

ANNUAL REPORT 2023



BANSIC

SUPPORTING OUR COMMUNITY SINCE 1972



ABOUT US

Banyule Support and Information Centre (BANSIC) is a not for profit association established to provide services to assist those experiencing difficulties within the southern area of the City of Banyule.

OUR PURPOSE

- To provide emergency relief by means of food vouchers, food parcels, household essentials and financial assistance to those in need.
- To assist in solving the problems which beset many of those 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 organisations 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.

OUR MISSION

To provide information, support and services to help empower people affected by disadvantage and inequality in our community.



A WORD FROM OUR PRESIDENT



It is with great pleasure that I present my report as President of the Committee of Management for Banyule Support and Information Centre Inc. (BANSIC) and reflect on the last year of BANSIC's work.

It is clear that the COVID-19 pandemic along with the high cost of living and the reduced government support continues to impact on our community despite our hopes for improvement. Sadly, most emergency relief funding made available during the pandemic has now declined to pre-COVID levels. As in previous years, we rose to the various challenges and proudly continued delivering services to South Banyule's most vulnerable.

On behalf of BANSIC, I would like to formally acknowledge the support we receive from our primary funding bodies - Banyule City Council, particularly the additional funds received this year; the Department of Social Services via the CISVic consortium; and the Bendigo Community Bank East Ivanhoe Branch. This funding has been critical to enable us to continue our emergency relief delivery and extend our support services to people impacted by the fallout from the pandemic and the increased cost of living.

Together with the meaningful relationships we have developed with these organisations, it ensures that we can continue to provide support and services to the most vulnerable people in our community.

Most people present for support with complex needs, often struggling with the costs of housing, food, education, and transport. I am proud that BANSIC can assist people on a one-to-one basis through the provision of emergency relief backed up with excellent quality information, support and advocacy. This means we make a real and meaningful difference in people's lives. I recognise the hard work and dedication of the staff at BANSIC, the Manager Phil Conrick and the Volunteer Coordinator Kate Farrelly. They are resilient and adaptable in challenging times and often go above and beyond and deserve to be congratulated. I acknowledge all the volunteers of BANSIC in the many roles they take on - the Community Support Workers as well as the volunteers in the Foodhub and Op Shop, and those involved in Data Entry, Tax Help, Financial Counselling, the Women's Social Group, Back-to-School and a variety of other BANSIC programs.

Finally, I would like to personally thank the volunteers on the Committee of Management for their integrity, passion and vision in guiding BANSIC through the past and into the future.

Sharon Henderson
President



MANAGER'S AND VOLUNTEER COORDINATOR REPORT

The last year has been another period of continued growth, challenges and opportunities. While COVID seems to have faded into the distant past, it is evident that the social and economic impacts of the pandemic are still being experienced by the most vulnerable in our community. As a local community organisation serving residents in the City of Banyule, we remain committed to BANSIC's goal of delivering relevant, high quality and responsive services to the community.

A snapshot of our statistics from 2022-2023 shows that in the last year:

- our client numbers grew by 25% to 3,644
- we had an 11% reduction in new clients
- client visits to BANSIC numbered 5,204 up by 33%
- the number of food parcels distributed to clients rose by 25% to 10,889

Some other trends were:

- an increase in those over the age of 65
- those with a disability now represent over 43% of our clients
- the number of clients on government benefits is up to nearly 90%
- and, 83% of BANSIC clients request food relief

We welcomed several new volunteers who joined our ranks and contributed to our diverse projects. Nancy, Archana and Peter enriched our Food Hub, while Isabella, Sarah, Loan, Laura and Nan stepped into roles as Community Support Workers, strengthening our team. New Opportunity Shop volunteers included Shane, John, Anna, Mary and Ivan.

In the spirit of preparedness, our volunteers continued their personal growth journey. CPR Training was updated, ensuring our readiness to respond effectively in emergencies. We offered Conflict Training to assist volunteers to respond to challenging situations in an effective and professional manner, and training to help volunteers understand the challenges facing people living with a disability.

We were excited to provide cultural training to our volunteers here at BANSIC. This training has a strong focus on cultural emersion and will be hosted at a mosque, giving participants the opportunity to tour the mosque, observe religious rituals and learn about Islam, Australian Muslims, and the cultural and religious practices of Muslims.

