

Community Information & Support Victoria

# 2017-2018

# FULL Annual Report



Helping local communities help local people

# About us

Community Information & Support Victoria (CISVic) is the peak body representing local community information and support services.

Our local services assist people experiencing personal and financial difficulties by providing information, referral and support services including Emergency Relief.

We direct people who need help to local centres for services.

We liaise with local, state and federal governments on behalf of local centres for funding and support.

We undertake research and training.

CISVic and its members are committed to volunteering and offer a range of opportunities for people to work with us.

And we seek and arrange funding from philanthropic organisations and private donors.

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# President's report

It is hard to believe that another year has passed, and CISVic like many other small not-for-profits continue to succeed despite strong head-winds.

2017/18 marked the beginning of a transformation for CISVic following the review undertaken by Mike Poulton – Glenvern Associates which led to the development and implementation of our **Strategic Plan 2018- 2020**.

We now have five core areas of operation, namely:

**Leadership, Advocacy & Partnerships**  
**Membership: Connecting & Convening**  
**Professional Services**  
**Research & Data**  
**Organisational Effectiveness**

To further support our efforts, the Board has also created four new working sub-committees which meet between scheduled Board meetings and each has developed an annual workplan. The four sub-committees are: Finance & Risk Management; Membership; CIS Glen Eira; and Research, Training & Advocacy.

The Board sees an increasing imperative for CISVic to further expand our research and advocacy efforts for the benefit of our members and the sector. To achieve this, the Board has created a new position of Policy, Research and Advocacy Officer – which will commence July 2018.

CISVic now has a number of key services and contracts which are changing the very nature of our organisation. These include the ER Consortia (up for tender at the end of 2018); taking on the back-end functions and operation of Glen Eira; Student Placement; Volunteer programs; training programs; and other opportunities. These are all combined under one strategy and will require further consideration as we move forward to ensure that they are consistent with our purpose, benefit our members and the sector and add to our long-term financial viability.

As President, I would like to personally thank Kate Wheller for her outstanding professionalism, hard work and support she has provided to me; our Board members for their commitment and contribution; and the staff for their hard work and expertise that provide direct support for us all.

Congratulations to all staff and members for your efforts which have been crucial to the successful year we have had.

**Chris Wootton**  
**President**

# Executive Officer's report



While the last year has been a challenging on a number of fronts, I do feel that we've achieved much:

**Taking stock.** With our last organisational review in 2009, and much change since then, we were keen to once again take stock of our performance and role in a full organisational and strategic review. Mike Poulton, Glenvern Associates were commissioned to repeat and build upon the 2009 *Poulton Report*. Mike conducted consultations with key stakeholders including our board, all staff & volunteers, member organisations, funding bodies and peer organisations and presented a final report with recommendations *Meeting the needs – addressing the realities; CISVic beyond 2017* to the Board. This report found that since the initial review, CISVic

has a “much enhanced stature and relevance”. Membership & other stakeholder was positive; CISVic is seen to be crucial for the sector and “well regarded” by peers in our field of expertise. The report cautioned however that CISVic cannot afford to “rest on past results” and “need to respond to emerging organisational challenges and set a clear strategic path for the future”. The report has been instrumental in the development of our new strategic & operational plans which spans 2018-2020, and many recommendations already implemented.

**Sector development.** We proudly released our inaugural 12-month training calendar in January 2018. This was the first time we've produced a single, at-a-glance poster promoting training programs and network meetings, with the intention of optimising workforce engagement. We delivered 11 sessions of our accredited *Community Support Workers Course* to 123 new volunteers, and an impressive 41 sessions of non-accredited programs (see infographic) to 566 participants. Much of the non-accredited training was delivered in partnership with expert services, and we acknowledge and thank 360 Edge, Matrix on Board, Tenants Victoria, Whittlesea Community Connections Family Violence program.

**Communities of practice.** We also introduced a new initiative, the *Community Support Worker Case Discussion*, creating an opportunity for volunteers from different agencies to come together and talk about the challenges and different approaches to supporting clients. Volunteers the chance to discuss past interactions with clients (de-identified) and the challenges and learnings from these experiences. They are invited to share their ideas and knowledge about community support available to clients. Sessions are facilitated by our trainer Helen. In this reporting period, we conducted 4 CSW case discussion groups with a total of 31 participants

**Branching out.** Common challenges for the not-for-profit sector are well documented – financial instability, increasing demand & reducing funding. Our smaller centres, particularly those that are volunteer-only are especially vulnerable in this environment. In recent years, we have had 3 centres close, with more at risk. CISVic has tried various interventions to support at-risk centres, which have seen both successes and failures. For a certain co-hort of agencies, we feel that unification is key to survival. In September 2017, CISVic took over management of one of our member agencies following a period of intensive support & the agency losing core funding. At this point, we piloted the 'branch model'; integrating governance, back-of-house functions and sharing personnel with CISVic. We have secured philanthropic funding courtesy of RE Ross Trust to formally evaluate the pilot and expand the model over the next 3 years.

