



BayCISS

Bayside Community Information
& Support Service Inc.

ANNUAL REPORT 2023-2024

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

Please note this report is a snapshot of BayCISS information and is not intended as a complete record of all activities.

Front Cover. Volunteers Russell and Graeme



CONTENTS

Our Mission, Purpose and Values.....	4
BayCISS Snap Shots - Data.....	5
Geoffrey Cunningham - President of the Committee of Management.....	6
Rose Paduano - Executive Officer.....	8
Sally Kuhr - Centre Coordinator- Castlefield Community Centre	10
Jennifer Peatfield - Volunteer Coordinator	11
Bridgette Mortensen - Caseworker & Student Coordinator.....	12
Helen Byrne - Caseworker	14
Louise Greenslade & Amanda Ferrucci - Family Counsellors.....	16
Case Studies: - Charlie's Story	17
- David & Tracy's Stories.....	19
BayCISS Supporters.....	20
Castlefield Community Centre Quotes.....	23
Castlefield Childcare and Playgroup.....	24
Castlefield Snapshot.....	25
Castlefield Events.....	26
Castlefield Highlights.....	27
Volunteer-Powered Support - Committee of Management.....	28
- No Interest Loans Scheme.....	28
- Prepare4Work.....	29
- Education Support Program.....	30
Food Markets.....	31
Pantry Partners.....	32
BayCISS Volunteer Team.....	33
Thank you.....	34
BayCISS Financials.....	36

WORKING TOWARDS A STRONGER & MORE COMPASSIONATE COMMUNITY

OUR MISSION

To help our local community and its people

OUR PURPOSE

To provide services and programs that offer opportunity for assistance, participation, development, learning and enjoyment.

OUR VALUES

- IMPARTIAL** We are non-judgemental, flexible, and supportive.
- RESPECTFUL** We are respectful and listen to others.
- ACCESSIBLE** We make ourselves available and offer support.
- COLLABORATIVE** We work with and develop local partnerships.
- EMPATHETIC** We are caring and compassionate.

BayCISS SNAPSHOTS

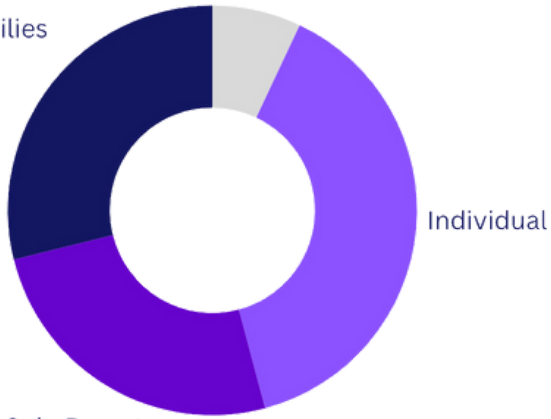


Household Composition

41% of recipients are individuals

Homeless

Families

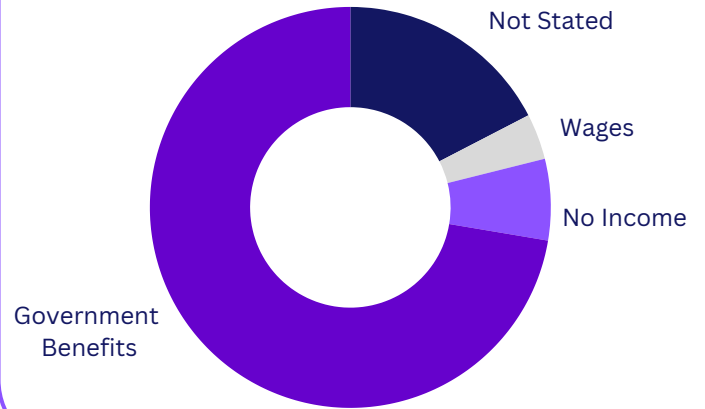


Sole Parent



Source of Income

75% of recipients dependent on Government Benefits

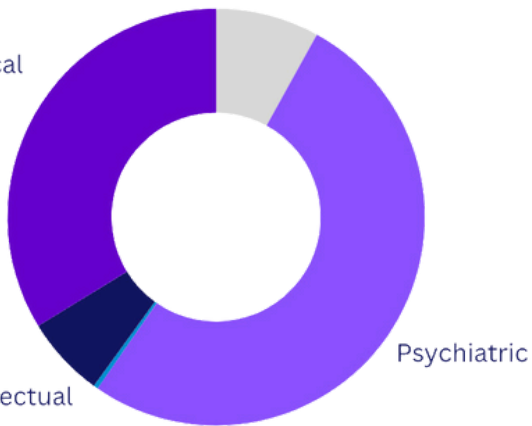


Disability

51% of recipients identified with a Psychiatric Disability

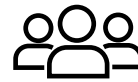
Inadequately Described

Physical



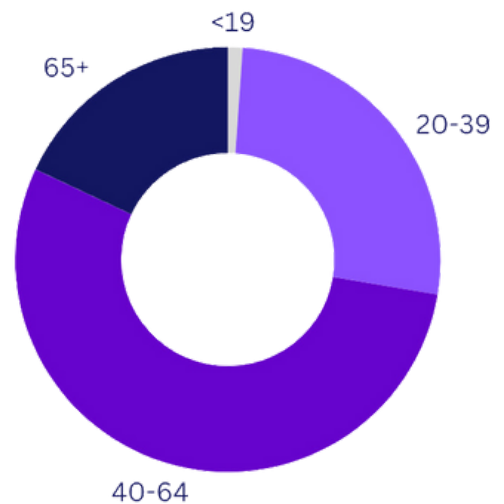
Intellectual

Psychiatric



Distribution of Age

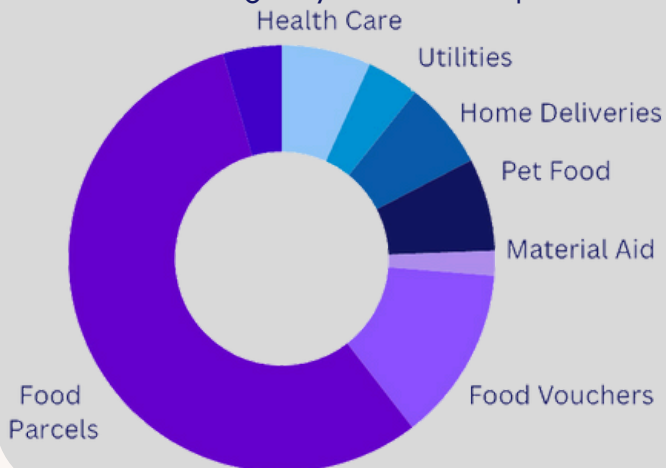
55% of recipients are aged 40 - 64



40-64

Emergency Relief

70% of emergency relief is comprised of Food Parcels & Food Vouchers



Food Parcels

Food Vouchers

More than 13,800 volunteer hours

Community Donations \$236,794

**A MESSAGE FROM
GEOFFREY CUNNINGHAM**
PRESIDENT- COMMITTEE OF
MANAGEMENT



Over the years I have often been asked what does BayCISS do? And my answer is simply it's "people helping people". BayCISS is a community service provider that we all should be proud of, and they have been helping out in the community since 1973. Our service area is extensive, covering two LGA's (Bayside and the northern sections of Kingston) and is made up of over 50,000 households.

