



Banyule Support and Information Centre Inc

2019 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 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
- Assistance with utility bills
- 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

Yet another year has passed and BANSIC has continued to grow and succeed providing much needed support, referrals, tax help and material relief to the most vulnerable people in South Banyule.

The past year has been a year of consolidation for BANSIC. We have spent our first full year operating out of Shop 48, the Harmony Centre. We have a strong team of volunteers, well organised information leaflets, a thriving Op Shop and a growing committee of management.

We are delighted to welcome a new staff member Kate Farrelly our volunteer coordinator - who is amazing at recruiting and supporting our volunteers. Kate brings her passion and enthusiasm to BANSIC in all her interactions and we are grateful to benefit from her energy.

In 2018-19 we introduced a number of projects and events into our busy calendar - events such as running the photo booth at the Macleod YouthFest, the Children's Christmas Present appeal, running "Flannie Day" in cooperation with Banyule City Council in support of the homeless, and projects such as providing "Lads Pack" dignity packs for blokes and swags to people who are homeless. We have also reinstated our Tax Help service.

On the other side of having new staff is saying farewell to old friends. This year we farewelled Judith Jeffery-Wright who had been the Manager at BANSIC for more than 6 years. Judith had been with BANSIC through many changes and had been instrumental in maintaining the service through challenging times. We also farewelled Carmel Murphy who is enjoying her retirement.

We gratefully acknowledge Banyule City Council for their financial support, their staff and our co-tenants for making us welcome and one of the team at Shop 48. We would also like to thank Bendigo Bank, Heidelberg, Ivanhoe Grammar School, Rosanna Uniting Church, The Scots Church Heidelberg, Heidelberg Marathonians and E-Focus, for their generous donations.

Sharon Henderson

President

STATISTICS FOR 2018-19

There were 1,049 client visits for emergency relief assistance during the year ended 30 June 2019. This resulted in:

- clients receiving direct relief assistance from BANSIC on 786 occasions, and
- 584 client referrals being made to Diamond Valley Foodshare Inc.

The reasons for seeking emergency relief assistance were:

	Number of client visits
Material aid - food	677
Utility / phone	180
Medical expenses	120
Transport expenses	90
Education expenses	67
Housing - rent	65
Sudden decrease in income	46
Housing - relocation costs	43
Material aid - clothing	41
No income - waiting for payment	38
Other	459

The value of emergency relief assistance provided by BANSIC was:

	\$
Food vouchers	29,000
Food parcels	4,000
Education support	6,600
Material goods/vouchers	3,800
Utility bills	2,100
Transport	1,500
Health care	1,000
Total	48,000

