



2021 Annual Report

Banyule Support and
Information Centre Inc



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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 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 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 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

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 who live in the postcode areas 3079, 3081, 3084, and 3085.

BANSIC administers Emergency Relief (ER) funds from the Federal Government, Victorian Government, Melbourne Magistrates Court, grants, donors and BANSIC fundraising.

ER is available in the form of:

- Food vouchers
- Food and grocery parcels
- Myki passes
- 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

Accredited volunteers can access information to assist in the relief of poverty, suffering, distress or misfortune.

We advocate, provide further information, or may also, refer to relevant 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

I have been privileged to serve my first year as President of BANSIC. BANSIC has seen 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. The COVID-19 pandemic continues to strongly impact Victoria this year, particularly affecting the most vulnerable demographic groups.

Early in the year, to outline a clear plan for the organisation and to bring a sense of focus to our efforts, the Committee set a three-year strategic plan for BANSIC.

Strategic Plan FY21-FY23

Strategic Goals



Deliver relevant, high quality and responsive services to the community



Build strong relationships with partners and stakeholders



Build a resilient and relevant organisation

Key Objectives

- Continue to deliver evidence-influenced emergency-relief services and high quality information, referral, advocacy & support services to the local community
- Develop complementary and relevant new services to meet community needs
- Review and identify changing needs of our community
- Expand community awareness of BANSIC services
- Build on our credibility and reputation as a partner of choice
- Develop and strengthen partnership with organisations
- Maintain strong financial management and build a diverse income/funding base
- Provide training and support to our volunteer and paid staff
- Strengthen governance and process to facilitate our work
- Identify and develop new social enterprises which are aligned to our mission

To ensure we deliver to our strategic ambitions, the Committee also ratified our FY21 Strategic Initiatives.

FY21 Strategic Initiatives

Strategic Goals



Deliver relevant, high quality and responsive services to the community



Build strong relationships with partners and stakeholders



Build a resilient and relevant organisation

Initiatives

- Establish and operationalise BANSIC Food Hub
- Set up baseline measures to evaluate client satisfaction
- Identify key partners and build/strengthen relationships
- Develop and implement communications and public relations plan
- Establish and set up grants process
- Develop and implement IT strategy
- Set up online Op Shop
- Set up second Op Shop
- Review, simplify and update all relevant policies and procedures

I am very pleased to report that out of our ambitious plan, BANSIC was able to deliver/commence seven of the nine initiatives we set ourselves.

	<p>The BANSIC Food Hub is now fully operational in its new home in the West Heidelberg Community Hub. It is open 4 days a week and on average distributes over 600 food parcels to over 200 clients every month.</p>
	<p>In Q4, we trialled a client feedback survey form to understand how we can improve our services to the community. Early feedback indicates that most clients are satisfied with the service they are receiving from BANSIC. We will continue to optimise our process to collect client feedback so that we can further improve our client experience.</p>
	<p>This year, we have worked on building a stronger network of partnerships with key organisations. We worked with OAE to refurbish the rear shed at The Hub into a meeting space and do a general upgrade of Hub facilities. Partnering with Himilo Community Connect, BANSIC provided food parcels throughout the year to vulnerable Somali families, purchased culturally appropriate food for the Somali community and participated in cultural events such as the Bell St Ramadan Iftar Dinner.</p>
	<p>With a new grants process in place, we more than doubled our funding through grants, increasing from \$145k in FY20 to \$332k in FY21.</p>
	<p>Through grants and the team's efforts, we now have a secure IT system in place to support efficient and confidential service delivery across two work sites and have upgraded our team's computers.</p>
	<p>We continue to look at ways to build diversity into our funding base and this year we piloted an online op shop. We will continue to pursue this initiative into FY22 and assess whether this is a viable source of income for BANSIC.</p>
	<p>We have started the work on ensuring we have suitable and relevant governance, policies and processes in place to facilitate our work. We now have a Confidentiality policy, Finance policy, Privacy policy and Code of Conduct policy in place. We continue to progress work on other policies in FY22, including Conflict of Interest policy and Related Party Transactions policy.</p>
	<p>Initial committee discussions have been held regarding our focus areas for communications & PR however we need to further progress this initiative into FY22.</p>
	<p>Due to the ongoing lockdowns, the Committee decided to de-prioritise establishing a business plan for a second op shop.</p>

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 and with his wealth of experience, calm and easy manner, Phil has made sure BANSIC continued to be compliant to the ever-changing regulations that came with government guidelines on the pandemic, lockdowns and social distancing. Phil has also developed 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 our team of volunteers do everyday to support Shop 48, the New to You Op Shop and Food Hub.

