

# BANSIC Annual Report 2022

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 Mission**

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

## **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.



# President's Report

I have been privileged to serve my second and last year as President of BANSIC. BANSIC has continued to see many changes and challenges in the past year and I am very proud of the team for rising up to meet the ever-changing circumstances and working tirelessly to ensure we continue to support our community.

We continue to bear the impact of a post-COVID world and we still see our most vulnerable demographic groups disproportionately affected.

The Committee ratified our GY22 Strategic Initiatives to:

- Deliver relevant, high quality and responsive services to the community
- Build strong relationships with partners and stakeholders
- Build a resilient and relevant organisation

I am very pleased to report that out of our ambitious plan, BANSIC was able to deliver and/or commence a number of the initiatives throughout the year.



The BANSIC Foodhub continues to operate in the West Heidelberg Community Hub. It's open 4 days a week and distributed nearly 9,000 food parcels in FY22. We continue to develop partnerships with local organisations to expand our services, including supporting the Olympic Village Primary School Breakfast programme and working with the CWA to provide frozen meals to our clients. We were able to secure an equipment grant from the Banyule Council for a freezer to contain all the CWA Rosanna's frozen meals.



We trialled a number of service initiatives (running the Volunteers of Banyule Program and our Community Support Workers participated in No Interest Loans training with Good Shepherd Microfinance).



We're looking at improving the ways we communicate with the community with a focus on our website and digital communications.



We continue to maintain a strong network of partnerships with key organisations. Partnering with Himilo Community Connect, we provide food parcels and purchase culturally appropriate food for vulnerable Somali families and participate in cultural events such as the Bell St Ramadan Iftar Dinner. We worked with Ivanhoe Grammar, Heidelberg Rotary and donors to source second-hand laptops for local students in need. Ivanhoe Grammar students volunteered at the Foodhub, packing food parcels, gardening and sewing bags for food parcels. We continue to maintain collaborative partnerships with Diamond Valley Community Support, the Emergency Relief Network, Exodus House, and Banyule Community Health's Fresh Start Monday Program.

## PRESIDENT'S REPORT

- ✔ We continue to look at ways to build diversity into our funding base. This year we set up a Fundraising Working Group and raised nearly \$9,000 for the Back-to-School initiative.
- ✔ Grants decreased from \$376,000 in FY21 to \$294,000 in FY22, as COVID-19 funding ceased.
- ✔ We're working to ensure we have suitable and relevant governance, policies and processes in place to facilitate our work. We now have Conflict of Interest policy and Related Party Transactions policy. We are also in the process of initiating a Risk Management Framework for BANSIC.

We would not have achieved any of this without the tireless work of our Manager, Phil Conrick, our Volunteer Coordinator, Kate Farrelly, our generous volunteers and the Committee.

Phil continues to be a great asset to BANSIC with his wealth of experience and calm manner. Working with the ever-changing government regulations as a result of the pandemic, Phil continues to maintain key relationships within the community and the emergency relief network. I am very grateful to have such an experienced manager in charge of BANSIC operations.

Kate, as always, has gone above and beyond to meet the gaps in service provision and to develop a strong, cohesive and diverse volunteer community. Kate's passion and drive has turned BANSIC's aspirations into solid programs of benefit to the community. We are particularly grateful for all the work of our team of volunteers to support Shop 48, the New to You Op Shop and the Foodhub.

Thank you to our volunteers Donna Marchesi-Taylor and Peter Taylor who have coordinated our Op Shop for a number of years now. This year continued to be a challenge with Op Shop closures for many months due to COVID-19. Donna and Peter managed to keep the shop operating as often as possible throughout a tumultuous year.

We would also like to thank our local community and businesses who donated their time and resources to allow the Hub to operate successfully.

Without their support, BANSIC would not be able to continue to operate and provide the services to the community. We would also like to thank Banyule City Council for their funding and continuing secondment of staff to help manage the Food Hub. We would like to recognise Bendigo Bank for continuing to provide funds to operate the Food Hub. This year we received grants from the Department of Families, Fairness & Housing, the Department of Health and the Heidelberg District Community Enterprise. We continue to benefit from Community Information Support Victoria, the Magistrates Court fund and from our generous donors.