**The voice for many.** An integral focus of our work remains advocating for the most vulnerable and disadvantaged people in our community and supporting our members to provide responsive services. In this period, we made representations to local, state & federal government which included a trip to Canberra to meet with national departmental staff and minister's advisors.

We promoted cross sector collaboration through the introduction of the Financial Wellbeing & Capability network, bringing together key stakeholders delivering emergency relief, financial counselling and microfinance programs.

**Emergency relief consortia.** This was our 3rd full year delivering the Department of Social Services Emergency Relief program. While the initial contract was just 2.5 years in duration, our contract was extended twice; in the first instance by 12-months, and then an additional 6-months. The ER program will open again to tender in the next reporting period.

Our 28 consortia members continued to distribute over \$1.7million of funding to assist individuals and families experiencing financial hardship through the provision of food, vouchers, assistance with household bills, travel, medical costs and educational costs. In this reporting period we provided 47,408 episodes of ER to 19,667 individuals & families.

**Outcomes matter.** We have commenced the development of an Emergency Relief outcomes framework which will allow us to measure the outcomes, rather than just outputs, of our programs across the membership.

**Volunteer Program.** CISVic and its membership remain strongly committed to volunteering, and volunteers play a vital role in our service delivery. We continue to deliver the program Volunteers of Banyule in West Heidelberg. This work has strengthened our broader knowledge of the volunteer sector and enabled enhanced engagement with peer bodies and peak Volunteering Victoria.

In this reporting period our program referred 3,427 individuals to volunteer opportunities.

To build a true picture of our sector's volunteers, who they are and the systems that support them, we conducted our inaugural *Volunteer Census* in March 2018. We look forward to releasing a full report to stakeholders in October 2018.

**Student placement program.** CISVic continues its valued partnership with RMIT Social Work department & welcomed the introduction of student placements across Semesters 1, 2 & 'flex' (summer semester). In this reporting period, 22 students across 9 sites.

**Staff changes.** In late 2017, we said farewell to 3 staff; Helen Besley, our longstanding and highly experienced trainer retired after 10 years with the team; Minh Nguyen, Advocacy & Research Manager; and Cherry Ching, Administration Officer. All three staff had made significant contributions to their team in their various roles and we thank them for their service.

We welcomed new trainer, Helen Byrne to CISVic. A qualified social worker and trainer, Helen has worked in numerous CISVic member agencies, giving her a solid grasp of the work and training requirements of our volunteers. Dr Jennifer Borrell will join us early July 2018 as our new Policy, Advocacy & Research Officer, and she brings a wealth of experience and intellectual prowess to the team.

**In closing.** I'd like to acknowledge and thank our funding bodies and supporters; Department of Health & Human Services, Department of Social Services, Telstra, City of Glen Eira, & RE Ross Trust.

The CISVic team never fail to amaze me as they band together, putting the shoulder to the mill and diligently working to support our local centres.

And finally, thanks to all current & recently departed Board members for your guidance and leadership.

A handwritten signature in black ink, appearing to read 'Kate Wheller', with a stylized, cursive script.

**Kate Wheller**

# Treasurer's report



The CISVic board has continued to focus on balancing the immediate needs of our member agencies and the development of the CISVic team with the ongoing financial stability of CISVic.

For the financial year ending 30 June 2018, CISVic generated a deficit of \$27,274 and incurred cash flow from operations of \$19,799. The investment of our organisation review saw a reduction of our net assets at year- end reduced to \$266,851 (2017: \$294,125). We are committed to building these net assets in coming years rather than any further reductions, and surplus cash remains invested in low risk accounts.

CISVic has once again received cash in advance for services to be delivered in the next financial year and this appears as a liability in the balance sheet.

CISVic remains in a secure financial position. We are reliant on funding from state and government; State Department of Health & Human Services, and Federal Department of Social Services. Our federal funding grant (\$2,039,700) relates to our Emergency Relief consortia contract, with 90% of funding allocated to consortia members for direct service provision, and the balance retained for administration of the contract, our client management system and sector development activities.

During this period, CISVic took over the management of our local centre in Glen Huntly for a 12-month period and local government funding was redirected to CISVic accordingly.

We, like many other community organisations are conscious of the need to diversify our funding streams and guard against full reliance of government funding. In the closing months of this reporting period we received the first instalment of a 3- year funding agreement with R.E. Ross Trust (\$30,000 per year, overall total \$90,000) for a project to evaluate our branch model pilot and broaden the model in coming years.

A handwritten signature in blue ink, which appears to read 'James Dent'. The signature is fluid and cursive.

