



# Banyule Support and Information Centre Inc

## 2017 Annual Report

# BANYULE SUPPORT AND INFORMATION CENTRE INC

Banyule Support and Information Centre Inc is a not for profit incorporated association established to provide services for the relief of poverty, suffering, distress, misfortune or helplessness within the southern part of the City of Banyule.

## PURPOSES OF THE ASSOCIATION

To provide emergency relief by means of food vouchers, food parcels, other material and financial assistance to those in need.

To assist in solving the problems which beset many of the disadvantaged by the provision of relevant information on the rights, privileges, support services and help available and by an assortment of counselling services.

To work in conjunction with other community organizations in providing services to alleviate poverty and distress within the community.

To recruit, train and retain a staff of volunteers dedicated to providing expert assistance to enable individuals and families to cope with diverse life situations.

## PRINCIPLES

The agency provides a service that is:

Free

Confidential

Impartial

Independent

Respectful of the clients' rights to make their own decisions.

## CONTACT DETAILS

21 Arden Crescent Rosanna 3084

PO Box 602 Heidelberg 3084

0473 504 365

[info@bansic.org.au](mailto:info@bansic.org.au)

[www.bansic.org.au](http://www.bansic.org.au)

Opening times Monday to Friday 10:00am to 1:00pm (by appointment only)

## PRESIDENT'S REPORT

I am delighted to announce BANSIC's renewed relationship with Banyule City Council. After positive discussions with Council over the past year, the Council has agreed to reinstate our funding. BANSIC will move its service to Shop 48 - the Harmony Centre from January 2018 and commence operations for all of our services from The Harmony Centre. This is a wonderful outcome for BANSIC and the residents of South Banyule.

It would be remiss not to acknowledge that this has come at the end of few tough years. In December 2015, we had to leave 101 Burgundy Street and we moved into Hawdon Street with Volunteers of Banyule. At the end of the 2016 financial year, after long but ultimately unsuccessful merger discussions and council negotiations, BANSIC lost its predominant funding source from Banyule City Council.

Yet, with the steadfast commitment of our members and volunteers and under the supervision and advice of our manager Hilary Swann and her predecessor Judith Jeffery-Wright, BANSIC has been able to continue to provide services, support and emergency relief to our clients from a new home at Rosanna Uniting Church in Arden Crescent, Rosanna. The Rosanna Uniting Church has been generous in letting us use their side room, regularly donating food items for our food cupboard, providing volunteers to assist in the op shop and for a generous donation. Thank you to Dr Peter Mullen and all the parishioners of the Uniting Church Rosanna.

In August 2016 BANSIC successfully launched our New to You Op Shop in Aberdeen Road Macleod. Although, a small shop it is big in heart and in bargains. The Op Shop has been a regular source of income for the operation of BANSIC. A special thanks to Donna Marchesi-Taylor and Peter Taylor for their work in renovating and setting up the New to You Shop and for their continued work, putting in long hours to coordinate and manage the shop.

Other major changes have included our manager Judith Jeffrey-Wright moving on from us to greener pastures. We thank Judith for all her dedication and hard work over the years. Judith had left us in the good hands of Hilary Swann who has competently taken up the role of Manager.

I would like to introduce the Committee of Management: Chris Sherrell: Secretary, Peter Cooper: Treasurer, Frank Damiano, Vince Abelardo, Kate Wheller (co-opted from CISVic) and myself Sharon Henderson: President. Hilary Swann our Manager attends each meeting to provide the committee with operational knowledge. We hope to welcome to our meetings a representative from Banyule City Council to ensure that our renewed relationship continues to grow.

This year we continued with the consortium as arranged by CISVic to tender for DSS funding for our Emergency Relief funding. We were delighted to receive the funding for South Banyule and I would personally like to thank Kate Wheller of CISVic for her support and belief that BANSIC could continue to provide ER to some of Banyule's most vulnerable residents.

I would like to acknowledge a number of organisations that have provided material support to BANSIC and without whom we would be a much diminished service.

Diamond Valley Foodshare again this year provided food to many of our clients

Heidelberg and East Ivanhoe Bendigo Community Bank - generous in allowing use of their conference room for our committee meetings

E-focus kind donation

Heidelberg / East Ivanhoe Uniting Church regular food donations and use of meeting rooms without cost

Ivanhoe Grammar School: toys and regular monetary donations

Magistrates' Court of Victoria

Jenny Macklin MP ongoing support

Coles have honoured food vouchers for our clients.

