



BayCISS

Bayside Community Information
& Support Service Inc.



2011 Annual Report





The Objectives of BayCISS

- Provide free, impartial and confidential support, aid or information and referral services for the community
- Provide emergency relief to assist with some of the basic living needs of disadvantaged people in the community
- Provide professional Family Counselling, Legal Advice, Tax-Help and Budget Assistance programs for people who are eligible
- Provide an Occasional Child Care Program for children of pre-school age to enable primary care givers to participate in a range of community activities and services
- Advocate and act on behalf of disadvantaged people, as requested by them, with government bodies, utility companies and community organisations
- Network with other organisations to ensure that all community resources and services are used in the most effective manner to assist the people who access our services
- Develop community awareness and promote public knowledge of community needs and services through engaging with community education programs
- Foster volunteering in the community and provide a safe, harmonious and challenging working environment for volunteers
- Provide facilities and services for neighbourhood house activities, community development, education and support
- Help reduce the isolation of individuals and groups by provision of programs and services which encourage social interaction, self-help and mutual support

Funded and Supported by:



Department of
Education &
Early Childhood
Development



Victorian
Department of
Human Services



Federal Department of Families, Housing
Community Services and Indigenous
Affairs (FaHCSIA)



Department of
Planning and
Community
Development



Bayside Community Information and Support Service Inc

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Annual Report 2011

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Highlights of 2010-2011

Family Counselling	148 families
Child Care	90 children, 9576 hours
Education Support Program	289 students
NILS	12 loan approvals
Information and Referrals	1190 people
Emergency Relief	5406 family members
Budget Support and Bill Payments	144 people
Tax Help	121 people
Legal Advice	84 people

COMMITTEE OF MANAGEMENT 2010/2011

President -	Stuart McIntyre (Peter Sherman until December 2010)
Vice President -	Lyndell O'Brien
Secretary/Public Officer -	Irene Travis
Hon. Treasurer -	William Howley (Stuart McIntyre until Dec 2010)
Honorary Auditor -	Trells Adam
Honorary Solicitor -	Andrew Quinn
Members -	Janet Brimacombe, Nigel Caswell, Aileen Jowsey, Annette Westney, Keith Trace (until Dec 2010) Fay Bower (since Dec 2010), Gail Bradley (since Dec 2010)

STAFF

Manager - Community Information Centres -	Anne Coughlin
Co-ordinator - Castlefield Community Centre -	Beth Burns
Childcare Co-ordinator - Castlefield -	Lynne Wakeham
Playgroup Coordinator and OCC Reliever -	Monika Healey
Childcare Worker -	Robyn Watts
Family Counsellors - Hampton East -	Dorothy Johnston, Denise Howells
Education Support Program Administration -	Liz Miller
Bookkeeper -	Krystyna Sadowska

VOLUNTEER STAFF

Community Information Workers

Helen Aberdeen	Nola Arch	Cath Baker
Jane Barrow	Elena Black	Val Blinco
Gloria Bond	Fay Bower	Jenni Box
Janet Brimacombe	Wendy Buckland	Betty Campbell
Nigel Caswell	Jenny Cook	Barry Coulthurst
Nola Cuddon	Cynthia DeLittle	Vera Dennison
Rosemary Farrow	Pat Fleming	Shirley Frewen
Teresa Girke	Liz Goninan	Beverley Hellier
Pat Honeysett	Robin Ince	Fay Bower
Yasmin Ioualitene	Debbi Irwin	Margaret Jackman
Beth Jones	Aileen Jowsey	Elmo Joseph
Jean Kent	Pam Kimmins	Isobel Lister
Leslie Klapish	Val Lancashire	Peter McKinnon
Liz Miller	Jeannette Noy	Lyndell O'Brien
Pauline O'Brien	Eunice O'Callaghan	Margaret Ruddell
Gwen Russell	Pam Saul	Peggy Sprawson
Jan Yee	Carla Stuart-Jacks	Keith Trace
Irene Travis	Annette Westney	Libby Whittaker
Brigitta Wilkinson		

Tax-Help

Suzanne Will

Budget Assistance

Peter McKinnon

Legal Advice Solicitors

Rowland Hassall

Michael Heffernan

Greg Lay

PRESIDENT'S REPORT: Stuart McIntyre

It is now six years since BayCISS was formed through the amalgamation of Community Information Centres of Hampton East, Sandringham and Brighton and the Castlefield Community centre, and my first year as President. Over that time, I believe that



we have streamlined and upgraded our services to the Bayside Community including people living in the Western side of Kingston, situated close to our Hampton East centre. Last year, we were able to provide advice and support to 4200 clients and their families of which over 2900 received direct Emergency Relief support. This is an increase of over 15% in this period.

Requests for advice, support and assistance continue to grow, reflecting the social and economic pressure some members of our community experience, and the growing gap between basic living costs for families and the support available under existing Government programs for the unemployed and disabled. Rising rents and utility costs continue to place great pressure on many families.

Our clients have many different profiles and circumstances. Some are seeking advice and referrals to specialist agencies whilst others are experiencing economic hardship. In many cases, financial problems occur where clients are dependant on unemployment or disability payments, and have dependant children. A situation we frequently encounter is where a single-parent family is unable to meet rising utility bills and other living costs. Our provision of Emergency Relief can make a great difference to the circumstances of these families.

A longer term goal of BayCISS is to offer professional assistance on a Case Work basis to some of our clients who seek our assistance to address their on-going problems and break their reliance on on-going relief. We are currently in discussion with a number of community organisations to help us fund a Case Worker and hope we can provide this service in 2012. Longer

term, we hope that Government agencies will recognise the value of this approach and provide specific funding for professional staff.