**James Dent**

# Supporting members

**We aim to be a credible and effective peak body, raising the profile of the sector and providing relevant, timely and accessible information and support.**

## Communication

CISVic's communication strategy continues to provide timely & relevant information to sector members through our **fortnightly e-bulletins; 20 issues sent to a mailing list of over 460 people**. Posts on Facebook and twitter lift our online profile and maintain communication and relationships with the online community.

We produced just 1 edition of *Informed*, our policy and practice newsletter, on the topic of *Reimagining the power of volunteers*.

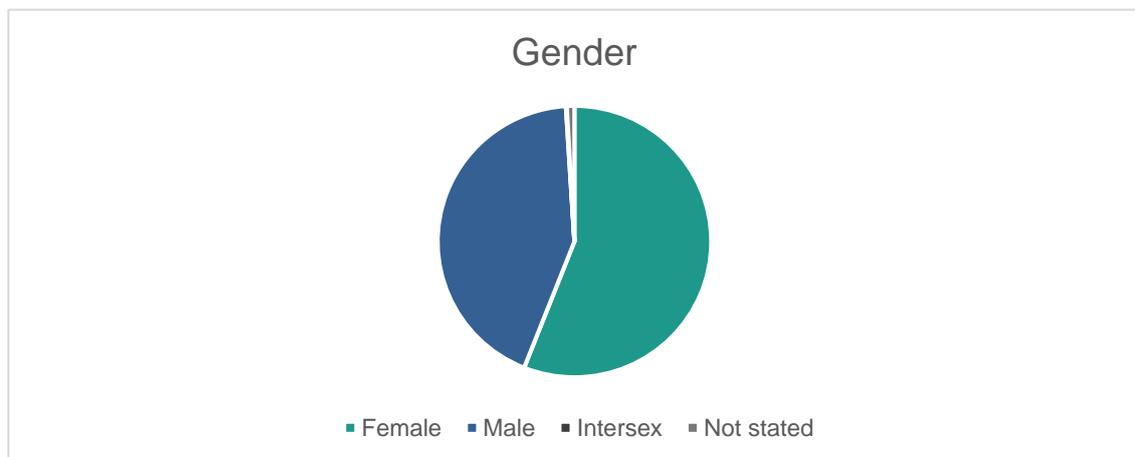
The website is regularly updated with news, information and resources in the public and member's only section.