And finally but most importantly I wish to acknowledge all our volunteers who give us the most precious gift, their time. If worth was to be measured in good will and kindness BANSIC would be the richest of organisations. Our Volunteers offer support and counselling, work in the Op shop or on the committee. I thank you all and applaud your service to our community, you are sensational.

Sharon Henderson

President

## STATISTICS FOR 2016-17

There were 902 client visits for emergency relief assistance during the year ended 30 June 2017. This resulted in:

- clients receiving direct relief assistance from BANSIC on 674 occasions, and
- 522 client referrals being made to Diamond Valley Foodshare Inc.

The reasons for seeking assistance were:

	Number of client visits
Material aid–food	378
Utility/phone	123
Housing–rent	92
Medical expenses	65
Education expenses	44
Family breakdown	33
Housing–relocation costs	30
Housing–homelessness	24
Loan repayments	18
Family violence	14
Other	102

The value of emergency relief assistance provided by BANSIC was:

	\$
Coles vouchers	32,400
Education support	5,700
Food parcels	3,000
Utility bills assistance	2,700
Health care assistance	600
Transport assistance	600
Material goods	400
Other	100
<b>Total</b>	<b>45,500</b>

## FINANCE REPORT

The year has been one of significant change for BANSIC and I would like to acknowledge the work of former Treasurer Kevin Ryan and acting Treasurers Kevin Picton and Hana Nguyen. Without their tremendous efforts the handover of the treasurer's responsibilities would have been very difficult.

The year saw changes in funding, some scaling back of service hours, a temporary relocation of our service centre to Rosanna and the establishment of the New to You Opportunity Shop in Aberdeen Road Macleod. The Op Shop has become a centre of community engagement and a valuable source of funding to allow BANSIC to achieve its aims.

This report should be read in conjunction with the attached financial accounts.

### **General Account**

For the year we recorded a deficit of \$14,573. The deficit was funded by reserves and \$7,431 of funding from the Op Shop.

We sincerely thank e-Focus and Ivanhoe Grammar School for donations received during the year.

Other funding included grants from CISVic, Bunnings barbeque, interest income and sundry income.

We are encouraged by our relationship with CISVic and the funding they provide to help administer our service and relief operations.

Expenses were significantly reduced due to the relocation to Arden Crescent Rosanna and the scaling back of hours our service centre was open which reflected the reduced funding available for staff costs. The relocation adversely impacted our telephone costs due to maintaining our highly recognisable telephone number 94595959.

BANSIC finished the year with slightly less reserves, however with careful management and additional Op Shop funds BANSIC can maintain stable operations with fewer contact hours.

### **Emergency Relief Account**

Funding for the year was similar to last year with the majority of funding provided by CISVic, supplemented by court funding and several donations including the Rosanna Uniting Church.

Expenditure was down on the prior year though in line with funding received throughout the year.

The ER Account is anticipated to improve its performance in the coming year.

### **Op Shop – New to You**

With almost a full year of operation the Op Shop generated a \$15,276 surplus of which \$7,341 was transferred to the Operating Account to help with its reduced funding position.

Income received was mainly from takings at \$35,471 with the majority of costs being for rent of the premises and associated rates, taxes and insurances.

Sincere thanks to Peter Taylor and Donna Marchesi-Taylor and the dedicated volunteers for getting the Op Shop up and going.

Peter Cooper

Treasurer

## Operating Account

### Income & expenditure statement Year ended 30 June 2017

	<b>2017</b>	<b>2016</b>
<b>INCOME</b>	<b>\$</b>	<b>\$</b>
Banyule City Council grant	-	43,200
Interest	567	1,331
DSS grant	-	3,700
Fundraising	2,531	-
SACS grant	5,323	-
William Angliss grant	-	2,000
Donations	4,500	-
Admin allowance from CISVic	6,129	6,073
Sundries	132	-
<b>TOTAL</b>	<b>19,182</b>	<b>56,304</b>
 <b>EXPENDITURE</b>		
Staff	27,461	58,389
Computer	90	240
Consultant	-	6,727
CISVic Fees	610	300
Postage & stationery	750	734
Cleaning	-	1,430
Amenities	261	384
Telephone	2,318	1,111
Rent	400	-
Insurance	397	-
Opportunity shop	-	5,065
Sundries	1,468	718
<b>TOTAL</b>	<b>33,755</b>	<b>75,098</b>
 <b>Surplus/(Deficit) transferred to Members' Funds</b>	 <b>(14,573)</b>	 <b>(18,793)</b>
<b>Opening Members Funds</b>	<b>45,729</b>	<b>64,523</b>
<b>Funds from Op Shop</b>	<b>7,431</b>	<b>-</b>
<b>Closing Members Funds</b>	<b>38,587</b>	<b>45,729</b>
 Represented by:		
Bendigo Bank	32,212	53,243
Debtors	6,907	3,561
Creditors	(532)	(11,075)
<b>TOTAL</b>	<b>38,587</b>	<b>45,729</b>