## PRESIDENT'S REPORT

Finally, I would like to thank the Committee of Management who have worked behind the scenes to ensure that BANSIC continues to be a strong, community-responsive organisation. Our committee members are dedicated, supportive, skilled and very much committed to providing relevant services to the community.

During the year, we farewelled Helen Kafritsas, Andrew O'Connor and Angelina Jeyaraja. We thank them for their time and work with BANSIC. We welcomed new member Stefania Colla and welcomed back Sharon Henderson. Anne Ericson took on the role of Committee Secretary - thanks Anne, we would be in dire straits without you. Alison Belots continues as Treasurer, bringing professionalism and governance to BANSIC. Thank you to John Mitton, Jo Rodgers and Megan Burke for being part of the Committee and leading a number of our key initiatives. I am privileged to have led such a dedicated and passionate team this year.

I would like to close this report with a view into FY23 and beyond. In May, the Committee reviewed, updated and ratified our three-year strategic plan and it will continue to underpin the work we do every day.

### Valerie Sace

President

28 August 2022

Strategic Goals	Key Objectives
 <p>Deliver relevant, high quality and responsive services to the community</p>	<ul style="list-style-type: none"><li>• Continue to deliver client-focused emergency relief services and high quality information, referral, advocacy and support services to the local community</li><li>• Respond to the changing needs of our community by providing relevant services the fit within our mission and resources</li></ul>
 <p>Build and maintain strong relationships with partners and stakeholders</p>	<ul style="list-style-type: none"><li>• Expand community and stakeholder awareness of BANSIC services</li><li>• Cultivate our credibility and reputation as a partner of choice</li></ul>
 <p>Continue to build a resilient and relevant organisations</p>	<ul style="list-style-type: none"><li>• Maintain strong financial management and continue to build a diverse funding base</li><li>• Provide development opportunities to our staff and volunteers</li><li>• Strengthen governance, risk management, policies and procedures to facilitate our work</li></ul>

# Manager & Volunteer Coordinator's Report

During 2021-2022, BANSIC experienced another extraordinary and challenging year. BANSIC's operational environment was strongly affected by the COVID-19 pandemic. In the second half of 2021, Victoria was again placed in lockdown for a substantial period, effectively closing public access to our office at Shop 48. Despite lockdowns, BANSIC continued to provide services to our clients through the rear door of Shop 48 ensuring a safe distance for both volunteers and clients. We continued with the repair and refurbishment of the Macleod Op Shop that was damaged by a car in April 2021, eventually opening to the public in November 2021, when the lockdown lifted.

Shop 48 also reopened to the public in November, 2021. Vaccinated clients could once again access our services via the main foyer and unvaccinated clients gained assistance via Shop 48's rear door, maintaining the approach to service delivery used during previous lockdowns.

For the third year in a row, the number of clients accessing BANSIC services, and the level of food distribution grew substantially. It has been one of our major challenges to keep up with community demand for our services. The statistics in this Annual Report provide detailed analyses of these ongoing trends. Most notably, over the past three years the number of BANSIC clients has increased from 1,185 (2019-20) to 2,906 in (2021-22). During the same period the number of food parcels distributed has grown from 1,138 to 8,679, a more than seven-fold increase.

Two special projects commenced in 2021.

- In mid 2021, BANSIC agreed to provide local management and support for the Volunteers of Banyule program (VOB). This long-established local volunteer resource program helped local Banyule residents find volunteer work in the community and assisted 'Volunteer Involved Organisations' to effectively include local volunteers in their work. A social worker, Simone Reynolds, was employed as its project officer. However, a change in the funding framework for place-based volunteer services, and a significant reduction in its funding level, resulted in a reluctant decision to close VOB at the end of the financial year.
- Several BANSIC volunteers successfully completed a No Interest Loan Scheme training course with Good Shepherd Australia – New Zealand.



## MANAGER & VOLUNTEER COORDINATOR'S REPORT

By the commencement of 2022, BANSIC staff and volunteers had already endured two years of stress coping with the many challenges presented by the COVID pandemic, and the new year brought more trials for BANSIC. The new Omicron wave of COVID infections in January led to a further spike in demand for Emergency and Food Relief. Over subsequent months, BANSIC worked with Banyule Council to provide a food parcel 'home delivery' service for any Banyule families in quarantine.