## ER Consortia

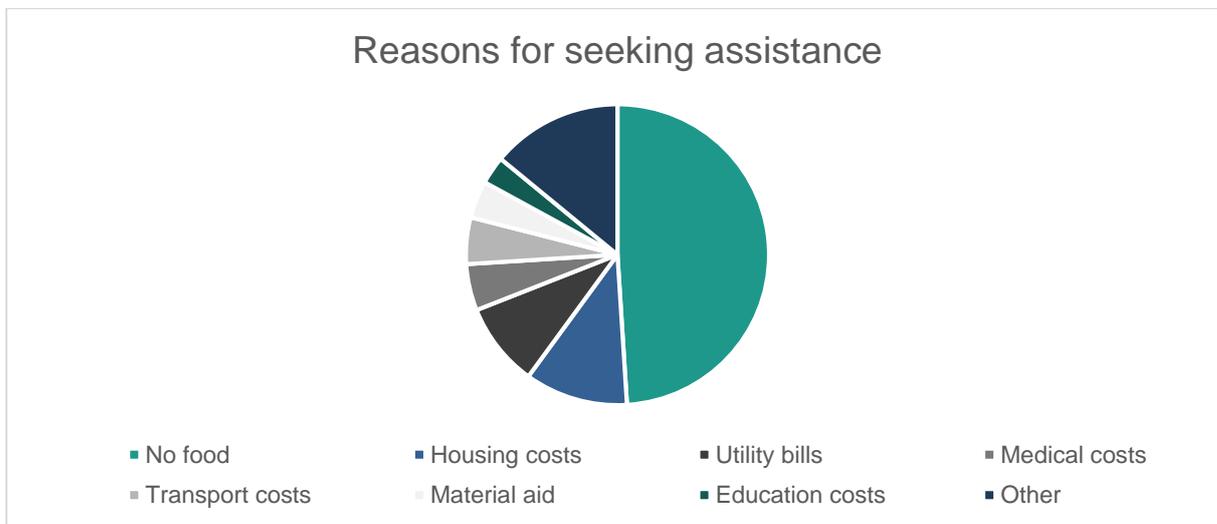
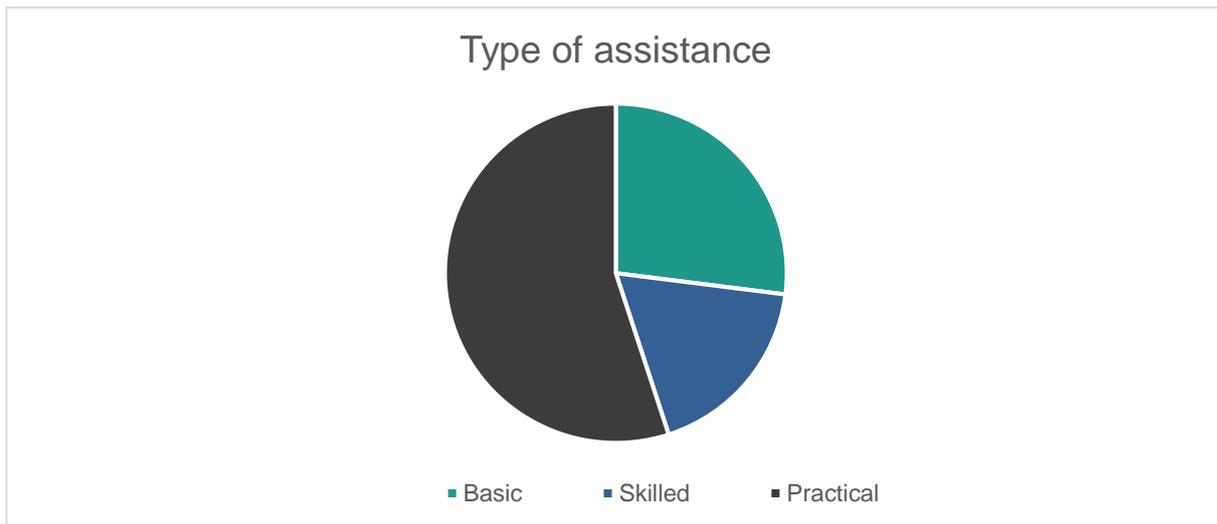
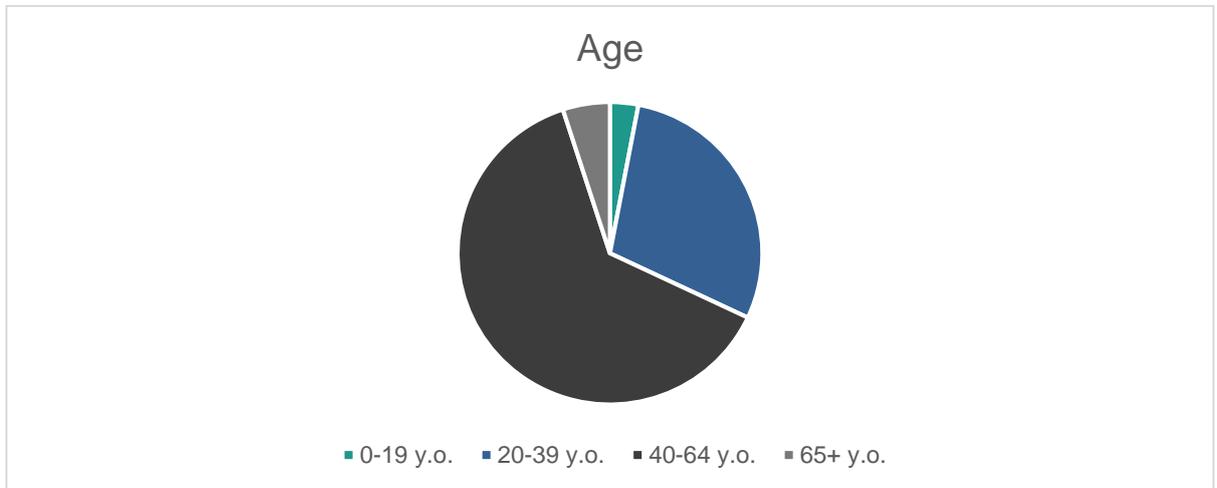
CISVic is the lead agent in a **consortium of 29 members** to deliver emergency relief services across areas of metropolitan Melbourne and regional Victoria. As lead agent, CISVic is able to provide significant support and resources to member agencies which includes a cloud-based client management system. During this period we have focused on enhancing the reporting functionality of the database, and making a comprehensive response to DSS's proposal for program redesign.

In this reporting period, we distributed **\$1.7million in emergency relief to 19,777 clients from 38 sites**. On average, we assisted an individual client 2.4 times, and provided 4.4 different types of assistance (e.g. intake & assessment, information & advice, food/food voucher).

## Our ER clients



## Our ER clients



## Volunteer Management Program

The purpose of this program is to strengthen communities and promote social inclusion and participation in community life by supporting organisations and projects that enable and maximise volunteer participation and effectiveness. While the funding is for service delivery in the City of Banyule, we saw this an important opportunity to develop and strengthen our work supporting volunteering across the broader membership. We continue service delivery in West Heidelberg 2 days per week while offering broader support for volunteering across the membership.