The Committee of Management ("COM") has recently completed a 5 Year Strategic Plan and it encompasses family counselling, casework, emergency relief, advocacy, referrals, education support and childcare and Community wellness programs. At BayCISS, we are committed to community engagement and working together to create a better future for everyone.

This year, in the face of increased need, we have continued to meet the challenges and I am inspired by the performance of our staff and volunteers who step up to help those who seek assistance. Economic conditions and pressures on cost of living has substantially increased those demands by over 30% over the past two years with the net result of a deficit of \$30K this year.

We are grateful to our stakeholders (Bayside City Council, City of Kingston, Dept of Fairness, Families & Housing, Dept of Social Services Neighbourhood Houses and CISVic) who provide approx 68% of our revenue and a wide range of donors, service clubs, partners and philanthropic groups who continue to support us with the balance.

On a positive note, Castlefield Community Centre continues to be extremely well supported post Covid 19. Under the stewardship of Sally Kuhr and her dedicated team, they offer childcare, playgroups, wellness programs & therapy groups, yoga etc. BayCISS also offers the Education Support Program which is entirely funded by donations and administered by Janet Matheson who is also a member of COM.

This program assists local school children with the cost of books, equipment, uniforms, school camps and excursions that parents wouldn't otherwise be able to meet. We have noticed a substantial increase in requests for this assistance together with requests for Emergency Relief (notably food vouchers and utility bills) particularly over the last two years.

On behalf of the COM I must record our thanks to Rose Paduano (CEO) and Sally Kuhr (Castlefield Coordinator) who have excelled in their roles again this year, ably supported by a dedicated staff and a big bank of volunteers who are the backbone of a community service organisation.

I also want to thank our donors, service groups, funders and partners for their generosity and support and a hard-working COM for their commitment to the cause. In particular, a special commendation must be accorded to Daniel Czech who heads the Risk & Governance Sub-Committee ably assisted by Arthur Hubbard and Janet Matheson, all working hard to ensure that we maintain continual compliance with safety and security policies. During the year we had some retirements from long serving members Bonnie Harris, Haydn Gibson, Mark Henricks, and Suzi Daley and appointed new members Glenda Harkin (returning Treasurer) and Kat Mattila Miller. We thank the retirees for their work and welcome the new members for their commitment to helping the local community.

In last year's Annual Report I mentioned that the COM had submitted a request for renovations to the Katoomba St premises to Bayside City Council which we have followed up again in March this year with modest architectural plans to improve the safety and functionality.

On behalf of the COM we look forward to the challenges ahead and I am confident that we can provide the compassion, empathy and support and guidance to carry out our mission.





**A MESSAGE FROM
ROSE PADUANO
EXECUTIVE OFFICER**



I've had the honour of managing the day-to-day operations at BayCISS for a couple of years now and the days are filled with action, compassion, motivation, drive, tears, laughter and frustration! On the one hand it can be soul destroying to see people come in feeling bereft, without a home, warm clothes or food. On the other hand, we are so very fortunate to have so many people available to share their time, skills and genuine interest to support, advocate and connect people with relevant services and supports. We all share a responsibility to ensure equitable access to housing, food, health and safety. BayCISS people take that seriously and invest considerable energy and care every time they sit down with a community member to work out how to best empower and support.

I want to highlight the fact that volunteer staff working directly with our clients, complete a community support worker course and work closely with experienced staff, students on placement and colleagues to provide quality services. Other volunteers help us run the organisation by joining the Committee of Management or by cleaning up after us, watering our plants, sorting our donations and sheds or leaping into their own car to collect material goods at a moment's notice. Volunteers aren't extras – they are an essential part of the team that makes BayCISS such a well-loved part of the community.

I'm also fortunate to have access to many valuable networks and groups all working toward the same goals. We frequently talk about the increase in "complexity of cases". But it feels like the term complexity is losing it's meaning in our industry. We use the term so often - what we mean is that each person needs more time, more support, more advocacy, more dollars and more BayCISS hours supporting other agencies who need help responding to our clients' complicated needs.

Similarly, quoting percentages is starting to lose its meaning because we are growing accustomed to big numbers like a 40% increase in the incidents of emergency relief this year compared to the previous year. Or an increase of 133% incidents of emergency relief since 2020. These are dramatic increases in the face of static funding. We keep working and our supporters keep responding with a massive 56% increase in donations this year. I thank each and every person or group who took the time to raise funds and contribute to our work this year.

We are also proud of the incredible contribution our Castlefield Community Centre makes to the community under the superb leadership of Sally Kuhr.

BayCISS is extremely well supported by the Committee of Management and Geoffrey Cunningham in the role of President. They are a wonderful group of humans with diverse skills, experience and interests who come together to willingly volunteer their time and energy to set the direction of the organisation and get involved in a myriad of projects.

Once again, I am in awe of the people who come forward to support others. We look forward to continuing this vital and rewarding work.



Some of the BayCISS team completing First Aid training at Cheltenham Community Centre on the weekend - Bridgette, Louise, Kim & Rose



A MESSAGE FROM SALLY KUHR CENTRE COORDINATOR - CASTLEFIELD

This year at Castlefield Community Centre has been one of growth, reflection, and inspiration. As Centre Coordinator, I am proud to see our community come together to create a welcoming, inclusive, and vibrant environment. We have seen enthusiastic participation in activities, with people eager to learn new skills, make new friends, and engage in meaningful experiences.

At the same time, we have witnessed the significant hardships faced by many due to the rising cost of living and widespread feelings of isolation and loneliness. Our staff have had the privilege of hearing these challenging stories and have been grateful for the opportunity to respond by providing immediate, practical, and safe spaces where people can forge connections.

Our efforts have resulted in notable achievements, including a 53% increase in the programs we offered and a 24% rise in room hire, reflecting the growing demand for our services. However, we also experienced an 18% decrease in volunteer numbers, a trend that mirrors national challenges. Despite this, the unwavering dedication and passion of our community highlight the essential role our Centre plays in creating a vibrant and supportive space where everyone feels valued.



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.



VOLUNTEER COORDINATOR

JENNIFER PEATFIELD

CELEBRATING VOLUNTEER IMPACT: BUILDING A STRONGER COMMUNITY TOGETHER

BayCISS is proud of our strong community engagement and social inclusion, bringing together community members in a volunteer capacity, fostering a sense of belonging and connection. BayCISS is fortunate to have a dedicated volunteer base, many of whom have been for many, many years. We wholeheartedly recognise the incredible contribution made by those who choose to contribute their time in support of BayCISS and our collective community, making it possible to deliver programs and services that we would not otherwise be able to provide. During FY 2023-2024 we were supported by 28 new and 14 ongoing active volunteers who generously shared their time. We are an intergenerational workforce that covers ages from 18 to 80 which is not often found, offering further opportunity to embrace the influences of different ages.

BayCISS provides a diverse range of opportunities for our volunteers. We value the skills, experiences, talents, ideas and energy that our volunteers bring – from sorting through fresh food, preparing food parcels, working in the garden, collecting donations and interviewing & assisting clients, they cover so many different angles of what is required. We also acknowledge volunteers Annette and Lynda who plough through applications for utility relief grants each week unravelling complicated invoices, embedded energy systems and complex billing arrangements for vulnerable people who often struggle to access digital information. They are absolute legends! Also a shout out to our volunteers who run the Christmas Hamper program, deliver donations and collect food – everyone contributes and every contribution is valued and appreciated.