In 2010-2011, we provided over \$60,000 to assist students in local schools and their families meet education costs including school activities such as camps and excursions, where no other funding was available and the student would be disadvantaged or excluded from participating with their peers in school programs. In some cases, we believe our support has enabled students at risk of leaving school prematurely, because of family circumstances, to continue their education. Since this program commenced in 2007, we have supported over 850 students from local Primary and Secondary schools in our neighbourhood.

We also continue to provide a range of services including Occasional Child Care for low income families at our Castlefield Centre and professional Family Counselling to our clients including a low-fee option for those not eligible for Government-funded support. In addition, we continued to provide or auspice a range of other community programs and activities through Castlefield.

Much of our funding comes from the Bayside Council, which also provides us with the use of four Council buildings, and from the Commonwealth and State Governments. We are extremely grateful for the assistance of the Hightt Branch of the Bendigo Bank and the Rotary Club of Brighton, major supporters of our Education Support Program, and a number of other Charitable Foundations and donors detailed in our Annual Report. In addition, we receive substantial support from the Moorabbin Justice Centre. We greatly appreciate this financial support, as without it, we would have to significantly curtail our services.

A key factor in BayCISS delivering its services is the role and contribution of our dedicated professional staff, lead by Anne Coughlin. I wish to thank them again for their commitment. Most importantly, our large team of trained volunteers continue to provide their time and commitment to BayCISS clients and to support them with compassion and dignity. Their efforts are largely unrecognized by the general community but without their support, BayCISS would be unable to operate its Information, Referral and Emergency Relief services, and I thank them also.

Stuart McIntyre
President

MANAGER'S REPORT: Anne Coughlin

As we reach the end of another financial year, I reflect on the range of people we have assisted throughout the year and the importance our service plays in the lives of some very vulnerable community members.



Our emergency relief clients are very diverse and present with a wide range of needs, and only rarely does someone leave here without at least some assistance provided to meet those needs. While we have a core group of regular clients who rely on us to assist them to make ends meet through the distribution of food and food vouchers, we have other clients to whom we are a lifeline at crisis times. These are clients we may only see once or twice a year, or even once every two years, who manage day to day until they receive an unexpected bill or expense that throws their careful planning out. Many of these clients come to us almost apologetically requesting assistance and then leave having been treated respectfully and still able to hold their heads high.

The work of our wonderful volunteers who greet people cheerfully and help in whatever capacity they are able is the key to the success of BayCISS. Many centres in other parts of Melbourne record high levels of aggression and abuse from clients, and while some of these centres are in areas under severe financial and social stress, I believe that the way our volunteers deal with everyone who walks through the door encourages a calm and friendly environment for all. Thanks again this year to all volunteers for your commitment, good will and dedication.

The Education Support Program is a source of real pride for me and, I know for all at BayCISS. Our ability through this program to enable children from low income and vulnerable families to access swimming lessons, camps, excursions and other educational programs alongside their peers is of enormous benefit to our local community. The schools that we assist are incredibly supportive and appreciative of the program and I know that, working in partnership with the schools we are making a

difference to many children's lives, even for a short time.

The Tax Help Program run by Suzanne Will and the Legal Advice service have again been successful and provided specialised assistance to both regular clients and to others seeking only these services. Thanks again to Suzanne and to our volunteer solicitors, Rowland Hassell, Michael Heffernan and Greg Lay.

I have concentrated this year on increasing the profile of BayCISS across the community. I have spoken to a number of community groups who were unaware of the range of services we offer and the level of need in the local area. These speaking engagements have led to attracting new volunteers and donations to support our work. Our profile within Bayside and Kingston Councils and government departments such as Centrelink has been lifted and has led to referrals for assistance and support from each of these. Staff at Centrelink in Cheltenham collected food for BayCISS during Homeless Persons Week and I spoke to the staff at a morning tea to offer our appreciation. Our major donors are listed elsewhere in this report – your support is appreciated.

I would like to make a special mention of students and parents at Hampton Primary School who, in response to the support we have provided some of their students through the Education Support Program, have a fortnightly food collection for BayCISS as a thank you. It is pleasing to see young people giving to those less fortunate in their local community.

Thank you also to Liz Miller whose commitment to the organisation enables us to run our centres efficiently and effectively and to our other staff who ensure that our Counselling Services and programs at Castlefield Community Centre continue to meet community needs.

Thank you to the Committee of Management and other volunteers for the support they have provided again during the past year. The generosity of all of our volunteers never ceases to amaze, and BayCISS is only able to provide the services to the community that it does provide because of this generosity and time commitment.

Anne Coughlin
Manager

PROGRAMS AT BayCISS

Information and Referral

A Community Information Service is frequently the first place a person visits for assistance with information, referrals to other community organisations, crisis intervention and emergency relief.

People who come to BayCISS for crisis assistance may be experiencing one or more of the following challenging life situations; homelessness, financial hardship, disability, mental illness, drug and alcohol dependencies, family violence, social isolation or gambling addiction.

Trained volunteer Community Information Workers provide information in person or over the phone. A community information data base, pamphlets, booklets and manuals enable access to thousands of agencies, services and procedures. BayCISS provides a vital role in crisis intervention as well as providing information and referral services.

Over the past year we have assisted nearly **1200** people at our three information centres with information and referrals to other community agencies.

Emergency Relief

BayCISS provides emergency relief for people experiencing financial hardship. Our volunteer



Community Information Workers assess the immediate need and provide information, referrals and a listening ear for people who are dealing with a range of complex needs and issues in their daily lives.