Key activities during this period included:

- Referred 3,611 individuals to volunteer opportunities
- 39% from CALD backgrounds, 36% were unemployed
- Delivered 12 electronic bulletins for volunteer organisations
- Delivered 7 training sessions for volunteers with 76% satisfaction rating
- Facilitated 10 local area (Banyule & Nillumbik) volunteer network meetings
- Produced 8 e-bulletins for volunteer organisations
- Participated in 6 volunteer network meetings conducted by peak body

## Telstra Bill Assistance Program

The Bill Assistance Program provides an allocation of phone vouchers and phone cards which CISVic distributes to members throughout metropolitan Melbourne and regional Victoria. The partnership with Telstra has made an invaluable impact on our agencies' capacity to respond to community needs, and the ability for vulnerable and disadvantaged people to stay connected with families, networks and support services. In this reporting period, CISVic allocated **\$225,000 worth of phone vouchers, and \$12,500 of phone cards.**

**Since this program commenced in 2008, we have distributed \$17,632,500 worth of vouchers and phone cards.**

## Resources

We've continued to develop resources to support our agencies service delivery and in this reporting period produced 7 new fact sheets/tip sheets:

*Family Violence Resources Fact Sheet*

*Material Aid Sources Tip Sheet*

*Answering Machine Messages Tip Sheet*

*Email Communication Tip Sheet*

*A member of the association – to be or not to be Fact Sheet*

*Role of Secretary Fact Sheet*

*Committee of Management handover Fact Sheet*

## Agency support

CISVic conducts a range of activities to provide intensive support to individual agencies as required. These include facilitating merger discussions, co-opting onto boards, advocacy, developing governance policies and procedures, governance training and strategic plan development. In this reporting period CISVic provided **intensive support to 4 member agencies**.

## Roundtables

This year we **conducted 2 roundtables with 28 participants** – an opportunity for a range of workers from the membership to come together in an informal setting to discuss, share and learn from each other particular topics. Topics this year included *Telling your volunteer story* and *Education Costs*.

## Accredited training program

Volunteers in full member agencies who work with clients are required to undertake an accredited national course. In this reporting period, the following was delivered:

- *Community Support Workers Course (formerly Assess and Provide Services for Clients with Complex Needs); 11 sessions were delivered to 123 participants.*

We have continued to deliver a minimum of 4 sessions in the CBD, 1 session in outer east, and 1 the South East.

Three member agencies were subcontracted to deliver local training – Frankston, Rosebud and Leongatha.

We have continued our partnership with the Salvation Army's Training Plus Registered Training Organisation and once again, are able to produce reports profiling the demographics of participants.

- *Loved the course! Helen (trainer) was the perfect person to take it. Easy to understand and patient! Would highly recommend both Helen & course to anyone wanting to become Community Support Worker*
- *Helen is a great teacher. She is very patient, knowledgeable and communicates well. Helen made the training enjoyable and mixed up the training with videos and class discussion; which made it more interesting*

## Non-accredited training program

During this financial year we continued to deliver a range of short training programs designed to meet professional development needs of our workforce. In this period we delivered 30 sessions to 443 participants.

Course	Sessions	Participants
Recognising & responding to family violence	4	53
Tenancy rights & responsibilities	11	153
Ice training	5	128
Working with interpreters	2	20
Communication, Connection & Challenging Situations	1	21
Communication, Connection & Financial Self-Reliance	2	15
Cultural Competence & Building Financial Resilience	3	26
Assessing Complex Needs & Managing Challenging Situations	2	27
	41	566

## CISVic Networks

The uniqueness of CISVic agencies, as generalist, community based agencies, means that we share common service models and challenges. Our members benefit from the opportunity to get together to share information, resources and news. Additionally, they play an important communication path between CISVic and our members.

CISVic either facilitates or participates in 6 regional networks Eastern, Inner South, Northern, Rural, and WRACIC; and 1 Volunteer Coordinator's network. In this reporting period **we participated in 16 network meetings.**

## Caseworker's network

CISVic caseworkers meet quarterly, and as a community of practice, continue to provide professional and peer support contributing to best practice in supporting complex needs clients in ER. In this reporting period we conducted **4 case workers network meetings**, two of which included guest speakers addressing family violence, homelessness, consumer law & social security rights.

Caseworkers contribute to CISVic policy development and assist in our advocacy work by providing feedback, case stories and identifying trends and issues impacting on vulnerable people.

## Community Support Worker's Case Discussion

A new initiative, the Community Support Worker Case Discussion is an opportunity for volunteers from different agencies to come together and talk about the challenges and different approaches to supporting clients. Volunteers the chance to discuss past interactions with clients (de-identified) and the challenges and learnings from these experiences. They are invited to share their ideas and knowledge about community support available to clients. Sessions are facilitated by our trainer Helen. **In this reporting period, we conducted 4 CSW case discussion groups with a total of 31 participants.**

### Feedback from CSW's

*"Good to meet with like minded people wanting best outcomes for our clients"*

*"A useful training session with additional benefit being with other branches"*

*"Everyone was able to share their knowledge in a group way that was relaxed and informative"*

*"Very informative and given a variety of direction options for clients"*

## Effective communicator & advocacy body

**We aim to be a trusted and respected advocacy body, undertaking research and commenting on social policy. We will develop strategic relationships with key bodies.**

We effectively advocate for and represent members to stakeholders including all levels of government and relevant bodies.