We are very proud to have two of our volunteers recognised for the great contribution they have made to the Banyule community. Anne Ericson, who is also part of our committee, and Terry Williamson were both nominated and received a Jagajaga community award for their volunteer work.

Volunteers Donna Marchesi-Taylor and Peter Taylor have coordinated our Op Shop for the last five years. This year has continued to be a year of opening and closing the shop and has also brought in a new challenge with the rebuild of the shop due to an unfortunate incident. Donna and Peter keep our volunteers and clients safe as they continued to operate the op shop in between lockdowns.

I would like to thank our local community and the organisations that supported us throughout the year. Aldi Warrigal, Woolworths Heidelberg, Sustainable Macleod, Foodbank, Second Bite, Alex Makes Meals and the Uniting Church have generously provided supplies for our food parcels. We would also like to thank our local community and businesses who donated their time and resources to allow the Hub to open successfully. We would like to recognise Bunnings for donating our shelving and tubs, Banyule City Council for the grant to buy our upright freezers and the secondment of staff to help set up and operate the Food Hub and Bendigo Bank for much needed funding. This year we saw increased funding from the Department of Social Services via CISVic ER Consortium and a significant increase from individual donors. We also received a grant from the Victorian Government (through the Priority Response to Multicultural Communities during Coronavirus program) and benefited from the reinstatement of the Magistrates Court fund.



Donated shelving and tubs from Bunnings

Finally, I would like to thank the Committee of Management. This committee has 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. Unfortunately, Sharon Henderson and Sumith Vellaikal had to leave the Committee this year but I am very grateful for all the work they have done for BANSIC throughout the years. Chris Sherrell, our amazing and very patient Secretary is also stepping down from his role and is leaving the Committee post the next AGM. I would like to personally thank Chris for his support throughout my first year as President and for keeping all of us in the Committee honest and compliant. I believe it is important to highlight Alison

Belot's work as Treasurer and how she has brought professionalism and governance to all things Finance in BANSIC. Thank you to John Milton, Jo Rodgers and Anne Ericson 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. A warm welcome to our new Committee members, Helen Kafritsas, Megan Burke and Andrew O'Connor and I look forward to working with you.

I would like to close this report with a view into FY22 and beyond. A month ago, the Committee refreshed our Mission and Values and ratified our strategic goals and objectives. Our strategy will continue to underpin the work we do everyday and provide a framework to focus our efforts in this new year.

Our Mission

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

Our Values

Respectful. We listen and we respect privacy and confidentiality.

Non-Judgmental. We are unbiased, impartial and supportive.

Diverse. We value and promote diversity, inclusiveness and equality.

Compassionate. We are kind and show concern and care for everyone.

Collaborative. We work with the community and develop and nurture local partnerships.

Our Strategy

Strategic Goals



Deliver relevant, high quality and responsive services to the community



Build strong relationships with partners and stakeholders



Build a resilient and relevant organisation

Key Objectives

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Valerie Sace

President

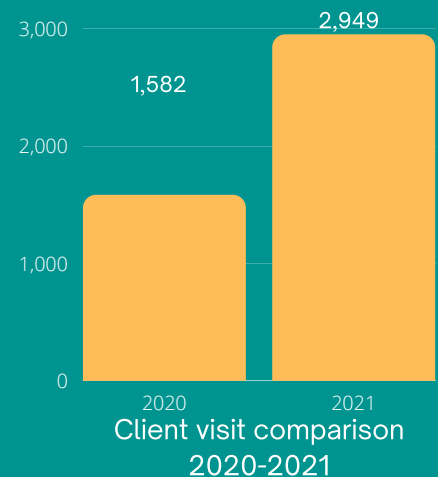
24 September 2021

Statistics for 2020-2021

There were 2,949 client visits for emergency relief assistance during the year ended 30 June 2021. This resulted in clients receiving direct relief assistance from BANSIC on 2,636 occasions.