The main source of our emergency relief funding is from the Federal Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). As in the past we have been most fortunate in receiving additional donations from service organisations, churches and individuals who also donate food items for distribution to families. At Christmas time we have several local service organisations, church groups and individuals who donate items as well as gifts for Christmas Hampers.

Over the past year we have assisted over **5400** individuals and family members with food from our pantry as well as food vouchers and payment of bills.

During the past year the combined amount of emergency relief distributed by our three centres was over **\$100,000**. This assistance was given to people who reside in the Cities of Bayside, Kingston or Glen Eira and in some instances to people with no fixed address.

Christmas Hampers

At our Hampton East centre we made up and distributed **over 100** hampers with donations from the Ormond Ladies Probus and the Masonic Lodge No 2 group Bayside and local churches.

We were also able to distribute a large number of toys to children donated by Mentone Grammar School and other generous donors.

Our Sandringham centre made up and distributed **25** hampers with food donations from Sandringham Rotary and Sandringham Baptist Church, with Sandringham Rotary also providing gifts and Christmas cakes.

At our Brighton centre we made referrals to the Red Cross, who share our building, for a small number of clients to receive hampers and who also receive hampers from the Masonic Lodge No 2 Group Bayside.

Budget Assistance and Payment of Utility Accounts

We have continued to provide budget and bill assistance programs at our Hampton East and Sandringham centres.



Our Volunteers have assisted **144** clients by:

- negotiating overdue accounts and disconnection notices
- helping people to establish a household budget
- advising on any concessional benefits available including Easyway payments and Utility Relief Grant Schemes
- payment of overdue accounts under this program from our Hampton East and Sandringham Centres, subject to available funds.

Telstra Bill Assistance

We distributed over **\$3000** worth of vouchers and \$5.00 phone cards from our three centres.

Tax Help

Volunteers who have attended training courses at the Australian Tax Office are available to assist low income earners complete their tax returns.

Over the year across the three centres we assisted **121** people with Tax Help.

Legal Service

The Hampton East Centre has access to a team of solicitors who provide free legal advice on a range of problems.

If there is a need for more complex action, the solicitor can make a referral for the person to contact an appropriate individual or organisation for further help. Clients from the Sandringham Centre have also been able to access this service.

We assisted nearly **84** people at our Hampton East Centre.

Family Counselling

There are two counselling programs at BayCISS. The first is for families with children under 18 years living in Bayside, Kingston or Glen Eira. This program is funded by the Department of Human Services and Bayside Council as a prevention and early intervention program for families.

The second program is a low-cost initiative established to fill a recognised service gap within our community. The service aims to address the needs of people who may otherwise be ineligible for existing counselling programs by offering generalist counselling for individuals, couples or families with concerns such as emotional stress of unemployment, financial hardship, relationship difficulties or loss and grief issues.

Education Support Program

BayCISS has observed for some years that many of our most vulnerable families presenting for emergency relief have difficulty in meeting their children's education expenses. The pressure can be most acute in the months of December though to March, when families experience extra pressure due to the cost of getting their children back to school.

This can lead to students being unable to fully participate in school programs with fellow students and, in some situations, discourage the student from completing secondary school or vocational training, even when they have the capacity to do this.

The BayCISS Education Support Fund assists students with essential school expenses such as school books, school camps and other class activities where the student would be disadvantaged by not being able to participate.

Due to the support of the Bendigo Bank Community Enterprise Foundation through its Smart Kidz Program, facilitated by their Highett Branch; Variety - The Children's Charity and the Brighton Rotary Club, BayCISS has assisted **289** students from 16 schools in the Bayside, Kingston and Glen Eira areas in the past year.

No Interest Loans Scheme (NILS)

Our No Interest Loan (NILS) program has allowed clients to access funds, provided by Good Shepherd Youth and Family Service, as a short term interest free loan for a variety of purposes such as household items and medical equipment. We established this program along with Community Information Centres in Glen Eira, Kingston, and Stonnington in partnership with Financial Counselling Victoria. A number of our clients successfully interviewed in regard to their applications and 12 received loan approval.



CASTLEFIELD COMMUNITY CENTRE: Beth Burns

Castlefield Community Centre Coordinator's Report to AGM 2011



The 20010/2011 financial year brought a significant change for Castlefield, after the decision by the Victorian Government to cease "Take a Break" funding support for Occasional Child Care in Neighbourhood Houses and Community Centres across the state. This decision followed the Federal Government's withdrawal of its component of the grant scheme the previous year, and impacts on many Bayside families and services, not just those attending our Programs.

At Castlefield this Grant was used to assist families in difficult situations by further reducing the concession fees, waiving fees completely, or purchasing materials and equipment for children with special needs. We have been able to make a measurable difference to a number of local families, and during the last year three children received considerable support through this funding.

Over many years we have developed strong relationships with Bayside Council Maternal & Child Health staff and a range of local agencies, as we have been able to support families with services and referrals in addition to meeting their child care needs. Any withdrawal of public support for such programs provided by 'not for profit' organisations affects the community, and the loss of the Take a Break funding places increased pressure on our services and on low income families, particularly those unemployed or on minimum wages.

The Castlefield Occasional Child Care Program is our most significant activity, operating for 20 years, and contributing to the support of many hundreds of families and the education and growth of their children. This year we provided approximately 9,000 hours of care for two and three year old children. Our connections with the Castlefield families are

long-lasting, with up to six siblings in a family attending our Program over the years.