We continue to work closely with fellow Shop 48 community agencies, and particularly with Himilo. BANSIC has met regularly with members of the Banyule Nillumbik Emergency Relief Network to jointly plan for Emergency Relief in the Cities of Banyule and Nillumbik, and BANSIC meets regularly with its Peak Body, CISVic and CISVic member Emergency Relief agencies to discuss sector wide matters. joint planning, projects, advocacy and to plan for developments in 2023 and 2024.



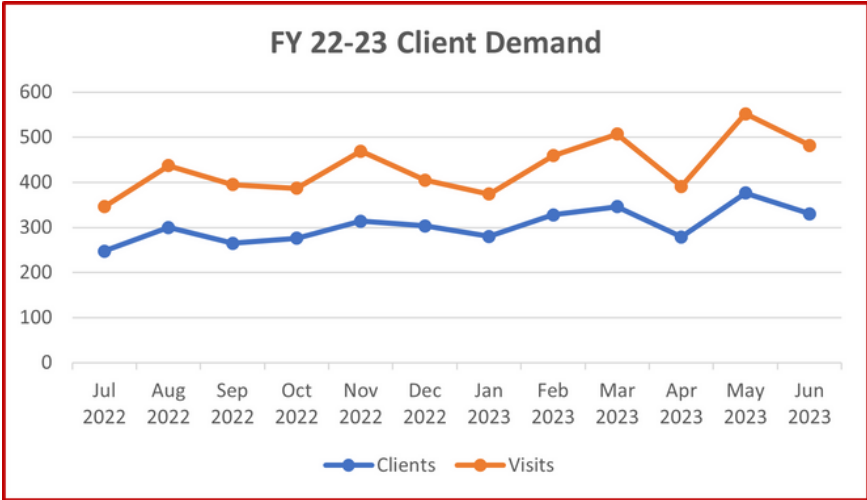
Phil Conrick
Manager



Kate Farrelly
Volunteer Coordinator

2023 HIGHLIGHTS

- Continuing provision of Emergency and Food Relief services at Shop 48 during in 2022 and 2023 despite continuing higher client demand and the impact of increased costs of living for clients.
- The commencement of a Financial Counselling Pilot service resulting in the ongoing provision of this service throughout 2022-2023.
- The implementation of new Community Outreach – Power Saving Bonus and Energy Assistance Program for clients struggling to pay utility bills.
- Establishment of a new Support and Information Group for CALD Residents that meets weekly.
- The maintenance of trained volunteers located at Shop 48, the Foodhub at Oriel Road, and the Macleod New to You Opportunity Shop.



OUR IMPACT



\$4,500
Christmas Hampers



\$7,320
Material Aid



\$ 303,987
Food Assistance



\$1,847
Transport Assistance



\$5,600
Back to School support



\$6,585
Health Care

BANSIC FOODHUB

If Shop 48 is the heart of BANSIC , Foodhub is the belly. Since the Foodhub opened three years ago it has become an essential service for the local community. Our team of volunteers work hard to sort deliveries, pack bags and assist clients to have a range of fresh, packaged and frozen food suited to their needs.

MEET OUR NEW STAFF MEMBER HASSAN

“Since joining BANSIC in early June, my experience has been incredibly rewarding. Prior to joining the organisation, I was a Community Support Officer for the Somali Australian Council of Victoria which is similar to my current role. BANSIC has supported me in pursuing and completing a CSW course, which promises significant professional benefits. Working under the guidance of Kate and Phil has been a valuable experience, both personally and professionally. The volunteers have created a lively and enjoyable workplace atmosphere. It is an absolute pleasure being a part of BANSIC and I eagerly anticipate what the future holds within this dynamic organization, and I am committed to contributing to its continued success.”



The unwavering support from Foodbank, Secondbite, FareShare, CareNet, and Aldi continued, ensuring a steady flow of donated and discounted food items.

OUR FOODHUB PARTNERS



COUNTRY WOMENS ASSOCIATION OF ROSANNA

The Country Women's Association of Rosanna come together to cook frozen meals for the Foodhub on a monthly basis. They have cooked over 8000 meals to be distributed to the community!



ITS THE LITTLE THINGS

It's The Little Things provide weekly frozen meals and came to the Hub to provide a free community lunch for the Community. Thank you Jane, and your team!



MELBOURNE POLYTECHNIC

Melbourne Polytechnic have been providing cooked meals and desserts to our Foodhub this year. These meals have been made by Polytechnic students, and have been a huge hit with our clients.