I have volunteered all of my adult life, in some way or other. I feel fortunate and like to help in any way I can to make things a little better for others. My experience at BayCISS has been worthwhile and very rewarding. Dealing with difficult situations with people who have made poor financial decisions has enhanced my compassion for others.

Shirley (NILs Volunteer)

As well as enjoying helping people, it has been a period of personal growth for me, especially working with Russians, Chinese, Ukrainian clients, amongst other nationalities. I have used my own personal experience of trauma to help others.

Volunteering at BayCISS I have learnt that collaboration, friendship and patience are vital in this work. You need to find creative solutions to problems. I also love helping people. It's very satisfying seeing the smiles on their faces.

Lynda (Utility Relief Volunteer)



CASEWORKER & STUDENT COORDINATOR

BRIDGETTE MORTENSEN

This year has been another remarkable chapter for the BayCISS student placement program. We have had the pleasure of welcoming a diverse group of students, each bringing a wealth of knowledge, skills, and positive energy to BayCISS. Our program not only enriches the students' educational journeys but also enhances our service delivery, thanks to the collaborative spirit that flourishes among our staff, students, volunteers, and service users. It is this vibrant partnership that I am incredibly proud to be a part of.

Throughout the year, we have witnessed former students transition into skilled professionals, making their mark across various community support agencies. From child protection to mental health services and housing support, the impact of the BayCISS student program resonates throughout our sector, shaping a brighter future for our communities.



Brianna & Ruth (RMIT Students)



Phillip (ACAP Student)



Nat (HolmesglenTafe Student)

STUDENT PLACEMENT PROGRAM

BRIDGETTE MORTENSEN

In 2024, we thoroughly enjoyed working with 12 Diploma of Community Service students from Holmesglen and RMIT, as well as four dedicated social work students, primarily from RMIT and one from ACAP. Their contributions have been invaluable, and we are excited to share insights from our current social work students, Ruth and Brianna. Thank you for joining us in celebrating another successful year. Together, we continue to foster a nurturing environment that empowers students and transforms lives.

My student placement at BayCISS has been extremely rewarding. The knowledge that the social workers here hold has been very valuable in developing my knowledge as a social work student. I am grateful to be given so much opportunity and trust to do things with clients with supervision and on my own. The volunteers and workers here are warm and welcoming and this is reflected by the client's responses. My confidence has significantly improved and everyone has made me feel that this is a safe space to learn and grow. I have already learnt so much even though I am only halfway through my placement and am excited to see how much I learn by the end of it.

-Brianna (RMIT Social Work)

I feel very fortunate to have been placed at BayCISS. It's a busy and always-varying environment in which to work and learn, and a wonderful team of people to work alongside. Bridgette has been outstanding as our student supervisor, providing us with guidance and challenges to help us become the best social workers we can be. I've really valued getting to know our regulars and work more intensely to achieve outcomes with some clients. This is the kind of work I'd like to do when I graduate and I'm hoping to come back as a volunteer!

-Ruth (RMIT Social Work)

We consider our collaboration with BayCISS an extremely successful one. BayCISS is without a doubt one of our most reliable host organisations for our Diploma of Community Services students attending placement. This is not only due to the friendly, knowledgeable, and supportive staff, but the wide range of services offered for student exposure in the community support sector. Student feedback is universally positive, receiving terrific supervision.

- Hayden (Holmesglen Placements Officer)

CASEWORKER

HELEN BYRNE

Throughout this reporting period I assisted 167 clients with 3,743 occasions of service. 151 referrals were made on behalf of clients.

The key themes that arose and the services provided by BayCISS focussed on advocacy, support and referrals made on behalf of individuals facing various challenges. In particular, clients reported challenges accessing and navigating the NDIS, housing, community participation and financial wellbeing. Other issues reported by clients throughout this period included substance abuse and its impact on wellbeing, experiences of elder abuse and discrimination, as well as physical and mental health crises.

In terms of the NDIS, the BayCISS caseworker assisted its clients with form filling and navigating access issues related to the service. BayCISS also provided support to clients dealing with tenancy issues and homelessness, assisting clients to secure housing when necessary. Clients also received referrals and support to access local resources, fostering community engagement and participation.

The impact of physical and mental health on clients continues to be an ongoing challenge for clients in terms of their overall wellbeing. In response, the BayCISS caseworker was able to advocate on their behalf and refer them to appropriate services.

It was reported that one of the frequent challenges encountered were the communication barriers present when referring clients to external services, highlighting the need for improved access and processes in certain key areas. In these incidences the BayCISS caseworker was able to offer communication support, goal identification and help clients to plan, enabling them to achieve their goals

Throughout this reporting period cost of living pressures were clearly evident, placing considerable financial strain on clients, with many experiencing financial crises. Support in this area was provided in the form of referrals and budgeting support.

In terms of referrals, clients were directed to various services, including community health, social and community housing, alcohol and drug counselling, family counselling, family violence support, legal services, disability services and specialist advocacy programs.

CASEWORKER

HELEN BYRNE

Thanks to the support provided through BayCISS there were several positive outcomes for clients including: Being able to access affordable social housing; entering paid employment and educational programs; overcoming health crises; being able to access and successfully navigate the NDIS; effectively advocating with service providers, resulting in improved access to utilities.

Feedback from clients about the BayCISS caseworker program from clients has been overwhelmingly positive, reporting a high level of satisfaction, appreciating being treated with respect, listened to and supported. Some clients did however report issues with communication barriers and concerns about delays in issue resolution.

Based on the key issues reported by clients throughout this reporting period, the BayCISS case worker has identified the following areas requiring urgent government and community attention: Increased access to affordable housing; flexible mental health support; enhanced face to face access to services; measures to reduce the cost of living and an increase to government payments; access to affordable utilities and technology.

Overall, this report highlight's BayCISS' continuing commitment to supporting vulnerable individuals through advocacy, resource access and community engagement, whilst also addressing the ongoing challenges posed by economic and social barriers.



Jaime popped in to show the team the fabulous electric bicycle he was able to buy with his no interest loan. This means Jaime is able to get out and about more and finds that he is engaging more with other people.