Activities in this area include:

- Advocacy and representation on behalf of individual agencies to local council CEOs, Community Support Managers, elected Councillors and state and federal electoral representatives.
- Advocacy and representation with state and federal members of parliament, their advisors and senior management of government departments.

In this reporting period:

In March 2018 we travelled to Canberra and met with key staff at the DSS national office, and Minister Tehan's office.

CISVic also plays an active role working with peer bodies including:

- Energy & Water Ombudsman – *Community Consultation Group*
- VCOSS – *Education Coalition network, Vic Utilities, Peaks and Statewide Networks*
- Volunteering Victoria - *Victorian Volunteer Support Network, Corporate Volunteering Special Interest Group*

# Organisational capacity building

We aim to be a strong and viable organisation with good governance which promotes sector sustainability and where staff feel valued and supported.

CISVic's core funding is from the state Department of Health & Human Services (DHHS) and federal Department of Social Services. We meet regularly with our funding bodies to discuss our activities and key issues in the sector.

It is our goal to ensure that we have adequate funds to deliver the necessary services to our membership. The Board and our Executive Officer ensure that we are fiscally viable and explore new funding opportunities to enable responsive services and innovation.

CISVic works with member agencies to ensure sustainability and advocate for increases in funding. Advocacy support is provided in a range of ways, depending on situation and need. We often make representations to elected parliamentarians, councillors and community leaders on behalf of member agencies.

In this reporting period:

- CISVic staff co-opted onto three member's committees of management to provide guidance and support
- We piloted the branch model as a solution to sustainability (see below)
- Represented member's interests with local councils & members of parliament.

More broadly, CISVic provides information regarding new funding opportunities is disseminated via our fortnightly e-bulletin, and we provide letters of support to accompany members' submissions, or act as referees in applications for funding.

## Branching out

Common challenges for NFP sector are well documented – financial instability, increased competition, increasing demand & reduced government/philanthropic funding with government's favouring fewer contracts with larger organisations. In the last 12 months, we have lost 3 CISVic members. After four decades of providing information and support to their local communities, 3 local centres have closed their doors.

CISVic believes that locally based, generalist services are critical and continue to provide a range of intensive support services to agencies who are struggling or at risk of closure.

Various interventions to date have seen both successes and failures and for a certain cohort, we feel that unification holds the only answer to sustainability. The process of creating & operating the 'branch model' was presented as a potential solution to save our vulnerable services; integrating governance, back-of-house functions & sharing personnel with CISVic.

In this model, CISVic becomes the responsible party for operations, finances, contracts, reporting etc. It relieves the volunteers of the governance burden, allowing them to focus on their work with the local community.

Our model mandates a branch sub-committee which oversees service delivery to ensure locally focused, place-based service remains. Sub-committee members include a CISVic board member as chair, the branch coordinator, CISVic Executive Officer, a volunteer representative and up to 3 independent community representatives.

In September 2017, we commenced a trial of the model, taking over service delivery for our beleaguered agency Community Information Glen Eira (see case study below). It's fair to say this has been a challenging and resource intensive piece of work by we are motivated by a commitment to place-based, generalist services that meet their needs of the most vulnerable and disadvantaged.

CISVic has been granted philanthropic funding to evaluate and broaden the model from RE Ross Trust. This equates to \$30,000 p.a. for 3 years – a total of \$90,000. We gratefully acknowledge RE Ross Trust's backing of this work.

## Case study - branching out in Glen Eira

In late 2016 various administrative and management issues came to light for Community Information Glen Eira (CIGE). CISVic's guidance was sought and intensive support commenced. CIGE's core funding body, Glen Eira City Council, demonstrating a strong commitment to the service and the needs of the local community committed resources to address the issues. An audit was initiated which highlighted some deficiencies in CIGE's systems and governance and council formally requested that CISVic deliver a remediation package to implement recommendations of the audit. Following further talks, and with endorsement from the CIGE committee of management, this evolved to a 12-month contract where CISVic stepped in to both operate the service and deliver the remediation package, with the intention of handing-back control of the service at the conclusion. This contract commenced 1<sup>st</sup> September 2017.

Council funded CISVic directly to:

- Deliver Community Information & Referral
- Operate the Volunteer Resource Centre
- Implement Governance, Financial & Operational compliance

CIGE & CISVic entered into a Memorandum of Understanding (MoU) which detailed terms and conditions of mutual obligation. Under this MoU, CISVic was authorised to act as CIGE's agent and CIGE made available the office space, infrastructure, paid staff and volunteers to CISVic to deliver the service and rehabilitation package.