A number of BANSIC staff and volunteers also succumbed to COVID. The cost of living was increasing significantly. Along with many other community organisations, we were advised that by mid-year some types of COVID related funding and support services would be progressively withdrawn.



Our ability to continue to meet the greater demand for Emergency and Food Relief, and to manage a frequently changing operational environment has been supported by our partnerships with Banyule Council, local community organisations and with local businesses.

The provision of seconded Banyule Council staff during lockdown periods and from Council's Inclusive Employment Program has also been of great support to the operation of the Food Hub.

We 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.

Lastly, we would like to thank every one of our volunteers. Their commitment and dedication to BANSIC's work is what allows us to offer support to so many members of our community! To the Committee of Management, volunteers, and staff – congratulations on another year assisting our community with compassion, dedication, and support.

**Phil Conrick**  
Manager

**Kate Farrelly**  
Volunteer Coordinator



# Our Impact

2,906 clients requested emergency relief assistance during for the year ending 30 June 2022. This resulted in clients receiving direct relief assistance from BANSIC on 3,911 occasions.



**8,679** food parcels  
plus **\$42,500**  
food vouchers



**\$8,250** back to school  
support



**\$12,661**  
household goods



**\$3,817** health care



**\$2,685** utility &  
phone bills



**\$2,182** transport





# Our People

## Committee



**Valerie Sace**  
President



**Alison Belot**  
Treasurer



**Anne Ericson**  
Secretary



**Jo Rodger**  
Committee  
Member



**John Mitton**  
Committee  
Member



**Megan Burke**  
Committee  
Member



**Sharon Henderson**  
Committee  
Member



**Stefania Colla**  
Committee  
Member

## Staff



**Phil Conrick**  
Manager



**Kate Farrelly**  
Volunteer Coordinator

# Volunteers

## **Committee**

Alison Belot  
Anne Ericson  
Jo Rodger  
John Mitton  
Megan Burke  
Sharon Henderson  
Stefania Colla  
Valerie Sace

## **Data Entry**

Geraldine Gregory  
Marina Matthews  
Maryanne Klisanin

## **Communications**

Susan McCarthy

## **Foodhub**

Amanda Russell  
Andelys Warren  
Cathryn Dunlop  
Dale Ziesing  
Donald Warren  
Geoff Wilson  
Jo Rodger  
Lyn Leon  
Madeline Fox  
Maree Peacock  
Mary O'Driscoll  
Miriam Wilson  
Nan Caple  
Norma Jones  
Parvin Ahadi  
Rebecca Hall  
Rosey Smith  
Tanya Moulton  
Toni Warren  
Ursula Garling  
Valerie Smith  
Vivian Newnham

## **New To You 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

## **Community Support Workers**

Amal Hussein  
Anne Ericson  
Bea Cobon  
Ben Batchelor  
Ben Smith  
Brendan Cameron  
Carolyn Lau  
Cathryn Dunlop  
Charlie Haddad  
Charlotte Bannister  
Clara Sankey  
Dale Ziesing  
Debbie Mpisi  
Hannah Graham  
Jenny Mitton  
John Mitton  
Kelly Dyason  
Leisha Graham  
Mark Lazzarotti  
Merryn Lawson  
Putri Meilasari  
Sue Palmer  
Terry Williamson  
Ursula Garling



## VOLUNTEERS

Kelly has been volunteering at BANSIC as a Community Support Worker for about 18 months after leaving her position as a project manager with a large bank to study full time.

She recently started her work placement for the Diploma of Counselling at BANSIC.

Whilst working with the local community and individual clients has given her invaluable experience toward her new career, she has enjoyed seeing how compassionate, dedicated and caring the rest of the volunteer team is.

Kelly says that she is proud to be part of BANSIC's community support team providing support and relief to the local community.



## Vale Val Smith



Sadly one of our treasured volunteers – Val Smith, passed away in February this year after a short battle with Motor Neurone Disease.

Val was an important part of the Heidelberg West Community for over 20 years and served as the secretary for the Bell Street Mall Traders association for over 10 years. Val assisted every year with the Iftar Dinner, Movies in the Mall, and Chinese New Year. If you live in Heidelberg West and frequent the Mall, you would have known Val!