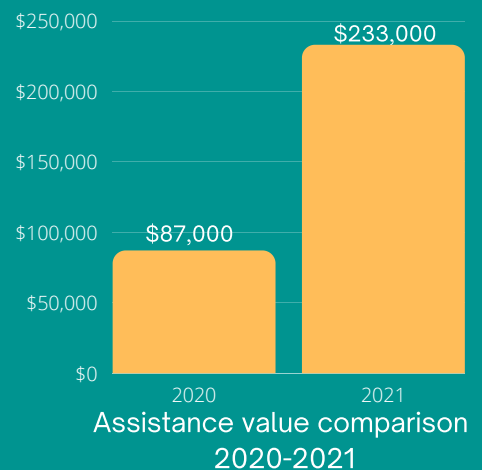
The reasons for seeking emergency relief assistance were:

Reason for assistance	Number of client visits
Material aid- Food	2,613
Utility / Phone	134
Medical expenses	95
Education expenses	84
Sudden decrease in income	56
Material aid - household goods	53
COVID 19	48
Materia aid - clothing	44
Transport expenses	43
Housing - Homelessness	37
Other	191



The value of emergency relief assistance provided by BANSIC was:

Assistance type	\$
Food vouchers	160,000
Food parcels	38,000
Back to school support	20,000
Material goods/other	8,000
Utility bills	3,000
Transport	2,000
Health care	2,000
Total	233,000



FINANCE REPORT

Financial year 2021 proved to be a significant year for BANSIC financially, as a result of the additional COVID-19 funding that was available, BANSIC is now considered to be a medium sized charity (by Consumer Affairs Victoria). As a result, there have been a number of changes, including the use of Xero accounting software, which has enabled BANSIC to produce new look financial accounts. In addition, these are now prepared on an accrual's basis (as opposed to a cash basis as they had been done historically) and there is also a new fixed assets register.

BANSIC recorded a surplus \$56,338, compared to a loss of \$1,491 for 2020, which is partly reflective of the use of accrual accounting in relation to the equipment purchase for the FoodHub and new IT equipment for Shop 48. Members Funds increased from \$82,853 to \$139,191, consisting predominantly of money held in accounts with Bendigo Bank and a small amount of fixed assets. BANSIC is now in a much stronger financial position, which will enable it to continue to support the ever-increasing demand for emergency relief.

Banyule City Council, Community Information and Support Victoria (CISVic), Department of Premier and Cabinet and the Melbourne Magistrates Court are our significant funding partners. We welcome onboard Bendigo Bank (via Heidelberg District Community Enterprise) as a major funding partner for the FoodHub. We thank these organisations for their new and ongoing support. The Opportunity Shop continues to perform strongly, however this was disrupted by COVID-19 closures which adversely impacted operations during the year. Continued support from Ivanhoe Grammar School, Marathonians Social Club and Rosanna Uniting Church is very much welcomed. We also very much appreciate the increasing number of individuals who made personal donations to assist in our COVID-19 emergency relief activities. In addition, we were honoured to receive a donation from the estate of former committee member Pat Tucker. This money is being used to upgrade equipment at the Opportunity Shop.

Total income increased by 93% from the previous year, whereas total expenses only increased by 65%. Increased funding from Banyule City Council and CISVic, as well as new funding from Bendigo Bank and the State and Federal Governments more than offset the decrease in Opportunity Shop revenue. The additional funding also enabled us to equip the FoodHub for long term use. Financial items of note include:-

- Banyule City Council base funding was augmented by additional COVID-19 and equipment grants.
- CISVic provided additional COVID-19 based funding and grants for additional temporary staff, resulting in increased staff costs.
- State Government provided multicultural grants and the Federal Government provided cash flow boosts.
- Bendigo Bank has come on board to support the equipping of the FoodHub, as well as the ongoing operational costs in subsequent years.
- Donations increased by over 60%.
- Overall expenditure on emergency relief activities increased by 55%, with a much greater focus on food and household items to meet COVID-19 demands.
- Funds from Banyule City Council and Opportunity Shop are utilised to meet BANSIC's operational costs.
- Most of the funds from CISVic, Magistrates Court and the State Government are utilised to meeting BANSIC's emergency relief costs.
- The cash flow boost payments from the Federal Government were used to offset tax obligations.

