



Banyule Support and Information Centre Inc

2018 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

48 The Mall, Heidelberg West 3081

PO Box 93, Heidelberg West 3081

03 9459 5959

info@bansic.org.au

www.bansic.org.au

Opening times Monday to Friday 10:00am to 3:00pm (by appointment only)

SERVICES

EMERGENCY RELIEF

The purpose of the Emergency Relief Program is to assist families and individuals in financial crisis who have a current Health Care Card or Pension Card and live in the postcode areas 3079, 3081, 3084, and 3085.

BANSIC administers Emergency Relief (ER) funds from the Federal Government, Heidelberg Court, Grants, Donors and BANSIC fundraising.

ER is available in the form of:

- Material aid – Coles gift cards, food parcels
- Referral to Diamond Valley Foodshare
- Myki Day Pass cards
- Telstra vouchers
- Telstra phone cards
- Payment for essential medication
- Back to school help – uniform and books
- Referral to other ER agencies

All clients are assessed on an individual basis for their eligibility for each service.

The monetary value of funds provided, number of times assisted each year, and the period between Emergency Relief assistance are determined by the funds available.

INFORMATION

At BANSIC, our accredited volunteers can assist you in accessing the information you need to address any number of issues.

We can advocate for you, provide further reading material, or refer you to relevant local services for any of the following:

- Finance
- Housing
- Education
- Legal
- Mental Health
- Health
- Addiction
- Pregnancy & Parenting
- Family Violence, Assault & Trauma

TAX HELP

BANSIC offers Tax Help starting from the end of July until the end of October.

Our volunteers can help you lodge your tax return, as long as you are eligible to receive Tax Help.

PRESIDENT'S REPORT

The 2017-2018 fiscal year has been a wonderful year for BANSIC. As an organisation we have continued to grow our dynamic team of staff and volunteers allowing us to expand our hours of operation and provide an increase in emergency assistance and support to our community.

In March 2018 the Service Level Agreement and the Licence agreement were finalised between Banyule City Council and the Committee of Management. I thank Banyule City Council for their cooperative approach in these negotiations. In April we made the third move of our organisation in three years, to a more permanent home in the Council's community space at Shop 48 in the Bell St Mall in Heidelberg West. I thank Dr Peter Mullen, Pastor of the Uniting Church, Rosanna for taking us in for the previous 20 months so that we could continue providing emergency relief. The move to Heidelberg West was quick and calm due to the warm welcoming of the Shop 48 staff, other co-located organisations and the positive and friendly attitude of our manager Judith Jeffery-Wright and her team of fabulous volunteers. Since moving to Shop 48 we have increased our hours of operation to 10am opening until 3pm closing Monday to Friday.

In August 2018 CISVic submitted tenders for Emergency Relief and Financial Counselling funding on behalf of a consortium of partners that included BANSIC. We are grateful to Kate Wheller (EO of CISVic) and the CISVic team for their administration and organisation of the tender process. We are delighted to have been successful in being granted the Financial Counselling funding and are eagerly awaiting the results for the Emergency Relief funding.

Our "New to You" op shop continues to grow from strength to strength with Donna Marchesi-Taylor and Peter Taylor at the helm co ordinating a dedicated team of volunteers. I am pleased that the lease on our New to You shop has been renewed for the next three years, providing security for the shop that provides funding for BANSIC.

We have taken on and completed many administrative chores this year including the Strategic Plan, and a compilation of policy and procedures. During the next year we will continue updating our policy documentation and are looking forward to increasing our funding and funding sources so as to expand our services to continue to meet the needs of Banyule's growing population.

There have been personnel changes during the year resulting from our new location, the needs of the organisation, and the needs of our volunteers. I would like to welcome back Judith Jeffery-Wright our manager, and welcome Carmel Murphy our new volunteer co coordinator. I would also like to thank Hilary Swann for her work in managing our organisation during its darkest days last year.