Val had been volunteering at the BANSIC Foodhub for 2 days a week and would never hesitate to come in at a moment's notice to help. She was a much loved member of this community, and her positive attitude was infectious. She had a wonderful sense of humour and would do anything she could to help others.

She will be dearly missed by all at BANSIC and indeed by many within the wider Heidelberg West community.

# VOLUNTEERS



# Fifty Years of BANSIC

This year we celebrate 50 years of service to our community. Built from humble beginnings with the support of many generous donors and volunteers, BANSIC continues to provide essential services to members of our community who need it most. We take a look back at where it all started, and where we are now.

## 1970s

- Heidelberg Citizens Advice Bureau opens at side of Infant Welfare building in Heidelberg in 2 rooms operating 18 hours per week staffed by 15 trained volunteers
- Official opening
- Over 200 referrals were made for accommodation, transport, gardening etc handled by voluntary helpers including service clubs
- House in Ivanhoe Parade rented for emergency accommodation
- Free Legal Referral Service started. Local solicitors on roster system give their time voluntarily
- August 1975 First part time coordinator appointed

## 1980s

- \$3000 received from Nearly New Shop but questions over its viability. Other ways to raise funds were to be explored – selling theatre tickets, snowball drive, car raffle
- A second typewriter is needed!
- Incorporation now official
- Counselling services now include Marriage Guidance, Taxation & Real Estate Advice, Legal Advice, Emergency Relief & Financial Counselling

## 1990s

- Lack of volunteers. Hours reduced to 11am – 2pm
- Chairperson reports 29% increase in client numbers
- Move to larger premises in Rosanna
- Funding cut by a third from Community Services
- 21st birthday celebration
- State Government funding ceases
- Amalgamation of councils means new City of Banyule now has two Citizen's Advice Bureaus
- Banyule Information & Support Centre (BANSIC) becomes our new name
- Move to Burgundy Street, Heidelberg brings a large increase in client numbers. Diamond Valley Foodshare in Greensborough becomes a source of fresh food for clients

## 2000s

- Emergency Relief is suspended for 3 weeks. There are no funds. Letters sent to Federal & State MPs to plead our case
- A web page for BANSIC is being set up

## 2010s

- Relocation to Hawdon Street, Heidelberg.
- Future of BANSIC is in doubt. Need to vacate Hawdon Street. Difficulties finding suitable alternative premises. A petition to save BANSIC organised by local MP
- Move to the Uniting Church in Arden Crescent, Rosanna
- After lengthy negotiations, BANSIC moves to Shop 48 at The Harmony Centre in the Bell Street Mall
- Opening hours increase to 10am to 3pm five days a week

## 2020s

- COVID-19 hits. Fresh & frozen food no longer available from Diamond Valley Foodshare as it temporarily closes. Banyule City Council works with BANSIC to assist
- BANSIC Foodhub opens in Oriel Road, Heidelberg West
- Client numbers double in 12 months & demand for assistance increases accordingly
- BANSIC celebrates 50 years of service to the local community!

# Finance Report

Financial year 2022 proved to be a year of financial consolidation for BANSIC, although COVID-related funding was lower than in previous years, it nonetheless received funding that was significantly above what could be considered as its “baseline” funding. BANSIC recorded a surplus \$24,856, compared to a surplus of \$64,854 for 2021. The 2021 numbers have been restated from those previously published, to reflect the removal of a contingency for \$8,516 which was being carried in relation to the Opportunity Shop. Members Funds increased from \$147,707 (\$139,191 as previously reported) to \$172,563, consisting predominantly of money held in accounts with Bendigo Bank and a small amount of fixed assets. BANSIC continues to strengthen 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), Department of Health, Department of Families, Fairness and Housing and the Melbourne Magistrates Court are our significant funding partners. We thank these organisations for their new and ongoing support. The Opportunity Shop continues to perform strongly, in addition an insurance settlement was finalised in relation to the incident which occurred in the previous year (included as Other Income in the Financial Statements). Continued support from Banyule Network of Churches, CWA Rosanna, Ivanhoe Grammar School, Marathonians Social Club, Riverview Ladies Golf Club, Rosanna Uniting Church, Rotary Club of Heidelberg and Rotary Club of Rosanna is very much welcomed. We also very much appreciate the individuals who made personal donations to assist in our ongoing emergency relief activities.

