trading Co (Kate Oakes) | [Kim Aidone](#) | Aldi Supermarket Benteleigh | [All Souls Anglican Church](#) | All Souls Opportunity Shop | [Johanna Anderson](#) | Jessica Araullo | [Belinda Bacon](#) | Brighton Recreation Centre | [Stuart Bacon](#) | Christine Baker | [Baker's Delight Highett](#) | Bayside City Council | [Bayside Community Emergency Relief](#) | Bayside CWA | [Beaumaris-Mordialloc Baptist Church](#) | Sylvie Berchick | [Roberta Boyce](#) | Erica Breedon | [Brighton Coles](#) | Brighton Grammar School | [Emma Callum](#) | Cheltenham-Mentone Uniting Church | [Cheltenham Secondary College](#) | Karyn Childs | [Destiny Christensen](#) | Peter Clark | [Sandra Clark](#) | Commonwealth Bank | [Highett Cooking School](#) | Cool Bean Kitchen | [Geoffrey & Jillian Cunningham](#) | Chloe Dalton | [Sharon Daly](#) | Echo Group | [Sarah Fairley](#) | FareShare | [F45 Fitness Centres](#) | FoodFilled Fruition Projects | [Freemasons Community Relief](#) | Freemasons Brighton | [Fresh Connection Brighton](#) | FS8 Highett | [Sophie Galanos](#) | Julie Galna | [Gapmaps](#) | Malcolm Garnham | [Jane Garrow](#) | Melissa Gledhill | [Good Vibe Society](#) | Gerri Guest | [Fiona Gundish](#) | Jennifer Halliday | [Hampton & Highett Community Centres](#) | Corinna Himz | [Connect Health](#) | Chris Hoare | [Holland Foundation](#) | Helen Paul Kindergarten | [Ronald Howship](#) | Ebba Janson | [Paul Johnson](#) | Roland Kalder | [Lynda Kaye](#) | Killen Family | [Rita Kirpitsenkova](#) | KOGO | [Tahlia Kroussis](#) | Elissa Kudrenko | [Leighmoor Uniting Church](#) | Joseph Lentini | [Levett Family](#) | Liam | [Lions Club Moorabbin](#) | Lions Club Sandringham | [Sally Loane](#) | Peter McKinnon | [Margaret](#) | Margaretha Miller | [Maria Daniel](#) | Matthes Mazon | [Carol Merrett](#) | Michelle | [Robert & Hazel Milfoyle](#) | Moorabbin Wholesale Farmers Fresh Market | [Peter Moran](#) | Peppino Morelli | [Elizabeth Nicolaou](#) | Carol Oakes | [Office of Zoe Daniel & staff](#) | Office of James Newbury & staff | [Office of Brad Rowswell & staff](#) | Office of Nick Staikos & staff | [Olivia](#) | Mark Parker | [Parsons Family](#) | Belinda Perry | [Carmen Petropulo](#) | Pets of the Homeless | [Pinchapoo](#) | Pioneers Presbyterian Church | [Raymond](#) | Relish Mama | [Bruna Ribas Barrios](#) | Ashleigh Rose | [Rotary Club of Beaumaris](#) | Rotary Club of Brighton | [Rotary Club of Hampton](#) | Rotary Club of Sandringham | [Royal Melbourne Golf Club - Women's Com](#) | Sandringham Signs | [Sandringham Uniting Church](#) | Sandybeach Centre | [Judy & Barry Schofield](#) | Helene Scott | [Service Australia - Nepean Fundraising](#) | Share the Dignity | [Simplot Australia](#) | Sophia | [Sorooptimist International Brighton & Southern Districts](#) | Southmoor Primary School | [St David's Anglican Church](#) | St James Lutheran Church | [St John's Primary School](#) | St Leonard's Secondary College | [St Vinnie's Highett](#) | Street Smart Australia | [Suzanne](#) | Teresa | [Trinity Uniting Church](#) | Brian Stimpson Tessa | [Ellenor Velev](#) | Jeremy Watson | [Kerri Wilson-Reid](#) | Women's International Group (WIGs) | [Danielle Wood](#) | Woodlands Golf Club | [Kym Wright](#)

....and thanks to all of the anonymous supporters who drop off supplies on their way past!