There is much administrative work and I am grateful to my hard-working committee of management. I warmly welcome onto our committee Treasurer Alison Belot, and ordinary members Pat Tucker and Sumith Vellaikal. I would like to thank the outgoing committee members Frank Damiano, Kate Wheller, Peter Cooper, and Vince Abelardo; they have worked hard and have shown a strong commitment to BANSIC for which I am grateful. I would especially like to thank our secretary Chris Sherrell.

Also, a warm thank you to all the volunteers who generously give their time to help their fellow human in need. It is only through this wonderful volunteer cohort that BANSIC can continue to provide the support and care that our community needs.

Lastly, I would like to thank our sponsors as listed at the end of this Annual Report for their vital financial and non-financial support.

Sharon Henderson

President

STATISTICS FOR 2017-18

There were 843 client visits for emergency relief assistance during the year ended 30 June 2018. This resulted in:

- clients receiving direct relief assistance from BANSIC on 649 occasions, and
- 535 client referrals being made to Diamond Valley Foodshare Inc.

The reasons for seeking assistance were:

| | Number of client visits |
|---------------------------------|-------------------------------|
| Material aid–food | 317 |
| Utility/phone | 149 |
| Medical expenses | 83 |
| Housing–rent | 73 |
| Transport expenses | 64 |
| No Income - Waiting for payment | 31 |
| Material Aid - Clothing | 28 |
| Sudden decrease in income | 21 |
| Housing - Homelessness | 20 |
| Material Aid - Household Goods | 20 |
| Other | 258 |

The value of emergency relief assistance provided by BANSIC was:

| | \$ |
|-------------------------|---------------|
| Food Vouchers | 31,600 |
| Food Parcels | 3,200 |
| Education Support | 2,500 |
| Material Goods/Vouchers | 2,200 |
| Utility bills | 1,200 |
| Transport | 700 |
| Health care | 500 |
| Other | 200 |
| Total | 42,100 |

FINANCE REPORT

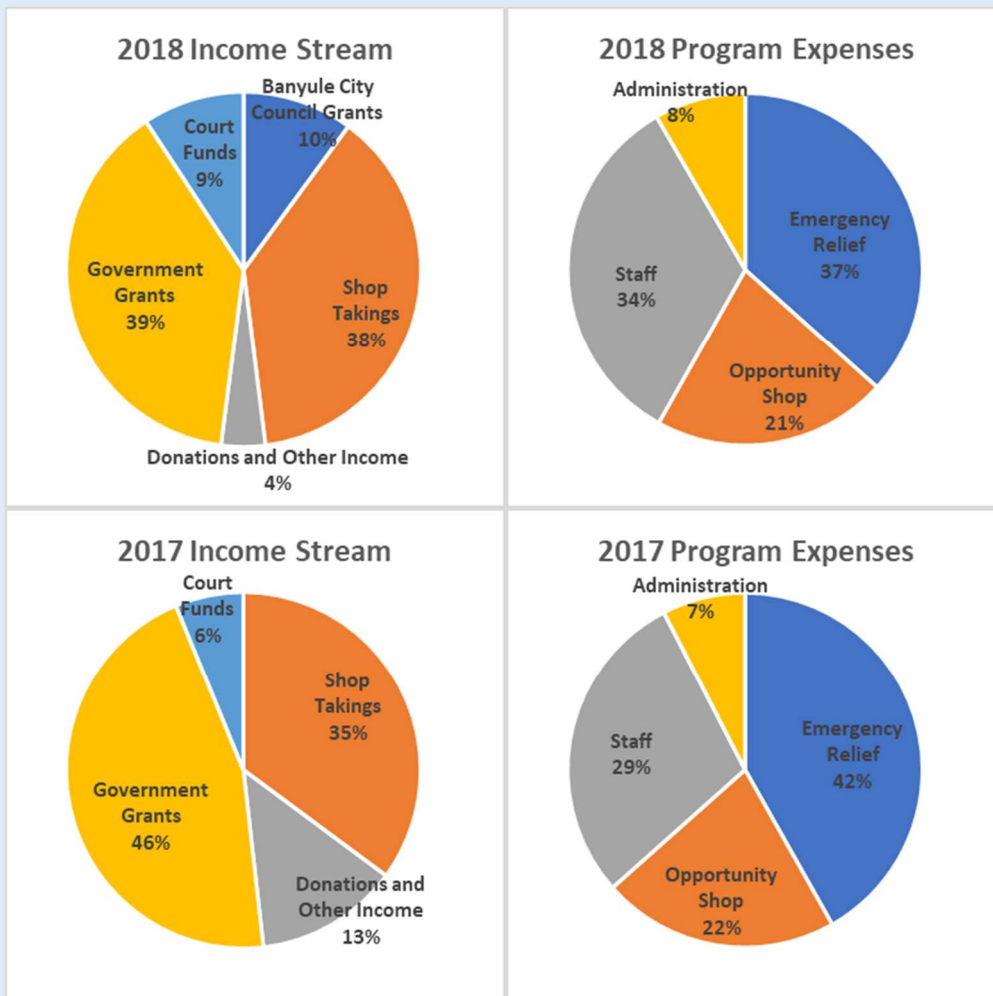
The 2018 financial year was a consolidating year for BANSIC from a financial perspective, we recorded a surplus of \$16,527, compared to \$6,554 for 2017. This resulted in Members Funds increasing from \$51,336 to \$67,862, consisting predominantly of money held in accounts with Bendigo Bank.