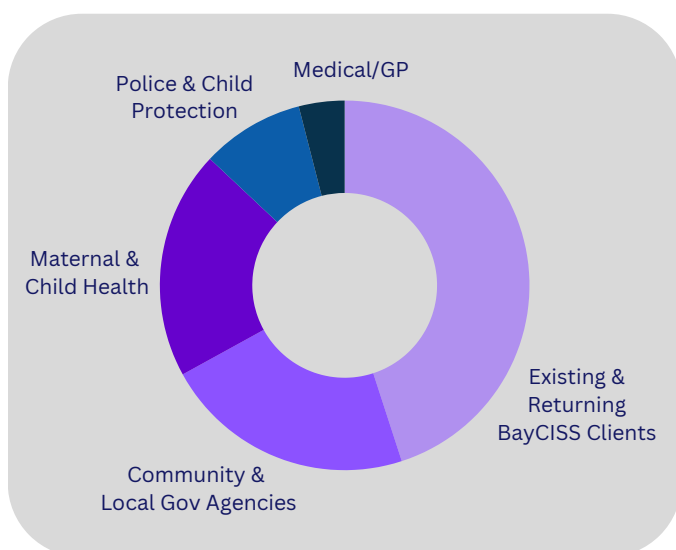
FAMILY COUNSELLING

LOUISE GREENSLADE &
AMANDA FERRUCCI

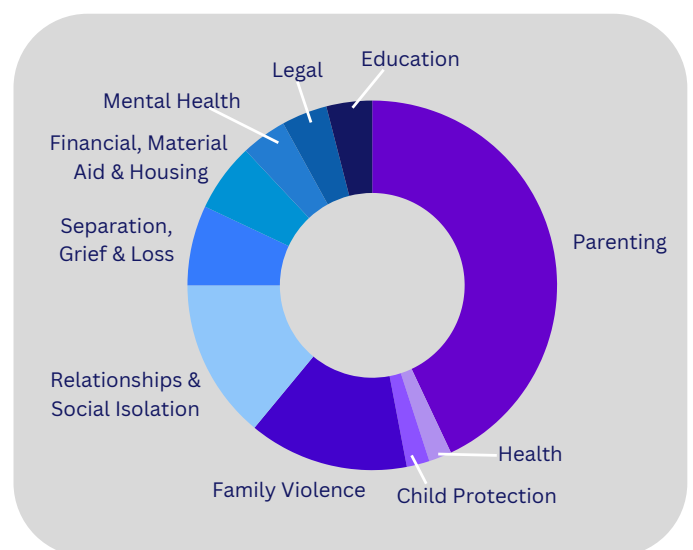
The BayCISS Family Counselling Program is part of a 13-member partnership of agencies, called the Bayside Peninsula Alliance (BPA). The service is funded by DFFH and is free and available to parents who have children up to 17 years of age, including during pregnancy. Families who reside in the cities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

We saw a total of 56 families providing 1582 hours of service in the 2023-24 Financial Year. This is 38% above our target.

Referral Sources



Presenting Concerns



OUR CLIENTS

CHARLIE'S STORY

BRIDGETTE MORTENSEN

In early 2024, Charlie came to BayCISS, and his experiences reflect broader challenges within the housing sector. His story also highlights ongoing concerns about the accessibility of the NDIS. Just before reaching out to us, Charlie found himself in crisis. When we first met, he was unemployed and living in his car following a relationship breakdown. He shared that he had been diagnosed with an intellectual disability as a child but had never received assistance through the NDIS. This case study outlines the support BayCISS provided and emphasizes the various gaps and barriers our clients face when navigating complex issues.

INITIAL CONTACT

Charlie reached out to BayCISS after becoming homeless. He was frustrated with his attempts to navigate both the housing and disability sectors, feeling overwhelmed by the numerous appointments and paperwork. During our initial meeting, we focused on gathering information and helping him understand the processes for accessing housing and NDIS support. Through this assessment, we developed a case plan tailored to Charlie's needs and priorities. Before engaging with us, he had been in touch with Housing First and had a tentative housing offer, though he was unsure if it would materialize.

TEMPORARY ACCOMMODATION AND PRACTICAL SUPPORT

We quickly referred Charlie to Launch Housing for specialist homelessness support. Recognizing the toll that sleeping in his car was taking on his physical and mental health, we facilitated access to temporary crisis accommodation. While this was only a short-term solution, we offered him the option to park his car at our service overnight, ensuring he wouldn't be disturbed by the police and could feel safe. This arrangement allowed us to provide him with warm meals and day-to-day support. Our team drew on our collective knowledge to assist Charlie practically, including help with minor mechanical issues related to his vehicle.

NDIS ACCESSIBILITY

Although Charlie has been eligible for NDIS funding for some time, his applications had been overlooked due to family issues and stigma surrounding disability funding. We worked with him to identify what additional assessments were needed for NDIS access.

Charlie's Story continued

An OT report was identified as a crucial component, and we attempted to arrange these appointments through the Better Health Network (BHN). However, Charlie faced significant barriers due to internalized stigma, and despite our efforts, we struggled to make progress because of long wait times and a confusing process. This led him to decide against continuing with the NDIS application. During this time, Charlie expressed a desire to return to work, prompting us to refer him to our Prepare 4 Work program.

JOB SEARCH

Charlie began working with Amanda Oliver alongside his regular casework sessions, focusing on a career path that matched his interests and previous experience. Over the next two months, we assisted him with job applications, which eventually led to a successful outcome. He is still employed in this role today.

SERVICES PROVIDED

- Referrals for crisis accommodation
- Employment support, including resume and application assistance, and interview practice
- Emotional support and guidance navigating various systems
- Help obtaining his birth certificate
- Assistance with legal documents, including IVO applications
- Regular access to hot meals and emergency relief
- Ongoing support and advocacy with Housing First, NDIS, and Employment Services
- Provision of material goods, such as blankets and jackets
- Help with understanding and completing forms
- Practical assistance with urgent issues, like minor car repairs

ACHIEVING STABILITY AND LOOKING FORWARD

Thanks to the collaborative efforts between Charlie and BayCISS, he secured both housing and employment within hours of each other. He was able to cover his first month's rent through Launch Housing, and we assisted him in accessing the bond loan scheme through the DFFH – Housing Office.

CONCLUSION

Charlie's journey underscores a persistent issue with the accessibility of disability support services. Despite being well-supported in his applications, he chose not to pursue them due to their complexity and time demands. As a social worker, this highlights a conflict between the NDIS's values of choice and control and the support needs of many applicants. Without access to disability support, Charlie faced an incredibly challenging period in his life without the formal assistance one might expect. Despite these obstacles, Charlie remained motivated and clear about his goals. We at BayCISS are proud to have supported him and celebrate his success.

DAVID & TRACY'S STORIES

HELEN BYRNE

DAVID'S BUDGET

With the average weekly wages for males being \$1,946, David receives much less via his jobseeker allowance. David shares a rental property in the bayside area.

- His fortnightly income is \$762.70 per fortnight
- His fortnightly expenses are \$718 per fortnight

I can't afford any additional costs like health or transport and can't manage unexpected expenses, fines or increases in rent or daily living costs.

David

TRACY'S STORY

Tracy receives NDIS support and has been assessed as having a permanent physical and psychiatric disability. Tracy has been homeless since 2018. She has been staying with family and friends and couch surfing. Due to Tracy's deteriorating health she was successful in accessing social housing in 2023 and now has a permanent home which is affordable. Tracy's finances, physical and mental health have improved significantly.

Tracy received advocacy, support, information and referral from the casework program. Tracy continues to focus on her goals, staying well and is actively engaged in activities and is fully engaged and contributing to her community.

Having safe, disability friendly and affordable housing has provided me with the opportunity to improve my lifestyle, confidence and financial wellbeing.

Tracy

Meet a few of our wonderful

BAYCISS SUPPORTERS



Mary Ann Trumble (Women's President), Rose Paduano (BayCISS EO) & Anna Field (Women's Captain) Royal Melbourne Golf Club presenting a major donation following Charity Day events



Geoff Tickner (Hampton Rotary Club) donating Mother's Day Gift Packs for vulnerable mothers.



Winter Food Drive donations from Nick Staikos MP and the Moorabbin Lion's Club



Woodlands Golf Club - Andrea Scammell (Women's Captain), Rose, Cameron Tortolano (General Manager), Absent - Organiser of Day - Sharon Hobbs



Lee Murray from Sandringham Lion's Club contributes significant time and energy cooking up a storm at BBQ's and in the kitchen with Food for Change. She regularly drops off donated food items and even hosted our very own Bridgette Mortensen at Southern FM.