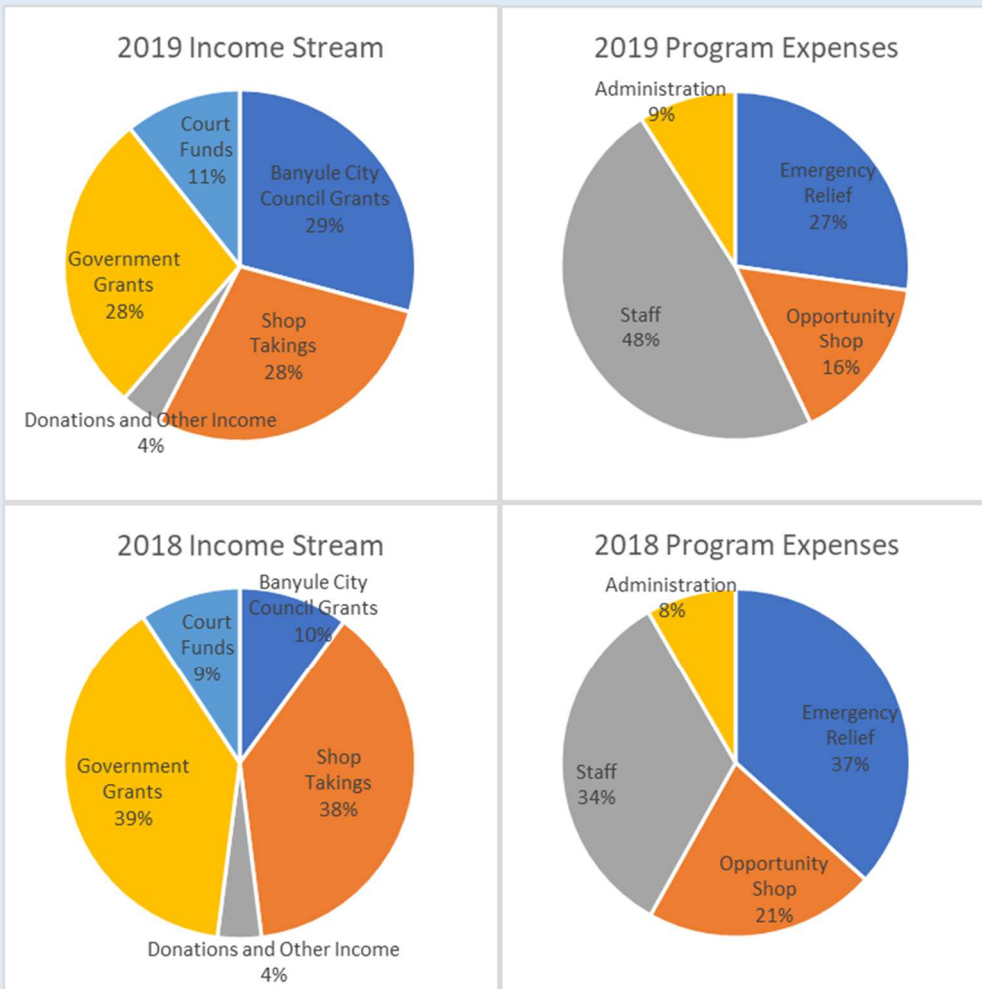
FINANCE REPORT

The 2019 financial year presented BANSIC with the opportunity to further enhance our financial position, whilst continuing to meet all of the demand for emergency support. We recorded a surplus of \$16,481, compared to \$16,527 for 2018. This resulted in Members Funds increasing from \$67,862 to \$84,343, consisting predominantly of money held in accounts with Bendigo Bank.

This year again saw changes in the composition of our funding. Banyule City Council, Community Information and Support Victoria, Department of Social Services and the Magistrates Court continue to be our significant funding partners. 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 our ongoing activities. We also thank the volunteers for their ongoing support. We sincerely thank Ivanhoe Grammar School, Marathonians Social Club, Rosanna Uniting Church and William Angliss (Victoria) Charitable Foundation for their donations that were received during the year. No specific fundraising activities were undertaken during the year.

Total income increased by 38% from the previous year, reflecting the full year of support by Banyule City Council and additional support from the Magistrates Court. Total expenses increased by 44%, predominately consisting of higher staff costs and additional desk rental at Shop 48 to support extended operating hours. Emergency Relief activities were consistent with the previous year, although there was increased demand for support with utility payments.

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

	2019	2018
	\$	\$
INCOME		
Grants Received		
Banyule City Council	49,500	12,375
CISVic - Consortium	44,775	40,859
CISVic - SACS	0	6,666
Department of Social Services	2,500	0
William Angliss (Victoria)		
Charitable Fund	2,000	0
Court Funds	18,200	11,410
Shop Takings	48,203	46,230
Recycling Income	475	428
Donations	3,304	3,805
Fundraising	0	0
Interest	687	489
Sundries	0	649
TOTAL	169,645	122,910
EXPENDITURE		
Staff	73,620	35,701
Benefits Paid		
Food Vouchers & Purchases	32,734	34,015
Back to School Support	5,262	3,746
Medication	833	412
Myki Tickets	850	660
Utilities	1,984	174
Utilities		
Telephone and Internet	643	4,113
Electricity	968	828
Water	1,069	1,050
Rent	25,153	17,028
Rates	2,086	2,231
Insurance	2,626	2,718
Maintenance and Office Supplies	4,523	2,196
CISVic fees	330	0
Bank Fees	50	275
Sundries	433	1,236
TOTAL	153,164	106,384
Surplus/(Deficit) transferred to		
Members' Funds	16,481	16,527
Opening Members Funds	67,862	51,336
Closing Members Funds	84,343	67,862
REPRESENTED BY		
Bendigo Bank	92,650	73,510
ANZ	624	169
Rental Bond - Macquarie Bank	2,703	2,703
Till Float	50	50
Debtors	0	0
Creditors	(11,685)	(8,570)
TOTAL	84,343	67,862