This year again saw changes in the composition of our funding. It was very pleasing to see the return of Banyule City Council as a significant funding partner (received for the first time in quarter 4), along with the continued support of Community Information and Support Victoria and the Magistrates Court. We thank these organisations for their ongoing support. The Opportunity Shop continues to perform strongly, supported by a long list of volunteers, providing much needed funding to support ongoing activities. We also thank the volunteers for their ongoing support. We sincerely thank e-Focus, Ivanhoe Grammar School and Marathonians Social Club for donations received during the year. No specific fundraising activities were undertaken during the year.

Total income increased 21% from the previous year, with the decrease in donations received being more than offset by higher Opportunity Shop proceeds, grants and court funding. Total expenses increased by 12%, predominately consisting of higher utility costs at the Opportunity Shop and Shop 48. The move to Shop 48 did not have a significant impact on the composition of expenses.

Emergency Relief activities were consistent with the previous year.

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



Alison Belot
Treasurer

FINANCIAL STATEMENTS

Income & expenditure statement for year ended 30 June

| | 2018 | 2017 |
|--|----------------|----------------|
| | \$ | \$ |
| INCOME | | |
| Grants Received | | |
| Banyule City Council | 12,375 | 0 |
| CISVic - Consortium | 40,859 | 40,859 |
| CISVic - SACS | 6,666 | 5,323 |
| Court Funds | 11,410 | 6,300 |
| Shop Takings | 46,230 | 35,471 |
| Recycling Income | 428 | 91 |
| Donations | 3,805 | 9,900 |
| Fundraising | 0 | 2,531 |
| Interest | 489 | 691 |
| Sundries | 649 | 132 |
| TOTAL | 122,910 | 101,298 |
| EXPENDITURE | | |
| Staff | 35,701 | 27,461 |
| Benefits Paid | | |
| Food Vouchers & Purchases | 34,015 | 34,890 |
| Back to School Support | 3,746 | 3,738 |
| Medication | 412 | 560 |
| Myki Tickets | 660 | 437 |
| Utilities | 174 | 0 |
| Utilities | | |
| Telephone and Internet | 4,113 | 2,318 |
| Electricity | 828 | 821 |
| Water | 1,050 | 153 |
| Rent | 17,028 | 16,616 |
| Rates | 2,231 | 1,415 |
| Insurance | 2,718 | 632 |
| Maintenance and Office Supplies | 2,196 | 1,878 |
| CISVic fees | 0 | 610 |
| Bank Fees | 275 | 104 |
| Sundries | 1,236 | 3,111 |
| TOTAL | 106,384 | 94,744 |
| Surplus/(Deficit) transferred to Members' Funds | 16,527 | 6,554 |
| Opening Members Funds | 51,336 | 44,782 |
| Closing Members Funds | 67,862 | 51,336 |
| REPRESENTED BY | | |
| Bendigo Bank | 73,510 | 53,229 |
| ANZ | 169 | 5 |
| Rental Bond - Macquarie Bank | 2,703 | 2,703 |
| Till Float | 50 | 50 |
| Debtors | 0 | 6,907 |
| Creditors | (8,570) | (11,559) |
| TOTAL | 67,862 | 51,336 |

MANAGER'S REPORT

This year the volunteers have had to adapt to a period of change with a move from Arden Crescent into our new home at Shop 48.