Deb Brook (BCER) is a regular supporter of our emergency relief program, dropping off food donations, sleeping bags, toiletries, & cleaning products and invests massive effort into fundraisers to support organisations like us.



The St Leonard's College Van, affectionately known as Lennie's Van, is well known in our community as they pop up in so many locations. Lennie's Van sets up each fortnight during school terms at BayCISS to provide a healthy lunch, some fruit to take home and a friendly chat.



Janet Matheson is another BayCISS over-achiever as the Vice President of our Committee of Management, Education Support Program Coordinator, Risk & Governance Sub-COM member, public speaker, shopper and even pops out to unload food donations!



Bayside Mayor Fiona Stitfold, Rose Paduano (BayCISS EO) and Tilla Buden (Bayside Director Community & Customer Experience)

28 New Volunteers
 4 Social Work Students
 12 Diploma of Community Service Students



Staff, Students & Volunteers celebrating the year that was.



All Souls Opportunity Shop & Church have provided significant support for the BayCISS Casework program for many years.



Zoe Daniel MP, Rose Paduano (BayCISS EO), Geoffrey Cunningham (BayCISS President), Erica Breedon (Bayside Community & Social Planner Family, Youth & Wellbeing) & Tilla Buden (Bayside Director Community & Customer Experience)



The team at Fresh Connection have come up with an innovative way to support BayCISS. They offer customers the option of donating their rewards points towards fresh fruit that is donated to BayCISS each week.



The Moorabbin Wholesale Farmers Fresh Market has been donating a trailer load of fruit, vegetables and pantry items each week for many years. We are very grateful for their ongoing support particularly as Enza always has our clients in mind when putting together the weekly donation.



BayCISS Volunteers - Lynne, Lynda & Carmel enjoying a rare coffee break.

CONNECTING OUR COMMUNITY CASTLEFIELD COMMUNITY CENTRE

*"I love
Castlefield. It
brings everyone of
all abilities
together." Ron*

*"I love our Tuesday group
chats at Ludstone Street.
We all get along great
together
over tea and coffee"
Robert P"*

*"I love the
atmosphere on
Fridays. It's fun and
i'm free to be myself.
I get to play my
Didgeridoo, chat to
friends and have a
cuppa."
Robert*



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 programs have made remarkable advances in supporting and nurturing the young members of our community. Our dedicated educators, Lynne, Robyn, and Leintje, have captured the hearts of the children in their care. Throughout the year, they have facilitated a variety of experiences and play-based learning opportunities. Children have explored their environments, learned about different cultures, cared for animals, listened to stories, and sung songs. Through these engaging activities, they have developed their motor, social, emotional, language, and cognitive skills while having fun.

We have continued to offer free or funded positions each term, specifically aimed at supporting vulnerable families and those experiencing hardship. These funded places ensure that children from all backgrounds have access to quality care and educational experiences, regardless of their financial situation. In many ways, we have become the 'village' that some families may lack, a testament to the unwavering commitment of our incredible staff.

This year, our playgroups were essential spaces for children to play and explore while their parents and carers connected. We were excited to welcome Lindy as our new coordinator, who facilitated engaging activities that stimulated children's imaginations and fostered social interaction. Under Lindy's guidance, the playgroups strengthen community bonds and providing a supportive network for families.

TESTIMONIALS

We have spent many years in Lynne and Robyn's care and I can not imagine a better place for any two children away from home. Their time at Castlefield Community Centre are now core memories, which we cherish as a family. The individual attention, love, support and kindness displayed each time we are there is second to none. It is truly a hidden gem and I am so sad our time has come to an end for our two children. Thank you from the bottom of our hearts, Lynne and Robyn. We will forever cherish you! Julie C

We have loved every moment of our time at Castlefield. The staff have made such an impact on our family and have really eased my mother mind. My son is loved, supported and engaged and loves attending. Thank you. Breanna B



CASTLEFIELD SNAPSHOT

The average number of people who visited our Centre a week

663

72

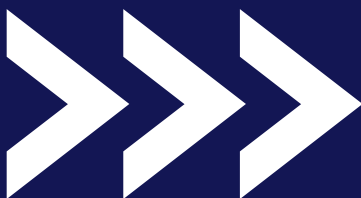
The number of hours a week that our venue was used

66 volunteer hours contributed each week

888 programs & support groups delivered

24 active partnerships & 15 projects delivered

Our Programs



CASTLEFIELD STAFF & VOLUNTEERS

Rose Paduano (Executive Officer)

Sally Kuhr (Centre Coordinator)

Shauna Noble (Office Administrator and LPS Facilitator)

Kim Martin (Office Administrator and Policy writer)

Joanne Clark (Office Administrator)

Lindy Legat (Playgroup Facilitator)

Leintje Cusmano (Child Care Volunteer and Relief Educator)

Helen Byrne (Building Blocks facilitators)

Helen Bolton (LPS volunteer)

Ron Takdare (MMMt Volunteer)

Helen Byrne (Building Blocks facilitators)

Annie Wallace (Exercise tutor and volunteer)

Bonnie Harris (Quilting Program Facilitator)

Desika (Community Garden Volunteer)

Judy Fullager (Bridge Program Facilitator)

Special thanks to Meg Novacco who retired after more than 25 years of volunteering at our Centre

CASTLEFIELD EVENTS

CHILDREN'S Our Children's Week celebration was a tremendous success. The event sold out within 45 minutes, showcasing the strong community interest in our programs. Highlights included:

- Approximately 75% of attendees were first-time visitors to our Community Centre.
- A family who had recently adopted a child discovered our weekly playgroups.
- Five families becoming regular playgroup attendees, leading us to create an additional session to accommodate the growing demand.
- Seventy children participated in decorating pots and planting strawberry seedlings.
- The Brighton Freemason's put on a BBQ which included salad from our Community Garden which was enjoyed by all.

INTERGENERATIONAL PROGRAM

Our intergenerational program, a collaboration between St Leonard's College, Castlefield Community Centre, and Bayley House was a highlight of our year. This program brought together students and community members of all ages, fostering connections through laughter, dancing, and shared activities. The joy and camaraderie experienced during these sessions created lasting bonds and enriched the lives of all participants. The program not only bridged generational gaps but also strengthens community ties and enhanced the overall sense of belonging and support among our members.

SENIORS MONTH

During Seniors Month, we hosted a free high tea and offered a week of free classes, further promoting community engagement and well-being among our senior residents.



At Castlefield Community Centre, our small but dedicated team thrives on building strong partnerships with our local organisations and neighbours. We extend our heartfelt thanks to Sandy Beach Centre, Hampton and Highett Neighbourhood Houses, Brighton Recreation Centre, Cheltenham Community Centre, Bayside Council, Better Health Network, RAW Garden, and St Leonard's College. Together, we collaborated on a range of initiatives including Volunteer Week, RUOK Day, and multiple outreach events at our local housing estates.

CASTLEFIELD HIGHLIGHTS



WOMEN'S HEALTH EXPO & WORKSHOPS

Castlefield Community Centre hosted a vibrant expo for Jean Hailes Women's Health Week, featuring stalls from Connect Health, BayCISS, RAW Garden, and our local Community Centres. Attendees enjoyed herbal homegrown teas during afternoon tea, participated in free movement workshops, and accessed valuable local information and referral services.