VOLUNTEER COORDINATOR'S REPORT

This year has seen new changes and faces here at BANSIC. We have had new recruitment and structural changes to our office at Shop 48 and I would like to thank all the volunteers for their patience during this time.

I am pleased to report that we have been able to grow our team of volunteers and extend our operating hours to allow for afternoon appointments. This has been a great success and the wider community has benefited from an increase in service.

On behalf of BANSIC I would like to thank the Uniting Church who have continued to support our endeavours with donations of groceries from their generous parishioners.

I would also like to extend a big thankyou to Share the Dignity, Knit One Give One, E-Focus, Scots Uniting Church Heidelberg, Rosanna Uniting Church, Ivanhoe Grammar School, Heidelberg Marathonians, Who Gives a Crap, and Pinchapoo for their generous donations of cash, and pantry and other goods.

This year we celebrated Volunteer Week. A big thank you to all who attended. It was a wonderful opportunity to thank our volunteers and celebrate the amazing work they do!

On a final note I would like to thank all our members of the BANSIC Management Committee who do such wonderful work behind the scenes. These members are dedicated and make a real difference to all.

Kate Farrelly

Volunteer Coordinator

Shop 48 volunteers

Marge Dunn

Dale Ziesing

Cathryn Dunlop

Kerri Ruiz

Mark Fernandez

Terry Williamson

Rachel Fitzgerald

Jo Roger

Hannah Graham

Louise Millar-Hoffmann

Helene Beihatz

Judy Webb

Helen Bayley

Karen Wheelwright

Jaqui Mckinnon

NEW TO YOU OP SHOP

Our small op shop is doing very well, thanks to our dedicated team of volunteers. Everyone goes above and beyond what I expect of them and each person has some expertise in an area of interest that flows over to things that help in the shop.

Thank you to our current staff

Peter Taylor	Kay Burke
Chamila Wijewickram	Sue Everard
Bronwyn Chiu	Shirley Currie
Suzie Williamson	Freda Abrams
Patricia Rodgers	Stella Dabal
Bev Colclough	Carolyn Stewart
Thy Huynh	Dorothy Trapp
Jasmine Marchesi	

Thank you to those who have moved on

Nadine Shortis	Neibi Valencia
Diana Caddy	Clare Coffield
Dean Deharry	Grace Millars
Nick Jones	

We continue to share the donated stock that we can't fit into our limited storage area to other organizations. They are: Big Group Hug, 3081 Angels, St Vincent de Paul, Brotherhood of St Lawrence, Austin Health Op Shop, The Koole Op Shop, Orange Sky, Women of West Heidelberg and Textile Art Community Art Space.

We've also donated some men's clothes to Baptcare and St Martin's Collingwood this year to help those who need it.

The Uplift Project drop off point has been sorted out so we continue to collect bras and drop them off every 3 months or so.

Our shop was also a collection point for the April and August #DignityDrive for Share the Dignity.

This year we have had a couple of work experience students John and Jessica, from Melbourne Polytechnic which was a welcome "gift" help in what was a busy period.

I'd like to thank our Committee of Management for their untiring work and their support, with their ideas for improvement and implementing them, and their encouragement. Thank you to Kate our Volunteer Coordinator who is a joy to work with and so very helpful.

Best wishes to our entire organisation and all our members.

I hope to see you during the year.

Donna Marchesi-Taylor
Op Shop Manager

COMMITTEE OF MANAGEMENT

As at 11 October 2019

President	Sharon Henderson
Treasurer	Alison Belot
Secretary	Chris Sherrell
Ordinary Members	Jo Rodger
	Sumith Vellaikal
	Karen Wheelwright

OUR SUPPORTERS

Banyule City Council