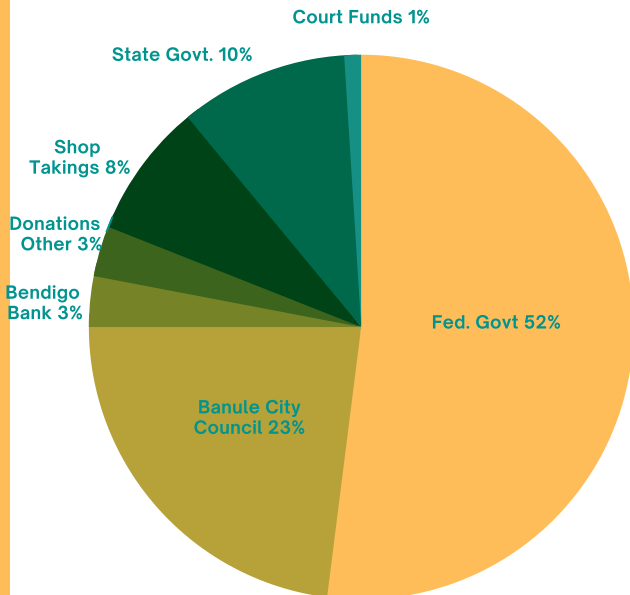
The charts below provide a high-level overview of the composition of BANSIC’s income and expenditure.

This report should be read in conjunction with the financial summary shown on the next page.

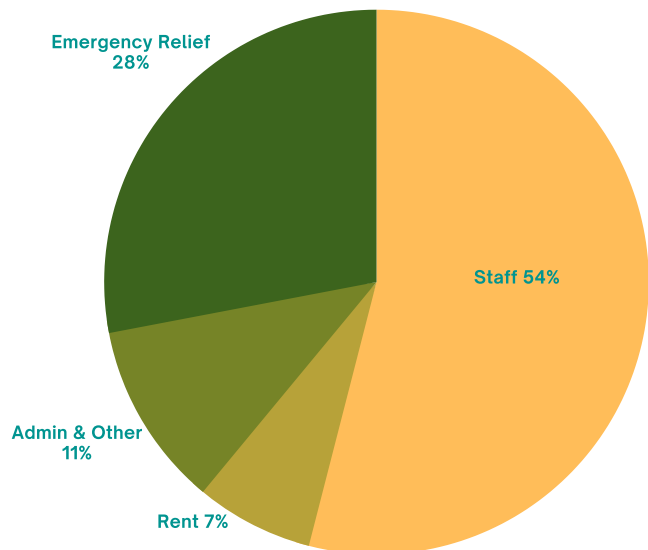
Alison Belot

Treasurer

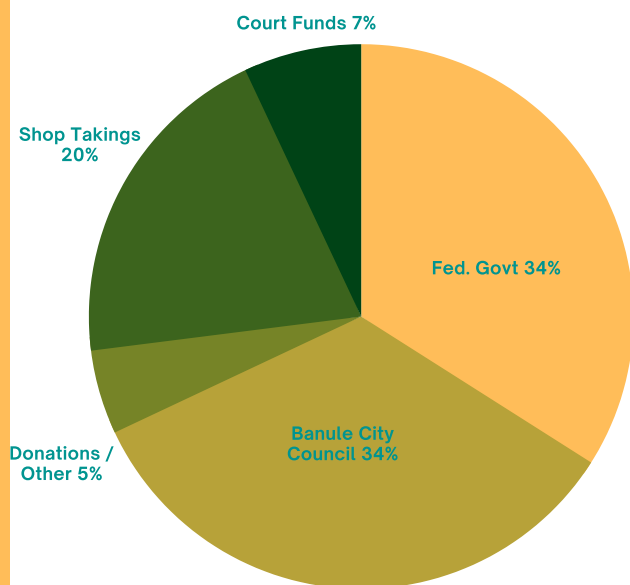
Composition of BANSIC’s income and expenditure