We have been very fortunate to have again received donations from a range of wonderful local organizations and groups, including the All Souls Opportunity Shop in Sandringham, the Monday Boys Golf Group, the Bayside Men's Shed Group Inc. (wooden toys for Child Care), and the Women's Interactive Group (NASA Bayside branch) which has purchased and made a large quantity of children's clothing for families in need. Groups such as these are truly appreciated for their commitment in various ways and over a very long period of time to our community.



This year my "thank you" to the staff and volunteers at Castlefield is particularly important to me. I would like to recognize the marvelous effort made by everyone at the Centre in maintaining our programs and activities during the months I was away after an accident in October.

Lynne Wakeham and Robyn Watts took charge of the Child Care enrolments for 2011 and kept the program running safely and smoothly. In addition, Robyn took on substantial financial responsibilities, including all the Centre's banking. Aileen Jowsey, as usual, kept the office running and provided ongoing staff support, working many additional hours each week. Monika Healey, our Playgroup Coordinator, carried out administrative tasks and supported the Child Care Program, and Jyl Stewart came from Dandenong Neighbourhood House to assist us for some months in the office. As usual, Gwen Burton came every Friday to carry out desk duties, as she has for 18 years. Krystyna Sadowska has done a wonderful bookkeeping job, and quietly fixed any problems which have arisen. Thank you all for your efforts "above and beyond the call of duty, in support of me and in keeping Castlefield running smoothly.

We look forward to continuing to meet our local community needs, expanding our programs such as Playgroup, which now offers three morning sessions each week. We believe the programs such as Child Care, Playgroup, Bridge and Patchwork offer opportunities for us to develop connections with a large number of individuals in the local community, people from a varied range of backgrounds, needs and personal circumstances. Castlefield offers our participants a supportive setting in which they can establish or broaden their social networks, which in turn, contributes to the development and maintenance of a healthy and successful community.

Beth Burns

Centre Coordinator
September, 2010

Castlefield Activities

Public funding provides substantial income for many community programs and services. BayCISS receives a significant Major Grant from Bayside Council to assist in the general operations of Castlefield, and particularly for the Child Care Program. The Centre is funded by a grant from Department of Planning and Community Development.

Our Centre programs include five morning sessions of Occasional Child Care, two afternoon Three Year Old Groups (kindergarten alternatives), three morning toddler Playgroups, Patchwork Group, Contract Bridge, our Oil Painting Studio and the evening "Chat and Patch" Group.

Community activities based at Castlefield include self-help groups such as "Easy Breathers" and a number of Alcoholics Anonymous and AI Anon groups. Bayside Council conducts a monthly evening Immunisation Program, a church group (3CB) meets at the Centre, and Rostrum conducts a public speaking program. Beta Sigma Phi meets throughout the year, and occasional use includes community meetings and training sessions, and the AGM of local bodies corporate. Bayside Council and Monash Medical Centre conducted a Post Natal Depression Support Group for part of the year.

A substantial function of Castlefield is information provision and referral, a role which compliments the central focus of BayCISS. Centre is often the first contact for people new to the area. Centre users and new residents are able to access information on services independently through printed material displayed in the Centre, particularly when attending activities such as the immunisation program which deals with up to sixty families each session.

Programs and services tend to alter over time, reflecting the changing interests and needs of the community. The demography of our local neighbourhood has altered significantly since the Centre opened in 1990. What was once a part of the municipality peopled predominantly by retirees, it is now home also to a large number of young families. We try to ensure that the programs at the Centre continue to reflect and balance these changing needs and interests.

Highlights of 2010/2011

Childcare, 73 places per week, 90 different children, 9576 hours of care

FAMILY COUNSELLING: Dorothy Johnston & Denise Howells



It is inherent to desire a satisfying and productive life. For many of the families with whom we work, uncertainty and limitation create anxiety and a feeling of lack of control over their lives. At times, this feeling can be disabling and lead to depression, undesirable behaviours and family breakdown. Through the counselling program we aim to provide an opportunity for people to develop a capacity to reflect on their emotional responses to the many and varied challenges of life.

One of the counselling programs BayCISS offers is The Department of Human Services (DHS) funded early intervention program, Child First. Parents always want the best possible outcomes for their children, however, at times in the midst of day to day stresses; their needs can be overlooked. The Child First program allows us to offer families counselling support that ensures their children have the best possible opportunities to thrive and grow into effective, functioning adults. Using a strength-based approach we provide an environment of trust whereby parents can think about what they already do well and consider alternative solutions to initiate change and prevent cumulative harm. We work collaboratively to identify dysfunctional family patterns which may impair growth and development. It is our aim to help parents understand the world from the child's perspective and develop age appropriate parental expectations and responses. In some instances, parents are inhibited by their own traumas and emotional pain and when this original trauma is addressed and understood significant change can occur.

In addition to this program, BayCISS has continued to offer a low-cost counselling service. This provides us with the scope to respond to a broad range of issues which include anxiety, depression, grief and loss and relationship conflict. In the past twelve months this program has seen a significant increase in the number of referrals from our community. This increase can be attributed to a consistent effort to raise the profile of BayCISS and the programs it offers. We have also seen a marked increase in 'word of mouth' referrals. It is our understanding that these personal recommendations are indicative of the level of satisfaction with the service we provide as the low-cost of this program enables people in our community to access ongoing specialist counselling at a rate they can afford..

With the continued commitment and generosity of the Committee of Management, staff and volunteers, Department of Human Services (Child First), Bayside City Council, other funding bodies and donors, BayCISS counselling service has helped more than 130 families in the past year. We are especially grateful to the ongoing administrative support provided to us by the dedicated team of volunteers. Keeping the generosity of all our supporters in mind, we are confident that BayCISS will continue to provide a valued counselling service to our community.