The service therefore became a function of CISVic, which it operates as a branch. It is effectively a program of CISVic and under the governance of CISVic's Board. CISVic established a Branch Sub-Committee (BSC) to oversee the local service delivery & the implementation of the Oakton Audit. The BSC comprises a CISVic board member as chair, the Executive Officer, Branch Coordinator, a representative of the volunteers and 3 independent professionals.

All funding associated with the service delivery was quarantined in separate bank accounts. No funding was absorbed into CISVic's consolidated revenue. Additionally, it was critical that the service be self-sustainable, and did not drain CISVic's own scant resources.

In May 2018, council advised all parties that they were unwilling to return the contract to CIGE and that requested that CISVic continue to operate the service. Both CIGE & CISVic agreed to this and CIGE will formally wind-up.

# Strengthening communities

We will seek to positively influence public policy and actions that affect vulnerable and disadvantaged communities and community-based volunteering

The contribution of volunteers to the range of services provided by member agencies, from community information, referral and support to tax help and general counselling is highly valued by communities and clients. CISVic supports our volunteers' work through our training program, and keep volunteers informed and up-to-date with relevant sector, policy and practice information through our communications. We also provide tailored information and support for volunteers and managers in the course of their duties. The commitment and skill of volunteers in our agencies are crucial -and core- to CISVic identity and value.

CISVic works with our member agencies to provide the voice for our members and the communities they work in. Through our quarterly network meetings, site visits and surveys, we engage in constant conversations around new and emerging issues affecting clients, communities and vulnerable groups. Our active participation with a range of peak bodies, community advocacy groups and various stakeholders enables us to communicate these issues, help shape solutions and give voice to those who fall through the gaps.

Through our project work, we seek to give voice to clients and highlight the human dimension to the impact of economic and social policy. We support and strengthen the work of our members as they seek to deliver innovative services and build social and human capital by exploring para-professional work of students on placements.

# Projects

## Student Placement Program

CISVic coordinates a social work student placement program in partnership with RMIT and our member agencies. The program aims to increase the capacity of our agencies to undertake complex casework and research, while ensuring that the next generation of social workers has a sound understanding of the information and support sector and issues around food insecurity.

The program, which previously ran only during semester two, has expanded in 2018 to include placements throughout the year and during the summer holiday period.

Under the CISVic student program model, the placement agency provides a task supervisor who supports the student in their daily activities. These activities include, working directly with clients in the emergency relief program, research projects, internal policy development and complex casework. To enhance student learning and meet the requirements of social work courses, CISVic employs a qualified social worker who provides regular on site social work supervision for each student. The students are also brought together at CISVic for several group supervision sessions.

**In this reporting period, 22 students undertook their placements at 7 CISVic member agencies, across 9 sites.** Students were provided with an evaluation opportunity at the end of each placement cycle and have reported that they were highly satisfied with the available learning opportunities, the supervision structure and the programs ability to meet university requirements.

## Honour Roll 2017

This award recognises people who have made a significant contribution to the CISVic sector by adding their names to the Honour Roll.

The recipient must have done significant work for the community information and support sector that:

- Has been beneficial to the local agency the community served
- Has been beneficial at the local, regional or state level
- Reflects CISVic's standards and Rules of Incorporation in relation to providing a community information and support service that is free, confidential, impartial, and independent, and respects the rights of individuals and groups to make decisions for themselves.

### The 2017 inductees were:

- John Fraser, Western Port Community Support
- Sylvia Ramsden, Lilydale Assist
- Susan Pinchbeck, Darebin Information, Volunteer & Resource Service

# Our Members

**We currently have fifty-six (56) member agencies: thirty-three (33) full members & twenty-three (23) associate members across 62 sites.**

Our members are community information centres managed by autonomous, community based management committees. Staffed predominantly by volunteers, agencies receive funding from a wide range of sources such as all levels of government, philanthropic trusts, local philanthropies, donations and fund-raising.

Member agencies are operated and staffed by local people who have intimate knowledge and understanding of the needs of their communities. Each agency is different, and through membership with CISVic, provides services that have reached a standard set by CISVic. Agencies adhere to the principles of providing free and confidential information and support in a non-judgemental manner that respects the client's right to choose.

Our workforce comprises of 322 paid staff and in excess of 3020 volunteers. This equates to approximately 1 paid worker to every 10 volunteers.