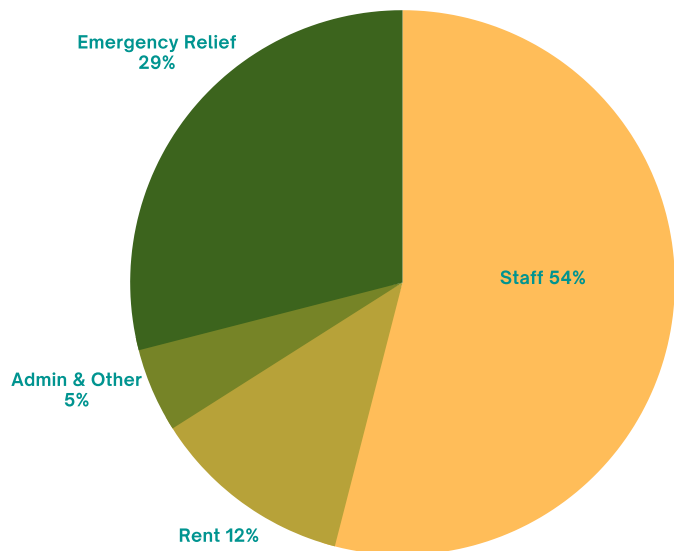
2021 Income



2021 Expense



2020 Income



2020 Expense

Financial Summary

Income and Expenditure for year ended 30 June

	2021	2020
INCOME		
Grants Received		
CISVic	186,396	72,562
Banyule City Council	94,087	70,538
Victorian State Government	40,281	-
Federal Government - Cash Flow Boost	24,181	-
Bendigo Bank - Heidelberg	12,028	-
Other	-	2,000
Court Funds	3,124	15,050
Donations	11,653	7,127
Shop Takings	34,744	42,431
Interest Income	68	588
Other	308	203
Total Income	406,869	210,500
EXPENDIATURE		
Benefits Paid		
Vouchers for Food and Household Goods	45,054	28,006
Food and Household Goods	30,020	11,383
Back to School Program	18,069	12,558
Food Equipment & Material	9,704	-
Medication	1,908	3,159
Other	59	175
Transportation	784	2,374
Utilities	1,139	4,699
Staff Expenses	190,028	113,587
CISVic Fees	330	330
Accounting, Audit and Legal Fees	496	355
Depreciation	7,473	-
Insurances	4,009	311
IT Costs	4,791	-
Maintenance and Office Supplies	4,365	3,426
Rent & Occupancy Costs	23,329	25,988
Utilities	3,954	1,808
Other Expenses	3,286	3,832
Delivery and Transport	1,730	-
Total Expenditure	350,531	211,991
Surplus / (Deficit) Transferred to Members Funds	56,338	(1,491)

Assets and Liabilities as at 30 June

	2021	2020
ASSETS		
Cash and cash equivalents	252,528	105,090
Equipment	26,561	-
Total Assets	279,090	105,090
LIABILITIES		
Trade and Other Payables	23,838	10,784
GST Payable	25,222	11,454
Deferred Income	90,839	-
Total Liabilities	139,899	22,237
NET ASSETS	139,191	82,853
Opening Members Funds	82,853	84,343
Surplus / (Deficit) Transferred to Members Funds	56,338	(1,491)
Closing Members Funds	139,191	82,853

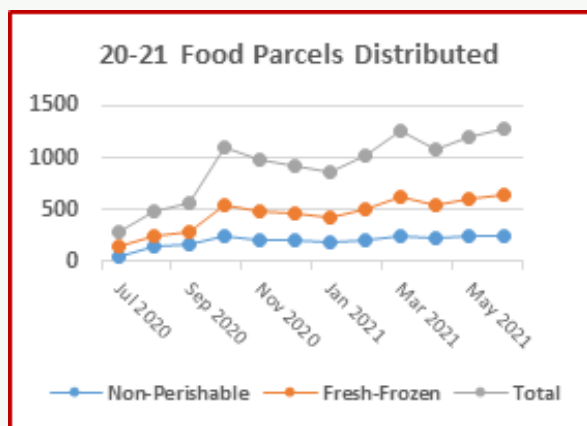
BANSIC Support and Information Services in 2020-2021

At the commencement of the 2020-2021 year, BANSIC Staff and Volunteers had already experienced multiple challenges and substantial changes caused by the commencement of the COVID 19 pandemic in March 2020. Key challenges for BANSIC at this time included the need to adapt to a rapidly changing environment particularly during periods of tightening lockdown restrictions, as well as responding to growing numbers of clients in need of emergency and food relief services.