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BayCISS Financials

MARK HENRICKS

TREASURER

After the problems associated with COVID it is pleasing to see BayCISS return to near-normal operations and for us to recoup most of the loss incurred last year. The programmes at Castlefield Community Centre are running well and our services are still well received in the local community.

We recorded a profit of \$93,344 against a loss of (\$124,454) the previous year. This turn around is due to increased income from Castlefield operations, government grants and donations and a slight reduction in operational expenses.

Unfortunately, this is my final Annual Report for BayCISS due to other work commitments but it is pleasing to leave with the finances looking healthy and with very capable and friendly staff supported by a wonderful Committee of Management.

I wish all at BayCISS the best in the future.

Regards

Mark Henricks



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 for the year ended 30 June 2023. This report comprises the Committee's Report, Balance Sheet, Comprehensive Income Statement, Cash Flow Statement, Statement of Change in Equity and Notes to and Forming Part of the Financial Statements (which comprise a summary of significant accounting policies and other explanatory information).

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 2023 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 review 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, 2023, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and The Act.

Dated this
Caulfield

9th

day of November, 2023

DIAMOND PARTNERS PTY LTD
Chartered Accountants



.....
Director

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

FINANCIAL STATEMENTS

30 June 2023

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

COMMITTEE'S REPORT

In respect of the financial year ended 30 June 2023 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

President	Geoff Cunningham
Vice President	Bonnie Harris
Treasurer	Mark Henricks
Secretary	Arthur Hubbard
Ordinary Members:	
Haydn Gibson	Suzi Daley
Deb Carveth	Janet Matheson
Daniel Czech	Kathy Walker
Heather Stacey	
Executive Officer	Rose Paduano

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 profit for the year ended 30 June 2023 was \$92,338 thereby partially recovering the loss of the previous year.

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 2023 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:


Geoff Cunningham - President

Melbourne
30 October 2023


Mark Henricks - Treasurer

Melbourne
30 October 2023

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

BALANCE SHEET AT 30 JUNE 2023

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

	Notes	2023 \$	2022 \$
CURRENT ASSETS			
Cash and cash equivalents	4	501,997	402,964
Receivables		439	560
Other		200	-
TOTAL CURRENT ASSETS		502,636	403,524
 NON-CURRENT ASSETS			
Property, plant, and equipment	5	Nil	Nil
TOTAL NON-CURRENT ASSETS		NIL	Nil
TOTAL ASSETS		502,636	403,524
 CURRENT LIABILITIES			
Provisions	6	52,679	52,500
Other		89,431	82,836
TOTAL CURRENT LIABILITIES		142,110	135,336
 NON-CURRENT LIABILITIES		Nil	Nil
TOTAL NON-CURRENT LIABILITIES		Nil	Nil
TOTAL LIABILITIES		142,110	135,336
 NET ASSETS		360,526	268,188
 COMPANY EQUITY			
Retained Profits		360,526	268,188
TOTAL EQUITY		360,526	268,188

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

COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 June 2023

	Notes	2023	2022
Revenues from ordinary activities		\$	\$
Receipts from donations	7	144,833	94,083
Receipts from operations	8	129,268	96,368
Government grants	9	625,430	510,477
Interest		646	225
Total revenues from ordinary activities		900,177	701,153
Expenses from ordinary activities			
Employee Benefits Expense			
Administration and counselling		564,420	570,774
Total employee benefits expense		564,420	570,774
Other expenses			
Administration and counselling		78,518	63,344
Emergency relief		76,219	92,447
Education support		28,529	14,357
Castlefield		60,153	70,036
Depreciation		Nil	Nil
Assets Immediate Write Off		0	14,200
		243,419	254,384
Total expenses from ordinary activities		807,839	825,157
Loss from ordinary activities before income tax		92,338	-124,004
Income tax expense relating to ordinary activities	2(d)	Nil	Nil
Other comprehensive income		Nil	Nil
Net operating Surplus (-Loss) comprehensive income		92,338	-124,004