OUR PROGRAMS

\$250 POWER SAVING BONUS

**TOTAL
BENEFIT TO OUR
CLIENTS
\$75,000**

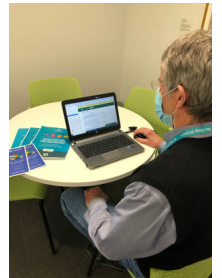
The Victorian Government launched the \$250 Power Saving Bonus for Victorian households to help ease cost-of-living pressures for Victorian households and encourage them to compare energy offers and save money.

BANSIC was able to support over 300 households who may not have access to a computer or the internet, or who otherwise may struggle to apply for the \$250 Bonus.



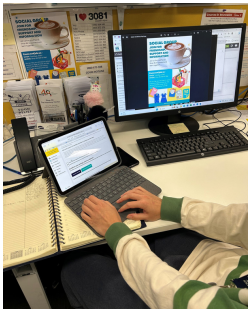
TAX HELP

We are pleased to highlight our longstanding commitment to providing Tax Help services at BANSIC, a vital initiative delivered with dedication during the months of August, September, and October. We extend our gratitude to Terry, a dedicated volunteer who plays a pivotal role in orchestrating these sessions, thereby offering invaluable support to our clients.



FINANCIAL COUNSELLING

BANSIC has a strong commitment to community well-being and providing our clients with the tools to manage their finances. Introducing Merryn, a dedicated volunteer Community Support Worker now registered as a Financial Counsellor. Merryn generously lends her expertise to shape our Financial Counselling program at BANSIC. This initiative, supported by Banyule Council's Inclusive Banyule Grants Program 2022, provides vital assistance to those facing financial challenges in our community.



ENERGY BILL RELIEF

The Energy Assistance Program, launched in 2023, aims to empower vulnerable energy consumers, helping them navigate the market, reduce costs, and build energy literacy. Through one-on-one support from our trained volunteers, we are making a meaningful impact on households experiencing energy-related challenges.

Still, the affordability challenges Victorians continue to face continue. In 2020-21 up to 300,000 residential electricity customers and 250,000 residential gas customers had arrears but were not receiving any assistance.

BANYULE GIFT APPEAL

During the holiday period, in conjunction with Banyule Council and local emergency relief providers, BANSIC worked to deliver gift parcels to local families experiencing financial hardship through the Banyule Children's Gift Appeal.



CHRISTMAS HAMPERS

December is our busiest time at BANSIC.

This is the time when our very special group of Volunteers prepare for the distribution of Festive Hampers. Our hampers allow our clients to enjoy a festive meal and decorate their homes.

This is one of our most popular services offering valuable help to those most in need.

Many clients we assist disclose that without receiving this help they would have to miss out on Christmas Day.

We have been lucky to have the assistance of Melbourne Polytechnic to help pack and distribute our Hampers!



BACK TO SCHOOL

Our Back to School program runs mainly in January and December of each year and is very popular. We provide assistance with uniforms, school shoes, textbooks and in some cases access to IT facilities for students in state primary and secondary schools.



PETS OF THE HOMELESS

BANSIC is proud to collaborate with Pets of the Homeless, an organization dedicated to offering free dog and cat food to our Foodhub. In our mission to assist those facing homelessness, we go beyond food provision by extending support to clients in dire need of urgent veterinary care for their cherished animal companions. Recently, we had the privilege of witnessing the heartwarming success story of one of our clients, who received life-saving veterinary treatment for his beloved companion, Ahsoka. This outcome was made possible through the remarkable fundraising efforts of Pets of the Homeless, which raised sufficient funds to cover the entire cost of Ahsoka's critical care.



BANSIC SOCIAL SUPPORT GROUP

The BANSIC social group was formed to facilitate social interaction and information within the Banyule CALD community. This group led by a wonderful Volunteer has been very successful with a high attendance rate. This group fosters social interactions, building relationships, creating a sense of community, diversity, and wellness. The group enjoyed a variety of activities and guests including talks on healthy living, raising teens, energy relief, tax help, employment assistance, Auslan, meditation, the justice system and local services.



MACLEOD NEW TO YOU OP SHOP

Led by Donna and capably assisted by Peter and a small group of volunteers, our New To You Op Shop in Macleod has grown this year. The hours have been extended and the band of volunteers continues to expand. The Op Shop is aided by the support of the community and their donations, and continues to provide financial assistance to BANSIC.



OUR VOLUNTEERS

Throughout 2023, our organization's volunteers worked tirelessly to make a difference. Their dedication, coupled with our partnerships and initiatives, led to positive outcomes for the community.