## Emergency Relief Account

### Income & expenditure statement Year ended 30 June 2017

	<b>2017</b>	<b>2016</b>
<b>INCOME</b>	<b>\$</b>	<b>\$</b>
Federal Govt grant - CISVic	40,859	40,491
Court funds	6,300	8,400
Gifts & donations	5,200	3,075
Fund raising	-	493
Interest	124	210
<b>TOTAL</b>	<b>52,483</b>	<b>52,669</b>
 <b>BENEFITS PAID</b>		
Food vouchers & purchases	34,890	47,800
Back to School support	3,738	4,450
Medication	560	1,516
Myki tickets	437	1,137
Admin support transfer	6,129	6,073
Energy bills	153	-
Sundries	725	461
<b>TOTAL</b>	<b>46,632</b>	<b>61,437</b>
 <b>Surplus/(Deficit) transferred to Members Funds</b>	 <b>5,851</b>	 <b>(8,767)</b>
<b>Opening Members Funds</b>	<b>(947)</b>	<b>7,821</b>
<b>Closing Members Funds</b>	<b>4,903</b>	<b>(947)</b>
 Represented by:		
Bendigo Bank	<b>15,930</b>	<b>2,564</b>
Creditors	<b>(11,027)</b>	<b>(3,511)</b>
<b>TOTAL</b>	<b>4,903</b>	<b>(947)</b>

## Op Shop - New to You

### Income & expenditure statement Year ended 30 June 2017

	<b>2017</b>	<b>2016</b>
<b>INCOME</b>	<b>\$</b>	<b>\$</b>
Shop takings	35,471	Not in
Donations	200	operation
Recycling income	91	
<b>TOTAL</b>	<b>35,762</b>	
<b>EXPENDITURE</b>		
Rent	16,216	
Rental - outgoings (rates etc)	1,415	
Maintenance/office supplies	382	
Cleaning	395	
Electricity	821	
Insurance	235	
Bank fees	104	
Amenities/sundries	918	
<b>TOTAL</b>	<b>20,486</b>	
<b>Surplus transferred to Members Funds</b>	<b>15,276</b>	
<b>Opening Members Funds</b>	<b>-</b>	
<b>Funds from Op Shop</b>	<b>15,276</b>	
<b>Transfer to Operating Account</b>	<b>(7,431)</b>	
<b>Closing Members Funds</b>	<b>7,845</b>	
Represented by:		
Bendigo Bank	5,087	
ANZ Bank	5	
Rental Bond - Macquarie Bank	2,703	
Till Float	50	
<b>TOTAL</b>	<b>7,845</b>	

## MANAGER'S REPORT

This is my last report as manager of BANSIC. I have enjoyed working with the team to help support the great community in Banyule and cherish the happy memories that I have and I will continue to champion this great organisation.

As always the volunteer contribution has been outstanding, the drive and commitment to giving back is tremendous. A big thank you to the dedication and unwavering effort in times that have been difficult and have included an office move and a change in COM.

A special thanks to Hilary who has been an immeasurable help and a great friend. Your calm hand will continue to steer everyone in the right direction.

In the last year we welcomed Kay Walker who completed her CSW course and has shown a great flair for the often challenging work that BANSIC does.

We said good bye to Christina Zammit. We all wish her well in her new endeavours and acknowledge all the help and compassion that she demonstrated while working at BANSIC.

The new COM has worked tirelessly in the last year to promote and find initiative ways to keep BANSIC sustainable and progress into a new era. Thank you for the time and patience that you have afforded me and the volunteers to keep everyone motivated and upbeat.

Lastly I would like to say thank you to all the supporters of BANSIC, your kind and generous donations have meant that we could reach out to even more vulnerable clients and help in new ways.

I leave knowing that with a proud history and tradition of inspiring and overcoming challenges BANSIC will succeed in its purpose of helping those in need.

Judith Jeffery-Wright

In March I took over as acting manager when Judith left and I would like to acknowledge Judith's continued support as a mentor to me in this role.

The new COM has worked closely with CISVic in an effort to keep BANSIC going when it looked as though we were destined to close. They continue to look for ways in which to keep BANSIC operating, thus providing much needed emergency relief to those in need.