Following the expo, we hosted free workshops focused on women's health, led by exercise physiologist Joanne. These workshops included one-on-one sessions to create personalised plans tailored to each participant's unique needs. Additionally, we offered Bend, Stretch, Connect classes, led by Annie, designed specifically for community members with limited mobility and confidence. These sessions were a great success and have continued to thrive, with lots of smiling faces in each class.

All activities provided valuable health resources, promoted community engagement, and supported women in improving their health and wellbeing. Thank you to Bayside City Council for their support in running this event.



This year, Castlefield continued our close partnership with residents from the Ludstone & Passchendaele Street Housing Estate (LPS). We hosted morning tea get-togethers, providing opportunities for people to connect, have fun, and share their stories. We organised excursions to Bayley Arts, Black Rock House, local cafes, and the Sandy Beach Centre. In addition, we held a range of special events to bring the community together, including celebrations for the Grand Final, Easter, Christmas, and the King's Birthday, where residents enjoyed festive meals, activities, and the chance to connect with their neighbours in a supportive and welcoming environment.

Special thanks to Shauna Noble, Helen Bolton & JOanne Clark, whose dedication, passion, and hard work were crucial in making this partnership a success.



VOLUNTEER-POWERED BAYCISS PROGRAMS & SUPPORT

COMMITTEE OF MANAGEMENT

Volunteers support BayCISS across many programs including our Committee of Management



The COM working together at a planning morning at Hampton Bowls Club L- R - Janet Matheson, Heather Stacy, Kat Matilla Miller, Arthur Hubbard, Kathy Walker, Glenda Harkin, Geoffrey Cunningham, Daniel Czech & Joanna White (Deborah Carveth absent)

NO INTEREST LOAN SCHEME (NILS)

JUDY & SHIRLEY



126 people came to BayCISS over the last year seeking support to apply for a No Interest Loan (NILs). A NILs loan has no interest (at all) and no hidden costs with the benefit of working with an experienced support worker. Whilst not all applications progress to a loan, all applicants receive significant support with budgetting and planning and are able to access the wraparound supports available across all BayCISS services.

PREPARE4WORK

AMANDA

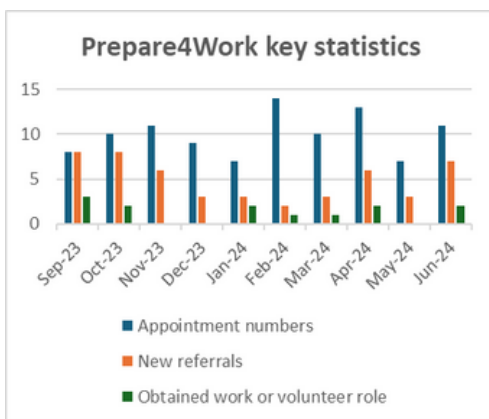


EMPOWERING CLIENTS TO ACHIEVE EMPLOYMENT & BUILD CONNECTIONS

The Prepare4Work program commenced in September 2023. The program supports clients to discuss and progress work, study and/or career goals in a one-on-one appointment. Clients are referred internally to the program by BayCISS caseworkers, counsellors and volunteers.

It is incredibly rewarding to support clients towards finding work.

- One young client was supported to find his first ever interview and job and reports back that its going very well.
- Three homeless men secured full time ongoing work
- A 24-year-old client who has never worked has secured ongoing employment. It was fantastic watching him grow in confidence over the seven months that I worked with him.
- Three clients obtained volunteer work which is a great stepping stone to paid employment for clients who may struggle to get employment in the short term.
- Relationships built with clients.
- Strengthening connections to other agencies such as *Groomed to Go* for free interview and work clothing, Employment Support Agencies to assist with placement of people with significant barriers such as a criminal record or disability etc.



I have loved my time volunteering at BayCISS and thank you for giving me the opportunity. Why do I love it? Because I feel like a part of the team; I have a fabulous supporter in Bridgette who gives me plenty of freedom to run the program but is there with sage advice and support when I need it; I can help out with other stuff when I have appointment gaps; and I get to work with the best bunch of people. Amanda

EDUCATION SUPPORT PROGRAM

JANET MATHESON

The BayCISS Education Support Program was established in 2008 and since then has distributed more than \$640,000 in funding to local schools, directly supporting 2,750 students.

The Education Support Program enables students to access educational opportunities they would otherwise not be able to afford from camps and excursions to educational resources, such as laptops, calculators, school books and uniforms.

The Educational Support Program is fully funded through the generosity of grants and donations, predominately from the Rotary Club of Brighton and the Rotary Club of Brighton Charitable Foundation. Since 2020, the Foundation has succeeded in raising approximately \$85,000.

The Education Support Program is run by volunteers with a background in education so they're able to identify need and establish connections with local schools. BayCISS is able to provide timely and effective support to clients as well as respond to referrals from local schools.



Rotary Club of Brighton Ian Stacy and Julie Avery (both Past Presidents of RCB and current Trustees of the RCB Charitable Foundation) with Janet Matheson (centre) who volunteers her time to oversee the BayCISS Education Support Program.

Education Support volunteers act as a liaison and advocate when required between clients and schools. They also play an important role in informing clients about government assistance with educational expenses, including the State School Relief Fund.

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

FOOD MARKETS

Food is the one thing that unites us all. We all need food and many can't access enough quality food to maintain their mental and physical health and wellbeing.

This year, the cost of living was once again a hot topic that came up over and over again. BayCISS worked relentlessly to keep the shelves stocked so we could respond to those in need.

Fortunately South East Water and Bayside City Council funded pop up food markets to help get nutritious food supplies into the community where it was most needed. Over 500 food parcels were distributed at markets across bayside giving us the opportunity to feed people, share resources and information and check in on their wellbeing.



Shauna distributing food parcels at Ludstone St Estate

PANTRY PARTNERS

With the support of a Bayside City Council “New Program Grant” Pantry Partners was born! Schools, sporting groups, kindergartens, childcare organisations and others were approached to commit to annual food drives to help us keep our shelves stocked.

The program provides materials such as posters, food drive ideas and food tubs along with guest speakers to share information about our work and the ever increasing requests for food support.

This is necessarily an ongoing program and we welcome new members who are interested in setting up a food drive to contribute to our emergency relief program.

BayCISS
Pantry Partners

BAYCISS = Bayside Community Information and Support Service Inc, a not-for-profit charity in Hampton East.

Our mission is to provide critical support to local people when they need it most.

40% ↑
This year, we've seen a huge jump in people needing Emergency Food Relief.

We really need your help so we can keep being there for our friends and neighbours when things are tough.

FOOD DRIVE



Kim (Fruition Projects), Jan & Rose (BayCISS) with Julian (Coles) and Nick (Sandringham Little Athletics) Saturday morning food drive

Proudly supported by www.bayciss.org.au
9555-9910



Local students unloading donated pantry items with Leanne (BayCISS Placement Student)

BayCISS
Pantry Partners

About BayCISS

BayCISS stands for Bayside Community Information and Support Service Inc.

BayCISS is a not-for profit charity on Katoomba Street in Hampton East. We are dedicated to supporting Bayside's most vulnerable people.

We offer a wide array of free services including emergency food relief, case management, family counselling, advocacy and referrals for those in need.

What is a pantry partner?

Pantry partners are schools, groups or organisations interested in supporting their local community.