The volunteer's involvement extended to community events as well.

The HighBall Car Show in July was a highlight, where our volunteers made an impact. Their contribution and dedication played a pivotal role in the event's success.

We understand that volunteering is not always easy, and it often requires personal sacrifices. However, their enthusiasm and commitment never wavered. They have shown up, rolled up their sleeves, and made a positive impact on every project, event, or initiative they have been a part of.



VOLUNTEER SPOTLIGHTS



"What an amazing achievement for our Foodhub Volunteer Maddy! Maddy competed in Berlin for the Special Olympics and finished with 2 silver medals (one individual and one relay).

She also finished 4th in her other final.

Maddy was the equal most successful swimmer on the Australian Team with one other swimmer.

Congratulations Maddy!"

Kate - Volunteer Coordinator

"I have been volunteering since July 2022 since leaving my Finance Admin Role to pursue a career change in Social Work following a COVID-mid life crisis I completed my first social work placement with BANSIC at the beginning of this year and found working with our clients to provide resources, information and support to be so fulfilling and rewarding. I've loved working under the guidance of Phil, Kate and very supportive volunteer team who have shared their knowledge and wisdom in a way that has enabled me to be more compassionate and empathetic when working with clients.

Our client's courage and resilience have inspired me to be the best social worker I can be.

I'm so proud to be a part of BANSIC team and play my part in building a stronger and more inclusive Banyule community."

Shannan - Community Support Worker



FINANCIAL

The financial year 2022- 2023 proved to be another year of financial consolidation for BANSIC, recording a surplus of \$5,650, compared to a surplus of \$24,856 for 2022. Members Funds increased from \$172,563 to \$178,213 consisting predominantly of money held in accounts with Bendigo Bank and a small amount of fixed assets. BANSIC is focused on maintaining the strength of its financial position, which enables it to support the ever-increasing demand for emergency relief.



Banyule City Council, Bendigo Bank (via Heidelberg District Community Enterprise), Community Information and Support Victoria (CISVic) and the Melbourne Magistrates Court are our significant funding partners. In addition, this year funding was received from Streetsmart Australia for the first time.

We thank organisations such as these for their new and ongoing support.

The Opportunity Shop continues to perform strongly, which provides a significant contribution to BANSIC's ongoing operating costs.

Continued support from William Angliss Charitable Foundation, Collier Charitable Foundation, the Department of Social Services, Ivanhoe Grammar School and Marathonians Social Club is very much welcomed.

We also very much appreciate the individuals who made personal donations to assist in our ongoing emergency relief activities.

BANSIC was the charity partner for The Mall Cars and Coffee event in February which was very successful from a fundraising perspective. Thanks to the Bell Street Mall Traders for their help in organising the event.

We look forward to further events!



FINANCIAL ITEMS OF NOTE

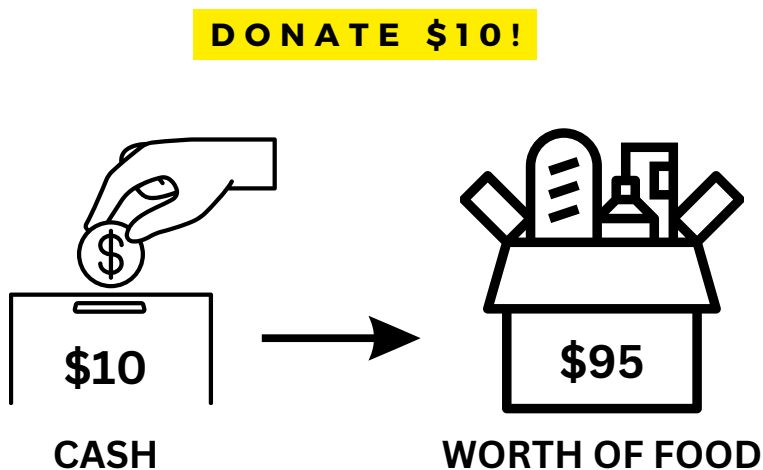
FUNDING

- Banyule City Council base funding increased by 14% and was augmented by additional volunteer training and inclusive Banyule grants.
- Bendigo Bank has continued to support the ongoing operational costs of the Foodhub.
- There was no direct funding from the Victorian State Government.
- Sales proceeds from the Opportunity Shop increased by 32%, reflecting a full year of operations.
- New donations increased by 26% and direct fundraising endeavors increased threefold.