The commitment and continuous dedication to working in the community and providing a service that is non-judgemental and caring is a testament to the work that they do.

I am proud to be working with such an engaging, inclusive team that works tirelessly to provide assistance to the community.

On behalf of BANSIC I would like to thank the Uniting Church who provided a space for us and have continued to support our endeavours with donations of groceries and food vouchers.

Thanks also to Share the Dignity, Knit One Give One, E-Focus, Scots Uniting Church Heidelberg, Ivanhoe Grammar, Heidelberg Marathonians and Who Gives A Crap for their generous donations of cash and material goods.

This year Jenny Day left us, a fond farewell to your sunny smile and willingness to help.

A special recognition has to go to Hilary Swann who filled the role as acting manager during my hiatus we wish her well in her next adventure.

Finally a big thank you to the BANSIC committee for their continued hard work and passion for supporting the work that we do within the community.

Judith Jeffery-Wright

Manager

Community Support workers

Helene Beiharz

Kay Walker

Jenny Day

Marge Dunn

Helen Bayley

Joy Sinclair

Judy Webb

Eva Markou

Samy Ibrahim

Shirley Han

NEW TO YOU OP SHOP

This year's report is short as we haven't had the ups and downs of previous years.

We are still moving the overflow of stock to other organisations such as St Vincent's, The Brotherhood of St Lawrence, Big Group Hug, 3081 Angels, Women of West Heidelberg, Orange Sky, The Austin Hospital Op Shop, the Koolie Op Shop and the Textiles and Community Arts Space.

The Uplift program has been put on hold due to shipping problems. We will keep storing bras for when the program starts moving again, and in the meantime we pass them on to Orange Sky every four months or so for the homeless.

I would like to thank the Macleod Traders Association, The Rosanna Uniting Church, Open House, Macleod Sustainable Garden, St Andrews Church and the Banyule City Council for their continuing support and encouragement throughout the last year.

Most of all I'd like to thank the wonderful people who volunteer in our op shop; their commitment and dedication is unsurpassed. Many go above and beyond to help in the running of the shop and without their input Pete and I would be snowed under.

Thank you to our current staff

| | |
|---------------------|----------------|
| Peter Taylor | Diana Caddy |
| Chamila Wijewickram | Kay Burke |
| Nickolas Jones | Sue Everard |
| Bronwyn Chiu | Shirley Currie |
| Suzie Williamson | Freda Abrams |
| Patricia Rodgers | Stella Dabal |
| Bev Colclough | Nadine Shortis |
| Thy Huynh | Neibi Valencia |
| Clare Coffield | Dean Deharry |
| Jasmine Marchesi | |

Thank you to those who have moved onto other things, I wish you all the best

| | |
|---------------------|------------------|
| Jackson Millers | Katie O'Brien |
| Cherri Fox | Joy Sinclair |
| Jason Simons-Browne | Nathan Trevaskis |
| Sophie Trevaskis | |

Thank you to our Committee of Management and thank you to our two employees without whom BANSIC wouldn't exist.

I wish you all the very best for the coming year and hope to see you all soon.

Donna Marchesi-Taylor
Op Shop Coordinator

COMMITTEE OF MANAGEMENT

As at 7 November 2018

| | |
|------------------|--|
| President | Sharon Henderson |
| Treasurer | Alison Belot |
| Secretary | Chris Sherrell |
| Ordinary Members | Frank Damiano Pat Tucker Sumith Vellaikal Kate Wheller (CISVic) |

OUR SUPPORTERS

Banyule City Council



Diamond Valley Foodshare



Heidelberg Marathonians