A particular challenge for 2020-2021 has been managing the impacts of the pandemic for a full 12-month period unabated, particularly through times when lockdown stress and fatigue has impacted on the whole community and on our BANSIC clients.

Key Challenges for BANSIC

Client Demand The number of persons seeking assistance from BANSIC has grown steadily during 2020 - 2021. In the first quarter of 20-21, BANSIC assisted an average of 126 clients per month. By the last quarter of 20-21, the average number of clients had grown to an average of 214 clients per month.



Food Distribution The establishment of the BANSIC Foodhub earlier in 2020 and its subsequent relocation to Oriol Road, West Heidelberg resulted in a substantial increase in demand for food relief, and BANSIC’s capacity to meet this demand. At the commencement of the year, BANSIC was distributing 139 food parcels. By June 2021, the number of food parcels distributed had progressively increased to 635 per month.

Impacts on our Client Group

BANSIC has continued to adapt to changes in the composition of people seeking support and assistance.

- At the commencement of the year, over 40% of all clients had never previously accessed an Emergency Relief service. The percentage of new clients has gradually decreased in subsequent months.
- A key change in 2020 was that the percentage of clients who live in postcode 3081 (West Heidelberg) increased from 60% to 72% of our total client population.
- The percentage of clients with a language other than English increased from 7.5% to 18% in 2020 and 2021.
- People with identified disabilities increased from 31% to 41% of our total client group.
- The percentage of Aboriginal and Torres Strait Islander people effectively doubled over 12 months from 3.3% to 6.7%; and
- Finally, the percentage of clients requesting Food Relief increased from 42% to 77% of our total client group.

Emergency Relief Services

As an Essential Service, BANSIC continued to provide Emergency Relief and Food Relief Services to the Banyule community despite COVID 19 Lockdowns throughout the past year. We became adept at pivoting our services when Shop 48 was closed to the public, with clients receiving help via telephone contact and support. Clients have been able to collect Emergency Relief assistance in a COVID safe environment, and at times we have organised 'home deliveries' for clients in quarantine or with mobility issues. With few exceptions, BANSIC provided all forms of Emergency Relief and Material Aid - Tax Help and Utility debt assistance, health expenses, transportation costs, advocacy, counselling, and support and information services. BANSIC also referred clients to appropriate community services to assist with specific needs such as homelessness, mental health or drug and alcohol addiction.

Those Emergency Relief services that requires face-to-face support for complex issues have, however, had to be reduced. Services including the Tax Help Program and some types of Utility Debt assistance have been affected in this way. A Community Day Event at Shop 48 to assist clients to claim a one-off Victorian government \$250 to help pay their energy bills was cancelled and re-scheduled on two occasions.

Planning for new services - During 2021, BANSIC commenced the process of establishing new, complementary services. These include a No Interest Loan Scheme and supporting the continuation of the Volunteers of Banyule program.

Christmas/New Year - The end of year 2020 was a busy period for BANSIC. Our popular Back to School program commenced in November 2020 and we saw a significant increase in the number of families needing help with back-to-school costs. Subsequently, BANSIC was chosen to be involved in the pilot program for CISVic agencies accessing the State School Relief platform. This proved to be a very important referral for families, and we were able to assist with School Uniform and excursion costs through this process.

Christmas was particularly hard for many of our clients due to COVID, and BANSIC was able to offer Christmas hampers filled with food, decorations and other essentials to help ease the strain over the holiday season. BANSIC also participated in the Banyule Children's Gift Appeal again and the program was able to help 473 children. This initiative was provided in partnership with Banyule City Council and Diamond Valley Community Support.



The Banyule Children's Gift Appeal

The BANSIC Foodhub

In March 2020, at the commencement of the COVID 19 pandemic, the sole 'Foodshare' provider in Banyule ceased operating in circumstances where many of our community lost their jobs and government funding had not commenced. In those early weeks of COVID- 19, shops ran out of essential items and many did not have the strength or capacity to "shop around". Consequently, families and Individuals who had never required our service previously were now without work and needed food support.