TREASURER'S REPORT: William Howley

BayCISS operations continued in 2010-2011 satisfactorily. Total income rose from \$521,310 to \$570,466, an increase of 9.4%. Sources of funding are from Commonwealth and the Victorian Governments and from Bayside and Kingston City Councils as well as donations from Bendigo Community Bank, Department of Justice-Moorabbin Court, Brighton and Sandringham Rotary Clubs and a range of commercial and other benefactors as detailed elsewhere in this report.

In addition to grants from Bayside City Council, BayCISS received substantial support in kind from Bayside through the provision rent-free of buildings at Hampton East, Sandringham, Brighton and Castlefield which house BayCISS activities.

The total amount provided each year in donations from a relatively small number of supporting donors is large. However, the loss of any of these in the absence of other sources of donations could have a substantial impact on BayCISS to deliver some of its core activities.

At June 30 2011 BayCISS held cash in current accounts and on deposit of \$148,766 compared with \$131,145 at June 2010. Total funds at 30 June 2011 were \$110,226 virtually unchanged from June 2010. The cash and other liquid assets held are sufficient for working capital purposes

While BayCISS is largely staffed by a team of volunteers who donate their time it still has significant wage and salary expenditure through the overall management of activities, provision of counselling services and through the operation of the Castlefield Community Centre and its Occasional Community Child Care Program. Payroll expenses increased from \$286,529 in 2010 to \$330,792 in 2011 an increase of 15.4%. The increase included one-off expense for staff to cover the absence of a key staff member on extended sick leave.

BayCISS provides educational support and emergency relief programs to people in the Bayside and Kingston City Council areas from centres at Hampton East, Sandringham and Brighton. There was an increase in demand for both of these categories of services in 2011. Emergency support provided increased from \$93,373 in 2010 to

\$104,425 in 2011 an increase of 11.8%. Educational support services increased from \$63,789 in 2010 to \$64,581 in 2011 an increase of 1.24%.

BayCISS audit was carried out this year by Honorary Auditor, Trelss Adam FCA. We appreciate his assistance.

William Howley B.A., B. Comm., FCPA, FAICD
Honorary Treasurer



Volunteers help pack Christmas hampers

**BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.
 CONSOLIDATED STATEMENT OF FINANCIAL POSITION
 AS AT 30 JUNE 2011**

Consolidated		Admin	Emergency	Castlefield	Consolidated
2010	ASSETS	2011	Relief 2011	2011	2011
	<i>Current Assets:</i>				
106,145	- Current Accounts	62,859	31,451	6,833	101,143
25,000	- Term Deposits			46,490	46,490
764	- Petty Cash	733		400	1,133
580	- Other	580		50	630
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132,489	Total Current Assets	64,172	31,451	53,773	149,396
	<i>Fixed Assets:</i>				
17,103	- Fixtures & Fittings	11,593		5,510	17,103
21,399	- Office Equipment	15,733		5,666	21,399
30,932	- Office Furniture	30,932			30,932
-51,090	- Less: Accumulated Depreciation	-48,952		-5,808	-54,760
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18,344	Total Fixed Assets	9,306	0	5,368	14,674
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150,833	TOTAL ASSETS	73,478	31,451	59,141	164,070
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	LIABILITIES				
	<i>Current Liabilities:</i>				
1,907	- Accounts Payable	39			39
11,952	- GST & PAYG Payable	6,039	282	4,415	10,736
7,014	- Provision for Annual Leave	9,591		7,749	17,340
20,731	- Provision for Long Service Leave	12,634		12,896	25,530
250	- Refundable Deposits			250	250
0	- Salary Package	-51			-51
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41,854	TOTAL LIABILITIES	28,252	282	25,310	53,844
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108,979	NET ASSETS	45,226	31,169	33,831	110,226
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	MEMBERS FUNDS				
112,526	- Opening Balance	55,105	14,916	38,959	108,980
-3,547	- Surplus (Deficit) for Year	-9,878	16,253	-5,128	1,247
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108,979	TOTAL MEMBERS FUNDS	45,227	31,169	33,831	110,227
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**BAYSIDE COMMUNITY INFORMATION & SUPPORT SERVICE INC.
CONSOLIDATED STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2011**

<i>BayCISS</i> Consolidated 2 010	<i>ACCOUNT</i>	<i>Admin</i> 2 011	<i>ER/ES</i> 2 011	<i>Castlefield</i> 2 011	<i>BayCISS</i> Consolidated 2 011
	<i>Income:</i>				
141,608	- Grant - Bayside Council	97,000		50,000	147,000
106,761	- Grant - Dept Human Services		71,171	43,304	114,475
17,505	- Grant - Kingston Council	18,030			18,030
69,016	- Grant - HSFER	71,099			71,099
57,719	- Child Care Fees			55,253	55,253
7,100	- Counselling Fees	7,740			7,740
8,000	- Vic Dep. of Justice				0
10,959	- Vic DHS Take A Break			12,264	12,264
7,928	- Fund Raising Events	500			500
10,000	- Donation - Equipment Fund				0
3,000	- Donation - Cato Fund		3,000		3,000
20,000	- Donation - Bendigo Bank		20,000		20,000
	- Donation - Moorabbin Court		45,000		45,000
17,033	- Donation - Rotary Clubs		25,000		25,000
15,000	- Donation - Variety Club		15,000		15,000
	- Donaton -Woolworths Limited	5,000			5,000
	- Donation - Ross Trust	5,000			5,000
12,069	- Donations - Other		6,087	2,054	8,141
3,200	- Interest	1,419		1,503	2,922
	Admin Charge	7,500			
509	- Other	1,331		257	1,588
6,453	- Program Fees			7,359	7,359
7,450	- Room Hire			6,094	6,094
521,310	TOTAL INCOME	214,619	185,259	178,088	570,466
	<i>Expenditure:</i>				
	<i>Payroll Expenses:</i>				
2,248	- Annual & Long Service Leave	11,624		4,471	16,095
256,502	- Salaries	144,949		127,130	272,079
22,991	- Superannuation	15,125		10,968	26,093
4,788	- WorkCover	2,464		1,785	4,249
	- Other	12,276			12,276
89,873	- Emergency Relief		104,425		100,425
61,289	- Education Support Grants		64,581		61,081
	- O.C.C. Expenses				0
83,132	- Office / Admin Expenses	35,734		37,518	73,252
-14	- Program Expenses				0
238,328	<i>Total Other Expenses</i>	38,060	169,006	38,862	238,428
524,857	TOTAL EXPENSES	224,497	169,006	183,216	569,219
-3,547	NET INCOME	-9,878	16,253	-5,128	1,247