EXPENDITURE

- Overall expenditure on emergency relief activities decreased by 45%, which was a direct result of reduced Federal and State government funding. Notwithstanding the decrease in funding and increase in demand, BANSIC was able to meet all requests for emergency relief support.
- Staff costs increased by 25% representing the two permanent staff and those funded under specific grants.
- Funds from Banyule City Council, the Opportunity Shop and fundraising activities were utilised to meet BANSIC's operational costs.
- Funds from CISVic and the Melbourne Magistrates Court along with donations are utilised to meet BANSIC's emergency relief costs.
- Currently for every \$10 of food purchased, BANSIC provides food parcels worth over \$95.

This means that a (tax deductible) donation of \$100 allows BANSIC to provide food parcels worth in excess of \$955 to vulnerable families.



Income and Expenditure Statement

Banyule Support and Information Centre Inc.

For the year ended 30 June 2023

	2023	2022
Income		
Grants Received		
CISVic	81,351	85,163
Banyule City Council	115,023	93,098
Victorian State Government	-	103,514
Bendigo Bank - Heidelberg District Community Enterprise	13,750	12,000
Grants Received - Melbourne Magistrates Court	24,553	19,396
Other	9,302	-
Total Grants Received	243,978	313,171
Donations		
Donations	18,645	13,516
Total Donations	18,645	13,516
Shop Takings	52,877	39,942
Interest Income	149	45
Fundraising	6,098	1,442
Other		
Recycling Income	177	193
Other Revenue	-	9,911
Total Other	177	10,104
Total Income	321,924	378,221
Total Income	321,924	378,221
Expenditure		
Benefits Paid		
Benefits Paid - Vouchers for Food and Household Goods	39,293	49,400
Benefits Paid - Food and Household Goods	40,692	79,563
Benefits Paid - Back to School Program	2,050	23,291
Benefits Paid - Medication	6,413	4,025
Benefits Paid - Other	-	2,355
Benefits Paid - Transportation	1,008	2,676
Benefits Paid - Utilities	199	1,189
Total Benefits Paid	89,655	162,499
Staff Expenses	161,086	128,650
CISVic Fees	330	330
Accounting, Audit and Legal Fees	1,814	567
Depreciation	13,238	13,414
Fundraising Expenses	1,875	-
Insurances	2,890	519
IT Costs	4,028	3,917
Maintenance and Office Supplies	5,834	10,615
Rent & Occupancy Costs	18,047	19,551
Utilities	7,372	5,937
Other Expenses	10,107	7,369
Total Expenditure	316,274	353,365
Surplus / (Deficit) Transferred to Members Funds	5,650	24,856

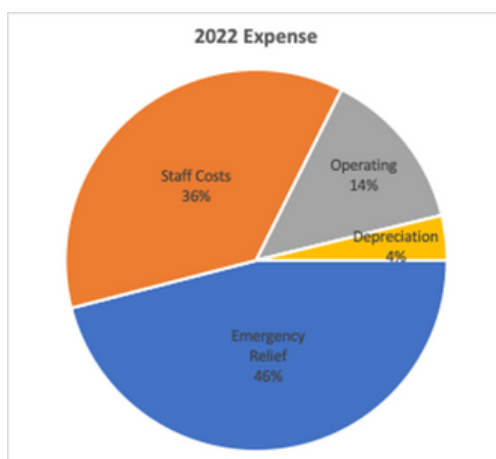
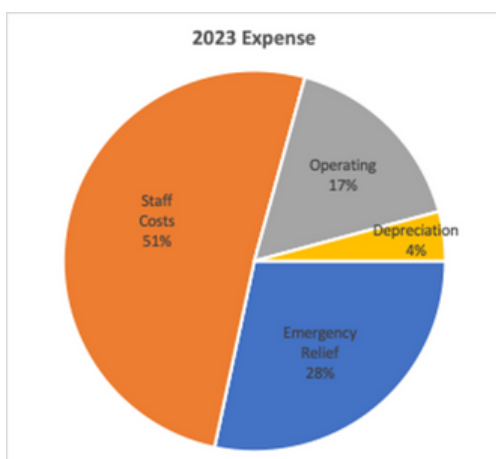
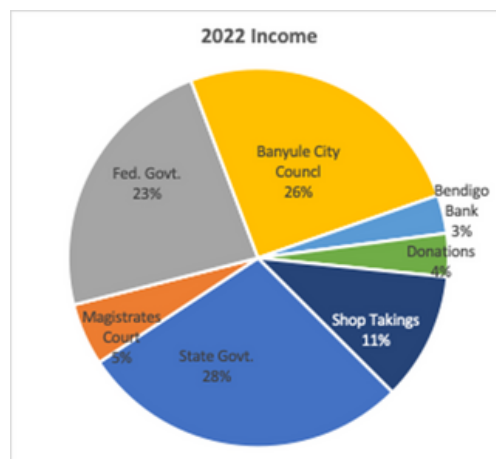
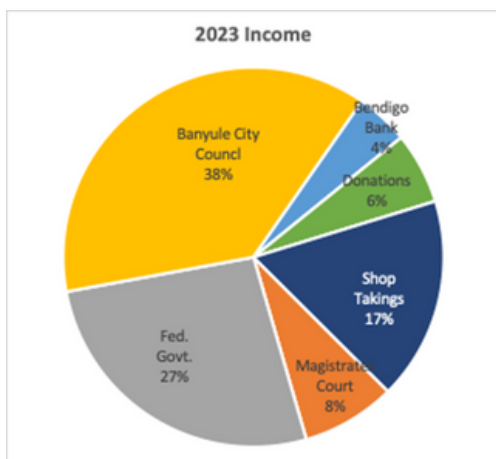
Assets and Liabilities Statement