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

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023	2022
Cash Flows from operating activities		\$	\$
Receipts from donations	7	144,833	94,083
Receipts from operations	8	129,268	102,633
Government grants	9	625,430	510,477
		899,531	707,193
Payments to suppliers		801,144	791,694
Net cash inflow from operating activities		98,387	-84,501
Cash flows from investing activities			
Interest received		646	225
Net cash inflow from investing activities			
Increase (decrease) in cash		99,033	-84,276
Purchase of fixed assets		Nil	Nil
Net increase in cash		99,033	-84,276
Cash at start of financial year		402,964	487,239
Cash at end of financial year		501,997	402,964

STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 June 2023

	Notes	2023	2022
		\$	\$
Balance at beginning of financial year		268,188	392,192
Comprehensive income for year		92,338	(124,004)
Balance at end of financial year		360,526	268,188
Total Company Equity		360,526	268,188

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR YEAR ENDING 30 June 2023

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	2023 \$	2022 \$
Cash at Bank	General Account		300,933	202,545
	Term Deposit		201,064	200,419
Total cash			501,997	402,964

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

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

Notes	2023	2022
Profit from ordinary activities after income tax	92,787	(124,004)
Depreciation	0	0
Changes in assets and liabilities		
Increase in payables	6,225	33,463
(Increase)/Decrease in receivables	21	6,265
Asset purchases	Nil	Nil
Net cash provided/(used) by operating activities	99,033	(84,276)

5. Property, plant, and equipment

BayCISS fixed assets are as follows:

Notes	2023	2022
Fixtures and fittings	11,593	11,593
Office furniture and equipment	54,674	54,674
Total fixed assets	66,267	66,267
Less: Provision for depreciation	66,267	66,267
Net fixed assets	Nil	Nil

6. Provision for Liabilities

A provision is recognised if, as a result of a past event, BayCISS has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefit will be required to settle the obligation. These provisions include provisions for holiday pay and long service leave for employees.

7. Donations

BayCISS is heavily reliant on donations from a number of sources who have given generous support to its activities. Donations were received from:

Notes	2023	2022
Bendigo Bank	1,650	500
Coobella	4,000	0
Killen Family Foundation	5,000	0
Equity Trustees	5,000	0
All Souls Opportunity Shop	20,000	5,345
Royal Melbourne Golf Club	27,000	17,000
Moorabbin Justice Centre	9,900	8,600
Rotary Club of Brighton Charitable Trust	21,085	15,000
Rotary Club of Sandringham		4,508
Peter McKinnon	3,000	6,000
Bayside City Council		8,250
Sandringham Masonic Lodge	1,200	1,500
Salvation Army		1,250
Cheltenham/Mentone Uniting Church		3,000
Rotary Club Beaumaris		2,000
Simplot	2,500	0
Woodlands Golf Club	14,000	0
Street Smart	8,000	0
Other	22,498	21,130
Total donations	144,833	94,083

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

8. Income from Operations

	2023	2022
Child Care Fees	70,548	49,944
Counselling Fees	455	2,927
Room Hire	49,515	13,924
Other Income	8,750	12,216
Education Support Program refund	0	17,357
Total Income from Operations	129,268	96,368

9. Income from Grants

Grants were received from the following organisations:

Administration and Counsellors	2023	2022
Bayside City Council	128,147	121,672
Department of Families, Fairness & Housing - Family Counsellors	115,823	115,771
Kingston City Council	34,839	33,824
Commonwealth Emergency Relief Grants	161,100	71,460
State Government Victoria – Business Support Fund		Nil
Philanthropic Grants	30,373	4,545
Castlefield		
Bayside City Council	65,553	73,609
Department of Families, Fairness & Housing	89,596	89,596
Neighbourhood house		
Total Grants	625,430	510,477

10. Dividends

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

Thank you



BayCISS Community
Information &
Support Service Inc.
12 Katoomba Street
Hampton East



BayCISS Castlefield
Community Centre

505 Bluff Road
Hampton



manager@bayciss.org.au



castlefield@bayciss.org.au



(03) 9555 9910



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BayCISS Strategic Plan 23-28:

<https://bit.ly/3Q1LSVX>