**Bayside Community Information and Support Service Inc.
 Administration
 Statement of Financial Performance for Year Ended 30 June 2011**

	<u>Jul '10 - Jun 11</u>	<u>Jul '09 - Jun 10</u>
Ordinary Income/Expense		
Income		
Bank Interest	1,419	1,060
Bunnings Sausage Sizzle	0	1,504
Counselling Fees	7,740	7,100
Dinner Dance Income	0	9,455
Donation - Woolworths LTD	5,000	0
Donations - Equipment Fund	0	10,000
Administration Fees	7,500	
Fundraising	500	417
Total Fundraising	<u>22,159</u>	<u>29,535</u>
Gifts and Donations Income	1,250	135
Grant- Bayside City Council	97,000	94,350
Grant - DHS Family Counsellors	71,099	64,410
Grant - Kingston City Council	18,030	17,505
Miscellaneous Income	81	0
Ross Trust Donation	5,000	0
Total Income	<u>214,619</u>	<u>205,934</u>
Expense		
Brighton		
Computer maintenance- Brighton	0	289
Equipment- Brighton	0	318
Sundry Brighton	182	257
Total Brighton	<u>182</u>	<u>864</u>
General Expenditure		
Advertising	188	0
AGM expenses	599	0
Bank Service Charges	156	243
Books and Publications General	122	0
Computer Repairs/other costs	1,582	2,115
Credit Card Expenses	786	0
Depreciation Expense	2,326	2,380
Insurance claim	1,747	1,711
Internet	0	-616
Internet / Phones	9,792	9,761
Marketing	0	7,714
Membership Dues	569	318
Phone Expenses	120	476
Postage and Delivery	55	26
Printing	4,040	3,999

Bayside Community Information and Support Service Inc.
Administration
Statement of Financial Performance for Year Ended 30 June 2011

	<u>Jul '10 - Jun 11</u>	<u>Jul '09 - Jun 10</u>
Travel Expenses	77	1,123
Website	50	118
Total General Expenditure	27,499	29,569
Hampton East		
Cleaning Hampton	3,710	3,270
Domestic Hampton	341	1,512
Equipment	0	1,228
Equipment Repairs	138	0
Gas & Electricity Hampton	2,899	2,354
Miscellaneous	0	165
Stationery Hampton	609	1,409
Sundry Hampton	270	94
Telephone Hampton	0	62
Total Hampton East	7,967	10,093
Payroll Expenses		
Annual Leave Provision	6,696	157
Long Service Expense	970	0
Long Service Leave Provision	3,958	-59
Salary - Bookkeeper	8,014	7,392
Salary - Co - Support	24,855	21,255
Salary - Manager	59,636	63,603
Salary -Family Counsellors	64,719	56,650
Superannuation	15,125	13,283
Workcover	2,464	2,547
Payroll Expenses - Other	0	0
Total Payroll Expenses	186,438	164,828
Sandringham		
Cleaning Sandringham	980	951
Computer Repair Sandringham	0	45
Domestic	159	138
Equipment	44	0
Stationery Sandringham	107	0
Sundry	1,123	408
Total Sandringham	2,412	1,542
Total Expense	224,498	206,896
Net Ordinary Income	-9,878	-961
Net Income	-9,878	-961

**Bayside Community Information Support Service Inc.
 Castlefield Community Centre
 Statement of Financial Performance for Year Ended 30 June 2011**

	2011	2010
Ordinary Income/Expense		
Income		
Bank Interest	1,503	2,140
Bayside City Council Grants	50,000	47,258
Child Care Fees	55,253	57,719
DHS- Take a Break	12,265	7,928
Gifts and Donations Income	2,054	1,200
Miscellaneous Income	257	375
Neighbourhood Houses	43,304	42,351
Programme Fees	7,359	6,453
Room Hire Income	6,094	7,450
Total Income	178,088	172,874
Expense		
Other Expenses		
Advertising	1,436	818
Assets Depreciation	1,344	1,668
Bank Service Charges	15	18
Centre Amenities	1,455	537
Cleaning	16,701	12,229
Computer maintenance	457	311
Equipment	2,801	2,283
Insurance	414	380
Membership	350	20
Miscellaneous	2,856	685
OCC-Staff Training	90	498
OCC Equipment	808	1,970
OCC Expenses Other	2,442	925
OCC Materials	1,202	4,466
Office- Stationery	510	1,005
Office equipment	0	-133
Programme Expense	0	0
Programme Expenses	1,617	-14
Repairs & Maintenance	295	1,256
Supplies	0	227
Telephone/ Internet	1,028	1,013
Utilities; Electricity	1,328	2,430
Utilities; Gas	1,712	120
Other Expenses - Other	0	1,158
Total Other Expenses	38,862	33,872
OCC - Assistants	34,626	29,230
OCC - Co-ordinator	42,862	39,178
OCC -Allowance	509	0
OCC Staff Reliever	3,632	5,646
Programme Salary	6,886	1,945
Provision for AL & LSL	4,471	2,150
Salary Sacrificing	0	0
Super	10,969	13,000
Super OCC	0	5,609
Super Program	0	797
Workcover	1,785	680
Workcover OCC	0	1,254
Workcover Program	0	307
Total Salary & Super	144,353	137,045
Total Expense	183,216	161,218
Net Ordinary Income	-5,127	11,656
Net Income	-5,127	11,656