We responded promptly by developing the BANSIC Foodhub to provide free food and grocery parcels, including fresh vegetables, fruit and meat, non-perishable food items, toiletries and nappies. We provided free delivery to residents required to self-isolate and, when required, medication.



While the Foodhub initially operated out of the back of Shop 48, it was clear that a more permanent site needed to be identified. In July 2020, we were able to confirm a new permanent location for the BANSIC Foodhub at the Community Hub in Heidelberg West, and the move into our new Foodhub home in August 2020. BANSIC shares this space with Himilo, Olympic Adult Education and other community organisations, allowing us to provide food on referral from all these services.

Considerable time and effort were contributed by staff, volunteers, and other supporters for the remainder of 2020 to consolidate the Foodhub in its new location. These activities included the purchase and installation of shelving, refrigerators and freezers, the installation of a small kitchen, and the acquisition of two shipping containers to provide additional storage space for the Foodhub operation.

An important development, as part of the establishment of the Foodhub, has been the provision of culturally sensitive practice and food parcels for the larger Islamic community in Banyule. This was greatly assisted by local Somali community organisations (Himilo and SACOV) and by The Islamic Council of Victoria and has resulted in an increased percentage of culturally and linguistically diverse clients accessing BANSIC services. Alongside this, volunteer recruitment to staff the Foodhub and the sourcing of a range of donated food supplies was also undertaken.



Sustainable Macleod donated fresh produce straight from their community garden

The BANSIC Foodhub has been a great success. It is now staffed with volunteers 4 days per week, with the necessary refrigeration and storage to enable BANSIC to deliver fresh produce, frozen meals and dry groceries to disadvantaged individuals and families in our local community.

Volunteers and Supplementary Staff

A significant achievement in 2020-2021 had been the ability to maintain and enhance our group of committed and passionate volunteers working with BANSIC despite the pandemic and intermittent lockdowns. The commitment of our Volunteers fulfilling diverse roles across BANSIC continues to be essential to the viability of our organisation.

During 2020-2021, BANSIC was able to access supplementary people resources to complement the work of our Volunteers and permanent staff. BANSIC has benefitted from the generosity of Banyule Council who offered two seconded staff members to work with BANSIC for a substantial part of the year. Mia D’Abaco and Jafar Hussein have both made substantial contributions to the work of BANSIC, particularly with respect to the new Foodhub.

BANSIC was successful in obtaining state government Working for Victoria funding via our peak organisation, CISVic. This allowed us to appoint two full-time staff members for 6 months. Sue Palmer, a trained BANSIC Volunteer, worked as a Caseworker with clients with complex needs and undertook some Project Work, and Faiza Ali supplemented the work of our trained Community Support volunteers at a time when client demand for services was increasing. Susan and Faiza worked with BANSIC from November 2020 to April 2021.

Given the growth of BANSIC, we have further developed a dedicated group of Volunteers who provide administrative assistance to the Agency. These volunteers assist with the data entry of client records, updating volunteer records, the management of Grocery Cards, Information Technology Support and the management of the BANSIC website and social media platforms.

Special Projects

Key Projects were successfully undertaken during the past 12 months as part of the 2021-2023 Strategic Plan adopted by the BANSIC Committee of Management.

These Projects, involving both staff and volunteers, included:

- The consolidation of the Foodhub in its new location
- The provision of a Casework service
- The development and implementation of an Information Technology strategy
- The strengthening of key partnerships
- Client Satisfaction evaluation
- Setting up an On-line Opportunity Shop
- Improved grant submission processes
- The establishment of a No Interest Loan Scheme program, and
- Update ratified BANSIC Policies.

Key Partnerships

BANSIC has maintained and enhanced key partnerships with local community organisations and with local businesses.

BANSIC continues to work closely with fellow Shop 48 community agency, HIMILO, mutually providing a range of supports to the Somali community resident in Banyule.