Banyule Support and Information Centre Inc.

As at 30 June 2023

	NOTES	30 JUN 2023	30 JUN 2022
Assets			
Current Assets			
Cash and Cash Equivalents	2	234,520	225,617
Rental Bonds Paid		2,704	-
Total Current Assets		237,224	225,617
Non-Current Assets			
Plant and Equipment and Vehicles	3	12,172	19,393
Total Non-Current Assets		12,172	19,393
Total Assets		249,396	245,009
Liabilities			
Current Liabilities			
Trade and Other Payables	4	8,177	7,807
GST Payable		14,890	26,118
Deferred Income	5	48,115	38,521
Total Current Liabilities		71,183	72,447
Total Liabilities		71,183	72,447
Net Assets		178,213	172,563
Member's Funds			
Members Funds		178,213	172,563
Total Member's Funds		178,213	172,563

The charts below provide a high-level overview of the composition of BANSIC's income and expenditure.



OUR VOLUNTEERS

COMMITTEE

Alison Belot
Anne Ericson
Chris Williams
Jo Rodger
John Mitton
Megan Burke
Sharon Henderson

OP SHOP

Alyson Lohrey
Bronwyn Chiu
Chamila Kamasikrama
Donna Taylor
Dorothy Trapp
Jasmine Marchesi
Jo Rodger
Kay Burke
Peter Taylor
Sharon Henderson
Shirley Currie
Sue Everard
Suzie Williamson

SOCIAL GROUP

Beryl De Almeida
Dianne Dell'Oro-Morgan
Heather Hobbs
Deborah Mpsi
Anne Stevenson

FOODHUB

Amanda Russel
Cathryn Dunlop
Dale Ziesing
Donald Warren
Jo Rodger
Lyn Leon
Peter Leon
Madeline Fox
Maree Peacock
Mary O'Driscoll
Miriam Wilson
Nan Caple
Rebecca Hall
Rosey Smith
Tanya Moulton
Toni Warren
Ursula Garling
Ashna Lorenza
Brian Koop
Nanette Elmore
Clare Overy
Sally Casmi
Vivian Newnham
Mary O'Driscoll

DATA ENTRY/ ADMINISTRATION

Claire Moore
Geraldine Gregory
Bryan White

COMMUNITY SUPPORT WORKERS

Simmin Almassi
Clara Sankey
Kelly Dyason
Charlie Haddad
Brendan Cameron
Ben Smith
Sarah Aruliah
Laura Bonney
Nancy Caple
Anthony Cecchin
Cathryn Dunlop
Anne Ericson
Ursula Garling
Hannah Graham
Leisha Graham
Shannan Kay
Loan Kelly
Merryn Lawson
Isabella McLachlan
John Mitton
Jenny Mitton
Deborah Mpsi
Susan Palmer
Olivier Schieven
Clare Shaw
Terry Williamson
Dale Ziesing



OUR SUPPORTERS

We acknowledge and thank all our supporters for their incredible generosity and community spirit during the past year. Your support makes such a difference to the assistance we provide to our community. Thank you all!



It's the Little Things
Community



Highball Cars and Coffee





Traders Association





Contact us

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9459 5959

www.bansic.org.au