Bayside Community Information and Support Service Inc.
Emergency Relief - Educational Support
Statement of Financial Performance for Year Ended 30 June 2011

	<u>2011</u>	<u>2010</u>
Ordinary Income/Expense		
Income		
Dinner Dance		
Dinner Dance Expenses	0	-24,866
Dinner Dance Profit	0	-9,455
Dinner Dance - Other	0	34,321
Total Dinner Dance	<u>0</u>	<u>0</u>
Education Support Program.		
Bendigo Bank	20,000	20,000
Moorabbin Justice Centre Court	20,000	8,000
Other Donations	1,150	0
Rotary Club of Brighton	21,000	15,000
Variety The Children's Charity	15,000	15,000
Total Education Support Program.	<u>77,150</u>	<u>58,000</u>
Income-Commonwealth ER Grant		
Brighton Grant	4,381	4,249
Hampton Grant	43,415	42,100
Sandringham Grant	23,376	22,667
Total Income-Commonwealth ER Grant	<u>71,171</u>	<u>69,016</u>
Income-ER Donations		
All Souls Opportunity Shop		
Hampton Donation	0	600
All Souls Opportunity Shop - Other	600	0
Total All Souls Opportunity Shop	<u>600</u>	<u>600</u>
Cato Fund	3,000	3,000
Feed Melbourne Appeal Donation	0	0
Moorabbin Justice Centre	25,000	8,000
Rotary Club of Sandringham	4,000	2,034
Income-ER Donations - Other	4,337	2,268
Total Income-ER Donations	<u>36,937</u>	<u>15,902</u>
Total Income	185,259	142,917
Expense		
Brighton		
Food Vouchers Brighton	6,500	6,000
Met Tickets Brighton	0	794
Brighton - Other	0	121
Total Brighton	<u>6,500</u>	<u>6,915</u>
Education Support Program		
Beaumaris Primary	2,802	1,794
Bentleigh SC	12,792	17,878
Bentleigh West Primary	0	250
Berendale P/S	1 880	2 891

Bayside Community Information and Support Service Inc.
Emergency Relief - Educational Support
Statement of Financial Performance for Year Ended 30 June 2011

	<u>2011</u>	<u>2010</u>
Hampton P/S	5,794	7,873
Holmesglen Vocational College	1,426	2,663
Mentone Girls College	3,502	3,600
Moorabbin PS	7,132	4,503
Other/ Admin Costs	3,504	2,553
Our Lady of Assumption	3,009	1,000
Sandringham College	3,970	3,845
Sandringham East PS	2,198	929
Sandringham Primary	1,360	774
South Oakley Secondary College	261	0
St. Agnes	5,750	5,960
Total Education Support Program	<u>64,581</u>	<u>63,789</u>
Hampton East		
Admin Charges	3,500	2,500
Bank Service Charges	303	85
Bills Hampton	9,422	5,446
Christmas Hampers Hampton	180	0
Food Vouchers Hampton	50,700	46,800
Met Tickets Hampton	4,335	2,604
Miscellaneous	44	150
Nappies Hampton	249	136
Pantry Hampton	7,780	5,741
Pharmacy Hampton	2,393	1,456
Total Hampton East	<u>78,906</u>	<u>64,918</u>
Sandringham		
Admin Charges.	0	1,000
Bank fees	1	0
Bills Sandringham	3,888	4,891
Equipment	128	0
Food Vouchers Sandringham	7,800	7,200
Fruit Vouchers	810	2,015
Met Tickets Sandy	797	353
Pantry Sandy	4,833	5,837
Pharmacy Sandringham	262	243
Total Sandringham	<u>18,519</u>	<u>21,540</u>
Total Expense	<u>168,506</u>	<u>157,161</u>
Net Ordinary Income	<u>16,753</u>	<u>-14,244</u>
Net Income	<u>16,753</u>	<u>-14,244</u>

Notes to the Financial Statements for the year ended 30 June 2011

1. Reporting entity

Bayside Community Information & Support Service Inc. ('BayCISS') is a charitable organisation domiciled in Australia. The organisation's registered office is 12 Katoomba Street Hampton East Melbourne Victoria.

2. Basis of Preparation of accounts

a. Statement of compliance

The Committee of Management has prepared the financial statements on the basis that BayCISS is a non-reporting entity, because there are no users dependant on general purpose financial statements. The financial statements are, therefore, special purpose financial statements that have been prepared to meet the needs of the Committee of Management.