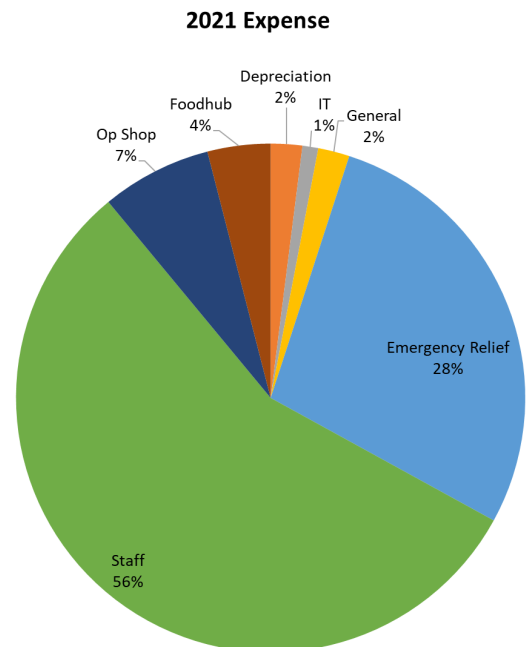
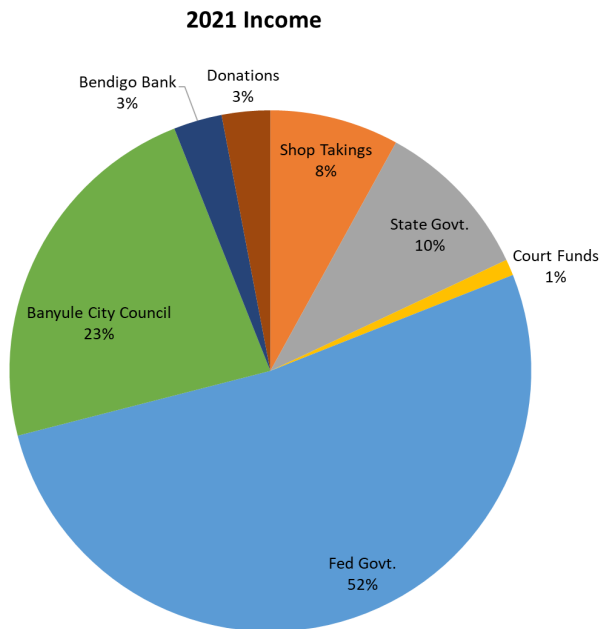
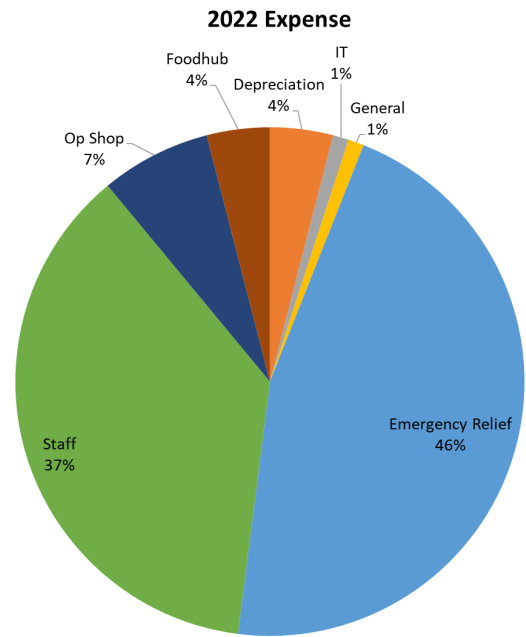
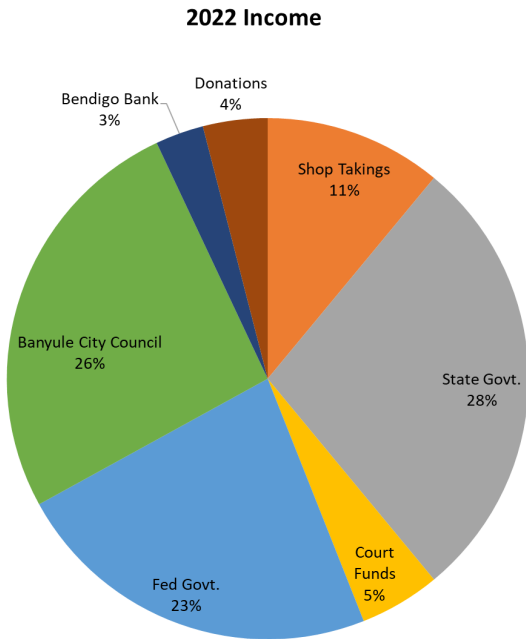
Total income decreased by 7% from the previous year, whereas total expenses increased by 7%, resulting in the lower surplus than in 2021. Financial items of note include:

- Banyule City Council base funding was augmented by additional COVID-19 and equipment grants.
- CISVic and the Victorian State Government provided additional COVID-19 based funding
- Bendigo Bank has continued to support the ongoing operational costs of the Foodhub.
- Donations increased by 16% and direct fundraising activities were successful in raising additional funds for Back to School and ongoing emergency relief activities.
- Overall expenditure on emergency relief activities increased by 67%, with a continued focus on food and household items to meet COVID-19 demands. Specific fundraising enabled a 30% increase in Back to School support.
- Electricity and waste management costs relating to operating the Foodhub increased more than threefold.
- Staff costs were reduced back to a baseline level following the conclusion of the Working for Victoria grant, this reflects the costs relating to BANSIC’s two permanent staff members.
- Funds from Banyule City Council and Opportunity Shop are utilised to meet BANSIC’s operational costs.
- Funds from CISVic, Magistrates Court and the State Government along with donations are utilised to meet BANSIC’s emergency relief costs.

## FINANCE REPORT

The charts below provide a high-level overview of the composition of BANSIC's income and expenditure. This report should be read in conjunction with the financial summary over the page.

### Composition of BANSIC's income and expenditure



# Financial Summary

## Income and Expenditure for year ended 30 June

	2022	2021
<b>Grants Received</b>		
CISVic	85,163	186,396
Banyule City Council	93,098	94,087
Victorian State Government	103,514	40,281
Federal Government - Cash Flow Boost	0	24,181
Bendigo Bank	12,000	12,028
Court Funds	19,396	3,124
Donations & Fundraising	14,959	11,653
Shop Takings	39,942	34,744
Interest Income	45	68
Other	10,104	308
<b>Total Income</b>	<b>378,221</b>	<b>406,869</b>
<b>Expenditure</b>		
Benefits Paid		
Vouchers for Food and Household Goods	49,400	45,054
Food and Household Goods	79,563	30,020
Back to School Program	23,291	18,069
Medication	4,025	1,908
Other	2,355	59
Transportation	2,676	784
Utilities	1,189	1,139
Staff Expenses	128,650	190,028
CISVic Fees	330	330
Accounting, Audit and Legal Fees	567	496
Depreciation	13,414	7,473
Food Equipment & Materials	1,633	9,704
Insurances	519	309
IT Costs	3,917	4,791
Maintenance and Office Supplies	10,615	4,365
Rent & Occupancy Costs	19,551	20,113
Utilities	5,937	2,354
Other Expenses	5,126	3,286
Delivery & Transport	610	1,730
<b>Total Expenditure</b>	<b>353,365</b>	<b>342,015</b>
<b>Surplus / (Deficit) Transferred to Members Funds</b>	<b>24,856</b>	<b>64,854</b>



## FINANCIAL SUMMARY

### Assets and Liabilities as 30 June

	2022	2021
<b>ASSETS</b>		
Cash and Cash Equivalents	225,617	252,528
Equipment	19,393	26,561
<b>Total Assets</b>	<b>245,009</b>	<b>279,090</b>
<b>LIABILITIES</b>		
Trade and Other Payables	7,807	15,322
GST Payable	26,118	25,222
Deferred Income	38,521	90,839
<b>Total Liabilities</b>	<b>72,447</b>	<b>131,383</b>
<b>NET ASSETS</b>	<b>172,563</b>	<b>147,707</b>
<b>Opening Members Funds</b>	<b>147,707</b>	<b>82,853</b>
Surplus / (Deficit) Transferred to Members Funds	24,856	64,854
<b>Closing Members Funds</b>	<b>172,563</b>	<b>147,707</b>

# 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!



Rosanna



Highball Cars and Coffee



ELTHAM



OUR SUPPORTERS





Banyule Support &  
Information Centre



### Contact us

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