On behalf of Binsic I would like to thank the Uniting Church, Share the Dignity, Knit One Give One, E-Focus and Ivanhoe Grammar for their donations of cash and goods. We have been able to maintain a small food cupboard on site thanks to the donations of food by the parishioners of the Uniting Church in Rosanna and Heidelberg.

The dedication shown by our volunteers has enabled us to continue providing emergency relief to our clients during a particularly challenging year and I am grateful to have had their support since taking on the role of acting manager.

Hilary Swann

Acting Manager

#### Arden Cres Volunteers

Helene Beiharz

Kay Burke

Jenny Day

Marge Dunn

Helen Bayley

Joy Sinclair

Judy Webb

Christina Zammit

## NEW TO YOU OP SHOP

I'd like to start with our continued thanks and gratitude to St Andrew's Church in Rosanna for the opportunity to take on the op shop. Without this continued fundraising source, BANSIC as a whole, may have had to wind up. Peter and I consider ourselves to be holding their legacy in trust for the people who kept it going for all those years. Thank you.

There has been laughter and tears in the past year, but through it all the one constant has been the commitment of all our volunteers. Their dedication and willingness to lend a hand, along with everyone's warm and welcoming manner gives our op shop a friendliness that can be overlooked in our other day to day shopping experiences.

Our day to day running of the shop includes some behind the scenes activity that wouldn't be possible without my husband Peter Taylor driving us all over the place to distribute the things we are unable to sell in our shop, to other organisations in our area, simply because we don't have enough room for all the kind donations.

Baby and children's things go to 3081 Angels and Big Group Hug.

Overflow bric-a-brac and electrical go to The Brotherhood of St Laurence in Greensborough, St. Vincent de Paul in the Bell Street Mall, The Austin Hospital Op Shop and the Koolie Op Shop also in the mall.

We also donate clothing to help homeless people through the St Vinnies Soup Van network.

Our shop is also a collection point for the "Uplift Program". Bras are collected, sorted, then moved on to communities in Papua New Guinea, remote communities in Australia and Island communities.

We are also a collection point for the "Dignity Program". We collect donations of women's sanitary products which are then sorted and passed on to organisations that give emergency relief and material aid to people in need like BANSIC does from Arden Cres.

Clothing that doesn't sell after two months in the shop and donated clothing not in good condition is then "ragged out" (a term I picked up when I worked for Savers). This means the clothing, bags and shoes that haven't sold are bagged up and Melbourne Cleaning Cloths pay us by the weight for these things. Items from these bags also go to the communities mentioned above.

For the last two auctions held by the Macleod Organic Community Garden we have donated items to help raise funds for them. This is something I hope we can continue to do in the coming years; along with the car boot sale organised by the Open House group in Macleod.

I'd like to thank the Macleod Traders Association for their ongoing support and dedication to the betterment of the whole of our village shopping strip. Without the cameras along the shopping strip, (made possible by the Association) the police wouldn't have had much hope of finding the person/s responsible for the break ins and attempted break ins in our shopping strip a few months ago.

All in all things at our op shop are running well; there are two things we need, more volunteers and cooling for the summer months.

So, if anyone reading this would like to try volunteering with us or knows someone who may want to give it go please contact us we'd be happy to consider you/them.

Lastly I'd like to thank all the volunteers who work at Arden Cres, without them what we do would be moot. I don't get to see them as often as I'd like but I haven't forgotten them; thank you all.

Below is a list of all the people who have volunteered at the "New to You" BANSIC Op Shop in the last year, most on a continuing basis, some when we were in dire need of help during the school holidays.

Donna Marchesi-Taylor

Op Shop Coordinator

### **New to You Op Shop Volunteers**

Alyson Lohrey

Chamila Kanchana

Daniel O.

Frank Damiano

Helene Beilharz

Jackson Millers

John Ridgway

Judy

Kay Burke

Nicholas Jones

Peter Taylor (co ordinator)

Sharon Henderson (BANSIC president)

Sue Everard

Bronwyn Chiu

Cherri Fox

Eva Grigor

Freda Abrams

Isobel P.

Jasmine M.

Joy Sinclair

Katie O'Brien

Nathan Trevaskis

Patricia Rogers

Shirley Currie

Stella Dabal

Suzie Williamson

## COMMITTEE OF MANAGEMENT

President	Sharon Henderson
Treasurer	Peter Cooper
Secretary	Chris Sherrell
Ordinary Members	Vince Abelardo
	Frank Damiano
	Kate Wheller (CISVic)

## OUR SUPPORTERS



### Diamond Valley Foodshare



### Heidelberg Marathonians