Demand for BayCISS Emergency Food Relief has increased 40% in less than twelve months. To help meet demand in our local community, we are seeking Pantry Partners to run an annual food drive or hold an annual fund raising event (think gold coin donation days, or bigger if you like!).

All proceeds will support the BayCISS Emergency Food Relief Program.

We really appreciate local support and can provide you with starter kits to help set up your food drive or fundraiser. Our team are very passionate and happy to visit your group to talk about the work we do and the impact your support will have.

Please scan the QR below to register your interest or hear more.

Proudly supported by **Bayside**

www.bayciss.org.au
(03) 9555-9910



BayCISS VOLUNTEER TEAM



Amanda	Geoffrey	Jenny	Lynne
Annette	George	Jess	Margot
Annie	Glenda	Joanna	Mary
Arthur	Graeme	John	Nancy
Barry	Grant	Judy	Netta
Carmel	Greg	Kat	Patrizia
Carol	Heather	Kathy	Rebecca
Chrisly	Helen	Kerry	Richard
Daniel	Hilary	Kira	Robyn
David	Evi	Laurina	Russell
Deborah	Jan	Leanne	Shirley
Deike	Janet	Linda	Sophia
Elaine	Jasmine	Liz	Susan
Elizabeth	Jaye	Lorraine	Syma
Emily	Jeanine	Lyke	Wendy
Frank	Jennifer	Lynda	Wayne

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

thank you

Thank you!

We simply couldn't do the work we do without the generous support of the following businesses, community groups, organisations and individuals

Aldi Supermarket | [Alex Makes Meals](#) | All Souls Anglican Church | [All Souls Opportunity Shop](#) | Johanna Anderson | [Anna](#) | Belinda Bacon | [Bakers Delight Highett](#) | Bayley House | [Bayside City Council](#) | Bayside Community Emergency Relief | [Bayside CWA](#) | Beaumaris Mordialloc Baptist Church | [Beaumaris Lions](#) | Bendigo Bank | [Shirang Bhatt](#) | Sharni Boldiston | [Morgan Bullen](#) | Buxton Real Estate Sandringham | [Emma Callum](#) | Cheltenham Mentone Uniting Church | [Cheltenham Secondary College](#) | Cheltenham Service Centre | [Stella Chevers](#) | Destiny Christensen | [City of Kingston](#) | Annette Clover | [Coles](#) | Community Connections | [Geoffrey & Jillian Cunningham](#) | Chloe Dalton | [Sharon Daly](#) | Danielle | [FareShare](#) | Foodbank | [Foodfilled](#) | Freemasons Community Relief | [Freemasons Brighton](#) | Fresh Connection Brighton | [Fresh Field](#) | Julie Galna | [Malcom Garnham](#) | Get Kilted Window Cleaning | [Russell Gibbs](#) | Melissa Gledhill | [Good Vibe Society \(Sylvie Berchick\)](#) | Grace Heart Uniting Church | [Jennifer Halliday](#) | Hampton Bowls Club | [Hampton & Highett Community Centres](#) | Hampton Primary School | [Hazel](#) | Nicholas Hiscock | [Roland Kalder](#) | Robert & Hazel Kilfoyle | [Helen Paul Kindergarten \(Anne\)](#) | Holland Foundation | [Inner Wheel](#) | John Holly | [IGA Bentleigh](#) | Kiwanis | [KOGO](#) | Elissa Kudrenko | [Leighmoor Uniting Church](#) | Levett Family | [Liam](#) | Lions Club Moorabbin | [Lions Club Sandringham](#) | Lions Club Sandringham | [Louise](#) | Ian McCartney | [Margaret](#) | Mazon Australia | [Michael](#) | Moorabbin Wholesale Farmers Fresh Market | [Nancy Muleta](#) | Nappy Collective | [Kim Norden](#) | Amanda O | [Office of Zoe Daniel & Staff](#) | Office of James Newbury & Staff | [Office of Nick Staikos & Staff](#) | Office of Brad Roswell & Staff | [Olivia & children](#) | Ormond Fresh | [Carmen Petropulo](#) | Belinda Perry | [Pets of the Homeless](#) | Pinchapoo | [Purebaby](#) | Carol Pye | [Queen's Fund](#) | Bruna Ribas Barrios | [Rotary Club of Beaumaris](#) | [Rotary Club of Brighton](#) | [Rotary Club of Brighton North](#) | [Rotary Club of Hampton](#) | [Rotary Club of Sandringham](#) | Royal Melbourne Golf Club | [St David's Anglican Church](#) | St James Lutheran Church | [St Leonards Secondary College](#) | St Mary's Moorabbin | [St Steven's Op Shop](#) | St Vinnie's Highett | [Sandringham Bowls Club](#) | Sandringham Signs | [Sandybeach Centre](#) | Judy & Barry Schofield | [Lachie Scott](#) | SecondBite | [Share the Dignity](#) | Colleen Shearer | [Shirley Smith](#) | Judy Snowden | [Soroptimist International Brighton & Southern Districts](#) | Souper Kitchen | [Southmoor Primary School](#) | Stephania | [Isaac Stretton](#) | Sue | [Susan](#) | Norkio Suto | [Sally Trembath](#) | Trinity Uniting Church | [Tucker Road Primary School](#) | Uniting Church Brighton | [Eleanor Villani](#) | The Walter & Eliza Hall Trust | [Wendy](#) | Kerri Wilson-Reid | [Graham Wood](#) | Woodlands Golf Club | [Woolworths Brighton](#) | Zoe from Southmoor Primary

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



Proudly supported by



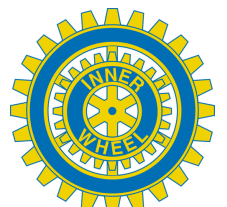
City of KINGSTON



St Leonard's College



THE ROYAL MELBOURNE GOLF CLUB





BayCISS Financials

TREASURER

GLEND A HARKIN



It has been a great pleasure to re-join the Committee of Management as Treasurer for BayCISS this year. I am continuously amazed by the fantastic support and services Rose, Sally and the wider team provide to our community.

This year 2023/24 was a challenging year for many members of our community with cost-of-living pressures, this resulted in an increased demand for services of 40%. Castlefield had an increase of 53% in the programs provided & 24% in room hire which is a further reflection of the increase in the demand from the wider community.

Revenue experienced a 7% increase for the financial year. However, expenses also increased significantly by 23%, driven by the increased demand pressures for services. As a result, BayCISS incurred a net loss of \$30k for the year.

BayCISS finished the year with a healthy cash balance, a reduction of only \$16k on the FY23 balance. This enables us to absorb the loss for the year and continue operations for the year ahead. We will continue to manage our cash and expenses in FY25 to support the work of the team and ongoing operations.

Regards,

Glenda



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 2024. 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 2024 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, 2024, and of its performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and The Act.

Dated this 13th day of November, 2024
Caulfield

DIAMOND PARTNERS PTY LTD
Chartered Accountants



.....
Director

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

FINANCIAL STATEMENTS

30 June 2024

COMMITTEE'S REPORT

In respect of the financial year ended 30 June 2024 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	Geoffrey Cunningham
Vice President	Janet Matheson
Treasurer	Glenda Harkin
Secretary	Kat Matilla Miller
Ordinary Members:	
Arthur Hubbard	Kathy Walker
Deb Carveth	Heather Stacy
Daniel Czech	Joanna White
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 Loss for the year ended 30 June 2024 was \$30,312.