The financial statements have been prepared in accordance with the significant accounting policies disclosed below, which the Committee of Management has determined are appropriate to meet its needs.

b. Basis of measurement

The financial report is prepared on an accrual basis.

c. Functional and presentation currency

The financial report is presented in Australian dollars which is the currency used by BayCISS.

d. Use of estimates and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and the reported amount of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements. The estimates and the underlying assumptions are reviewed on a regular basis and revised as required.

3. Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in this financial report.

a. Revenue recognition

i. 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 recognized on a similar basis.

ii. 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 appropriated to the level of responsibilities carried by the position and this is approved by the Committee

b. 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.

c. Goods and services tax

Revenues, expenses and assets are recognized net of the amount of goods and services tax ('GST'). Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from or payable to the ATO is included as a current asset or current liability in the statement of financial position.

d. Equipment

i. Recognition and measurement

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

ii. 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.

iii. 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.

e. Employee Benefits

Provisions have been made in the financial statements for employee entitlements to wages, salaries and long service leave resulting from employees' services provided up to reporting date calculated on undiscounted wage and salary rates and related on-costs calculated at the end of the reporting period.

4. Contingencies

The Committee Members are not aware of any contingent liabilities that may require outlays in a future period

Committee's Statement

For the year ended 30 June 2011

1. In the opinion of the members of the committee of Bayside Community Information & Support Service Inc. ('BayCISS') who have determined that the organisation is not a reporting entity, and that special purpose financial statements should be prepared in accordance with the accounting policies described in Note 1 to the financial statements that;
 - a. The financial statements and notes to the financial statements for the year ended 30 June 2011 present fairly, in all material respects, the financial position of BayCISS as at 30 June 2011 and the results of its operations for the year then ended in accordance with the policies described in Note 1 to the financial statements; and,
 - b. There are reasonable grounds to believe that BayCISS will be able to pay its debts as and when they become due and payable.


Dated at Melbourne, Victoria 26 October 2011

Signed in accordance with a resolution of the Committee.

Stuart McIntyre



William Howley



Independent Audit Report to The Bayside Community Information & Support Service Inc.

Scope

I have audited the attached financial statements, being a special purpose financial report prepared by The Bayside Community Information & Support Service Inc. for the year ended 30 June 2011. The Committee of Management is responsible for the preparation and presentation of the financial statements and the information contained therein. The Committee have determined that the accounting policies used, including the basis of accounting, is appropriate to meet the needs of the Incorporated Association. I have conducted an independent audit of the financial statements in order to express an opinion to the Committee of Management on their preparation and presentation.

In my opinion, the special purpose financial statements are properly drawn up so as to give a true and fair view of the financial position as at 30 June 2011 and the results for the year ended on that date.

Hampton


Trells Adam F.C.A.
Honorary Auditor

Our Donors 2010-2011

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

Special thanks to the following individuals and organisations:

Emergency Relief:

Cato Fund
 Rotary Club of Brighton
 Rotary Club of Brighton Beach
 Rotary Club of Hampton
 Rotary Club of Sandringham
 Combined Bayside Masonic Lodge Group
 Bendigo Bank - Highett Branch
 Centrelink - Moorabbin Call
 Centrelink - Cheltenham
 FareShare
 Lucky Star Bakery
 Mentone Grammar School
 Cheltenham Presbyterian Church
 Cheltenham Untiing Church
 Bayside Business Network
 Peter and Marion McKinnon
 Mrs Willis
 Sandringham Commercial Financial Services
 Sandringham Baptist Church
 Mendis Family
 Gwen and Ian Russell
 All Souls Anglican Church - Sandringham
 All Souls Opportunity Shop - Sandringham
 Ormond Ladies' Probus Club
 Leighmoor Uniting Church
 St David's Anglican Church - Moorabbin
 St James Lutheran Church - Moorabbin
 Telstra Bill Assistance and Phone Cards
 Curves Fitness Centres—Hampton and Bentleigh
 Sandbelt Prob
 Sandringham Inter Church Council
 Salvation Army- Bentleigh
 Moorabbin Justice Centre
 Westpac—Southern Region Branches
 Hampton PS
 The Pups
 Miss L Davis
 Mira Kunze
 Lyn and David Mather
 Nicole Little
 Johanna Rademaker
 Milly Player
 Elaine Bryant
 Moorabbin PS BGKLLen

Ross Tessororf

Joan Davis
 Nepean Sovereign Rose Croix
 Kate Ryan
 Rodney Grigoleit
 Overthefenceevents
 Knit One, Give One.

Education Support Program:

Bendigo Bank - Highett Branch
 Rotary Club of Brighton
 Variety - The Children's Charity
 Lions Club Sandringham
 St Joan of Ark Parish
 Moorabbin Justice Centre
 Firbank Senior School Parents Assoc

Special Information technology Grant

RE Ross Trust

Castlefield Community Centre Donations

Monday Boys Golf Group
 All Souls Opportunity Shop
 Westpac - Southern region Branches
 Bayside Men's Shed Group
 Women's Interactive Group



Melway Ref 77 D5

Hampton East Centre

12 Katoomba Street Hampton East 3188

Phone: 9555 9910 or 9555 6560

Fax: 9555 9579

Email: manager@bayciss.org.au



Melway Ref 76 G9

Sandringham Centre

31 Abbott Street Sandringham 3191

Phone: 9598 0422

Email: manager@bayciss.org.au



Melway Ref 67 E9

Brighton Centre

Higinbotham Hall 104 Bay Street Brighton 3186

Phone: 9596 7283

Fax: 9596 7294

Email: manager@bayciss.org.au



Melway Ref 77A4

Castlefield Community Centre

505 Bluff Road Hampton 3188

Phone: 9598 0662

Fax: 9598 0668

Email: manager@bayciss.org.au