BANSIC has participated throughout the year in the Banyule Nillumbik Emergency Relief Network comprising Banyule Council and the Nillumbik Council, BANSIV, Diamond Valley community Support, HealthAbility and the Banyule Community Health Centre. The West Heidelberg Community Hub Steering group, comprising Olympic Adult Education, BANSIC and HIMILO meets regularly to oversight and coordinate the operation and development of the West Heidelberg Hub.

BANSIC meets regularly with its Peak Body, CISVic, and CISVic member Emergency Relief agencies, participating in joint planning, projects, and advocacy.

Phil Conrick Manager

Kate Farrelly Volunteer Coordinator

Donna Taylor Shop Supervisor

OUR PEOPLE

Committee Of Management

(as at 1 October 2021)

Valerie Sace – President

Alison Belot – Treasurer

Chris Sherrell – Secretary

Megan Burke

Anne Ericson

Helen Kafritsas

John Mitton

Andrew O'Connor

Jo Rodger

Staff

Phil Conrick – Manager

Kate Farrelly – Volunteer Coordinator

Op Shop Workers

Kay Burke

Bronwyn Chiu

Shirley Currie

Sue Everard

Caroline Sparnay

Vanessa

Alyson Lohrey

Jasmine Marchesi

Chamila Wijewickrama

Suzie Williamson

Bruce Lohrey

Donna Marchesi-Taylor

Peter Taylor

Community Support Workers

Charlotte Bannister

Helene Beilharz

Bea (Trix) Cobon

Nan(Cy) Cole

Mia D'Abaco

Cathryn Dunlop

Kelly Dyason

Anne Ericson

Marcel Garcia

Hannah Graham

Geraldine Gregory

Norma Jones

Maryanne (Mirjana) Klisanin

Carolyn Lau

Merryn Lawson

Mark Lazzarotti

Lyn Leon

Donna Marchesi-Taylor

Marina Matthews

Jenny Mitton

John Mitton

Debbie Mpsi

Mary (Maria) O'Driscoll

Sue (San) Palmer

Maree Peacock

Jo Rodger

Jane Simpson

Val Smith

Peter Taylor

Donald Warren

Toni Warren

Bryan White

Sarah Williamson

Terry Williamson

Dale Ziesing

New To You Op Shop

I'm sure most of you will have heard about the accident at the Op Shop earlier in the year. As a result of a medical episode, a driver backed through the front window and crashed into the middle of the shop. Thankfully there were no injuries to the driver, pedestrians or anyone in the shop at the time – but there was quite a lot of damage. That occurred on April 30, 2021.

The Op Shop insurance has since come through - thanks to Phil, our manager. This means we have been able to buy and install new shelving and carpet and a new display cabinet. With the help from some of our volunteers, the sorting of the goods that were saved from the crash and the decoration of the shop is coming along nicely.

I'm sure we will be well and truly ready to open up by the time lockdown shopping restrictions are lifted. My heartfelt thanks and respect go to our outstanding volunteers who continue to give their support, their time and their friendship.

All the community projects we have supported in the past have been on hold due to Covid 19 restrictions. When we are able to share goods with other organisations, the support of local community activities will continue.

The Op Shop benefited from a generous bequest of \$5,000 from the estate of Pat Tucker during 2021. Pat was a passionate supporter of BANSIC and served as a volunteer Community Support Worker and on the Committee for over three years until his passing. Pat was also a wonderful advocate for the Op Shop and his donation is being used to fund improvements and upgrades to our Op Shop.

I'd like to thank our Committee of Management, past and present, for all the work they do and have done. Thank you so much to Phil and Kate for all their support and help, particularly during the trying months recently.

Thank you to all the Community Support Workers for your help, support and kind words. Best wishes to our entire organisation and to all our members.

Donna Marchesi-Taylor

New To You Op Shop Supervisor

OUR SUPPORTERS



**Victorian State
Government**



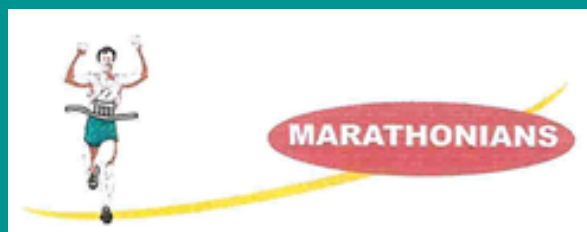
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