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 2024 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:


Geoffrey Cunningham - President
Melbourne
30th October 2024


Glenda Harkin - Treasurer
Melbourne
30th October 2024

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

BALANCE SHEET AT 30 JUNE 2024

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

	Notes	2024	2023
		\$	\$
CURRENT ASSETS			
Cash and cash equivalents	4	484,386	501,997
Receivables		0	439
Other		200	200
TOTAL CURRENT ASSETS		484,586	502,636
NON-CURRENT ASSETS			
Property, plant, and equipment	5	0	0
TOTAL NON-CURRENT ASSETS		0	0
TOTAL ASSETS		484,586	502,636
CURRENT LIABILITIES			
Provisions	6	76,081	52,679
Other		78,291	89,431
TOTAL CURRENT LIABILITIES		154,372	142,110
NON-CURRENT LIABILITIES		0	0
TOTAL NON-CURRENT LIABILITIES		0	0
TOTAL LIABILITIES		154,372	142,110
NET ASSETS		330,214	360,526
EQUITIES			
Retained Profits		330,214	360,526
TOTAL EQUITIES		330,214	360,526

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

COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 June 2024

	Notes	2024 \$	2023 \$
Revenues from ordinary activities			
Receipts from donations	7	236,794	144,833
Receipts from operations	8	136,594	129,268
Government grants	9	578,388	625,430
Interest		11,970	646
Total revenues from ordinary activities		963,746	900,177
Expenses from ordinary activities			
Employee Benefits Expense			
Administration and counselling		695,999	564,420
Total employee benefits expense		695,999	564,420
Other expenses			
Administration and counselling		56,174	49,989
Emergency relief		115,485	104,748
Education support		34,239	28,529
Castlefield		90,836	60,153
Depreciation		1,325	0
Assets Immediate Write Off		0	0
		298,059	243,419
Total expenses from ordinary activities		994,058	807,839
(Loss)/Profit from ordinary activities before income tax		(30,312)	92,338
Income tax expense relating to ordinary activities	2(d)	0	0
Other comprehensive income		0	0
Net operating (Loss)/Profit comprehensive income		(30,312)	92,338

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

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

Cash Flows from operating activities	Notes	2024	2023
		\$	\$
Receipts from donations	7	236,794	144,833
Receipts from operations	8	136,594	129,268
Government grants	9	578,827	625,430
		952,215	899,531
Payments to suppliers		981,796	801,144
Net cash inflow from operating activities		-29,581	98,387
Cash flows from investing activities			
Interest received		11,970	646
Net cash inflow from investing activities		-17,611	99,033
Increase (decrease) in cash		-17,611	99,033
Purchase of fixed assets		0	0
Net increase in cash		-17,611	99,033
Cash at start of financial year		501,997	402,964
Cash at end of financial year		484,386	501,997

STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 June 2024

	Notes	2024	2023
		\$	\$
Balance at beginning of financial year		360,526	268,188
Comprehensive (Loss)/Income for year		(30,312)	92,338
Balance at end of financial year		330,214	360,526
Total Company Equity		330,214	360,526

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR YEAR ENDING 30 June 2024

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 amortization of property, plant, and equipment

Depreciation of assets is calculated on a straight-line basis based on the expected useful life of each asset.

(d) Income tax

No provision has been made for the payment of taxation. A letter from the ATO dated 17 August 2007 confirmed the endorsement of BayCISS as a public benevolent institution under section 4.1.1 of subdivision 30B of the Income Tax Assessment Act of 1997 tax deductible gift recipient. A further letter dated September 2006 endorses BayCISS as a Tax Concession Charity under item 1.1 of the table to Section 50-5 of the Income Tax Assessment Act of 1997.).

3. Revenue recognition

Revenue from grants, donations, operations, and fund-raising activities is recognised on a cash basis and the entity has unconditional entitlement to those amounts.

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

(a) Charitable support

BayCISS receives funding from the Commonwealth and Victorian governments, from Bayside and Kingston City Councils and from a range of charitable organisations and private donors. However, as is common for organisations of this type, it is not always practical to establish accounting control over all sources of fund-raising activities prior to receipt of those funds by employees of BayCISS. Therefore, revenue is recognised when received. Some payments are subject to the achievement of predetermined milestones. BayCISS also receives interest on cash and short-term deposits which is recognised on a similar basis.

(b) Services of volunteers

BayCISS has a substantial number of volunteers including Members of the Committee, who donate their services to the organisation. No value is attributed to these services in the financial statements either as revenue or expense. The Manager is employed on terms and conditions appropriate to the level of responsibilities carried by the position and these terms and conditions are approved by the Committee.

(c) Cash and cash equivalents

Cash and cash equivalents comprise cash, bank accounts and short-term deposits maturing within 90 days. These are stated at fair value.

(d) Goods and services tax

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

(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	2024 \$	2023 \$
Cash at Bank	General Account	124,227	300,933
	Term Deposit	360,159	201,064
Total cash		484,386	501,997

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	2024	2023
Profit from ordinary activities after income tax		(30,312)	92,338
Depreciation		0	0
Changes in assets and liabilities			
Increase in payables		12,262	6,774
(Increase)/Decrease in receivables		439	(79)
Asset purchases		0	0
Net cash provided/(used) by operating activities		(17,611)	99,033

5. Property, plant, and equipment

BayCISS fixed assets are as follows:

	2024	2023
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	0	0

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	2024	2023
Bendigo Bank		7,000	1,650
Coobella		0	4,000
Killen Family Foundation		0	5,000
Equity Trustees		5,000	5,000
All Souls Opportunity Shop		25,000	20,000
Royal Melbourne Golf Club Moorabbin		40,000	27,000
Justice Centre		15,000	9,900
Rotary Club of Brighton Charitable Trust		13,590	21,085
Rotary Club of Brighton		25,815	0
Rotary Club of Sandringham		3,000	0
Peter McKinnon		0	3,000
Bayside City Council		5,000	0
Sandringham Masonic Lodge Salvation Army		0	1200
Cheltenham/Mentone Uniting Church		0	0
Rotary Club Beaumaris		2000	0
Simplot		2,200	2,500
Woodlands Golf Club		13,000	14,000

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

Street Smart	4,000	8,000
Other	76,189	22,498
Total donations	236,794	144,833

8. Income from Operations

	2024	2023
Child Care Fees	69,260	70,548
Counselling Fees	0	455
Room Hire	67,334	49,515
Other Income	0	8,750
Education Support Program refund	0	0
Total Income from Operations	136,594	129,268

9. Income from Grants

Grants were received from the following organisations:

	2024	2023
Administration and Counsellors		
Bayside City Council	134,776	128,147
Department of Families, Fairness & Housing – Family Counsellors	165,950	115,823
Kingston City Council	36,879	34,839
Commonwealth Emergency Relief Grants	76,760	161,100
State Government Victoria – Business Support Fund	0	0
Philanthropic Grants	0	30,373
Castlefield		
Bayside City Council	69,486	65,553
Department of Families, Fairness & Housing - Neighbourhood house	94,537	89,596
Total Grants	578,388	625,430

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



(03) 9068 3882

<https://bayciss.org.au/>

https://www.facebook.com/bayciss

/

<https://www.castlefield.org.au/>

[https://www.facebook.com/
Castlefield-Community-Centre](https://www.facebook.com/Castlefield-Community-Centre)

BayCISS Strategic Plan 23-28:

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