In this reporting period we welcomed 2 new associate members:

- Council for Single Mothers & Their Children
- Friends for Good

# Our Board

## Officers

### **President**

Jul-Aug 2017 Anne Coughlin  
Sept-Nov 2017 Susan Magee  
Dec 2017- Current Chris Wootton

### **Vice President**

Jul-Aug 2017 Susan Magee  
Sept-Nov 2017 Anne Catanese  
Nov 2017-current Ian Parker

### **Hon Secretary**

Jinny McGrath

### **Treasurer**

James Dent

## Ordinary members

Anne Catanese  
Leanne Petrides  
Denise Budge  
Bill Morton

# Staff

## Paid staff

### **Executive Officer**

Kate Wheller

### **Advocacy & Research** (departed November 2017)

Minh Nguyen

### **Sector Development**

Meagan Skehill

### **Volunteer Development**

Jill Wilson

### **Student Program Coordinator**

Deborah Rosenberg

### **Trainers**

Helen Besley (retired, October 2017), Helen Byrne, Michael Cooney

### **Case worker** (based at Coburg CIC)

Axia (Shirely) Han

### **Office Coordinator**

Anne-Marie Yung

## Glen Eira Branch

### **Branch Coordinator**

Anne Coughlin

### **Administration Officer**

Louise Howe

### **Caseworker**

Daniela Markovic

## Volunteers

Bill Morton, Bruce Thomas, Carolyn Oxer, Christy Snelleman, Con Van Leest's

## Students

Gerda Lenaghan, Cansu Aldatmaz, Olufolahan Koledowo, Tegan Poole

# Acknowledgements

**CISVic would like to thank and acknowledge the following for their support:**

Adrian Campon (Tenants Victoria)  
Black Inc Books  
Carol Mackay, Mackay Branson  
Christine Spence (Green Wedge Business Services)  
Christine Davies (The Salvation Army Training Plus)  
Cartsen Petersen (Department of Health & Human Services)  
Ernest & Leticia Wears Memorial Trust Fund  
Multiplex  
Nancy Bugeja & team, HM Group  
Neil Richardson (Department of Social Services)  
Jonathan Teh (Russell Kennedy Solicitors)  
Jobs Australia  
John Corcoran (Russell Kennedy Solicitors)  
Pamela Hanney (The Salvation Army)  
RE Ross Trust  
Russell Kennedy Solicitors  
Robert Morsillo (Telstra)

## CELEBRATING MILESTONES – Long Services Certificates

### 5 YEARS

Bayside Community Information & Support Service: **Sarah Salter**

Casey North Community Information & Support Service: **May Croxford-Roswell, Graham Dodd, Rickie Firmin**

Community Information Support – Glen Eira: **Rowena Clark, Maree Connelly, Gaye Ellery, Fran Shearer, Peter Vine, Julie Blashki**

Community Support Frankston: **Denise Hajdinjak, Sharon Leggo**

Cranbourne Information & Support Service: **Teena Staib**

Diamond Valley Community Support: **Claudia Devora, Margaret Taggart**

Doncare: **Rhonda Watts**

Essendon Citizens Advice Bureau: **Angela McDonagh, Alan Breschkin**

Knox Infolink: **Chris Appel, Samantha MacDonald**

Lilydale Assist: **Susan Goss**

Marondah Community Assist Inc: **Bobbie Smith, Kath Dickenson, Rhonda Dingley, Jackie Wu**

Monash Oakleigh Community Support & Information Service Inc: **Chris Krahn, Tess Little, Joy Stevenson**

Monash Waverley Community Information & Support: **Jeannie Baker, Kamala Padmanabhan**

Southern Peninsula Community Support & Information Centre: **Ken Hart, Trish Woodhead**

Western Port Community Support: **Wendy Gamble, Nisa Shaw**

### 10 YEARS

Bayside Community Information & Support Service: **Barry Coulthurst, Libby Whittaker, Wendy Buckland**

Casey North Community Information & Support Service: **Gladys Ireland, Marlene Lawrence**

Cranbourne Information & Support Service: **Anne Manning**

Community Support Frankston: **Bill Vincent, Joy MacEwan, Chris Devine**

Diamond Valley Community Support: **John Glyuas**

Prahran Citizens' Advice Bureau: **Pauline Goldsworthy**

South Gippsland Citizens Advice Bureau: **Diann Newton**

Southern Peninsula Community Support & Information Centre: **Beverley O'Brien**

### 15 YEARS

Community Support Frankston: **Stewart Harkness,**

Diamond Valley Community Support: **John Blackman, Sonia Gilderdale**

Doncare: **Jennifer Reynolds**

Knox Infolink: **Wilma Whitelaw**

Monash Oakleigh Community Support & Information Service Inc: **Marion Gilchrist**

Southern Peninsula Community Support & Information Centre: **Gary Varley**

### 20 YEARS

Bayside Community Information & Support Service: **Lyndell O'Brien**

Casey North Community Information & Support Service: **Connie Spiteri**

Cranbourne Information & Support Service: **Una McGuire, Gab Lindemann**

Diamond Valley Community Support: **Trevor Wilson**

Monash Oakleigh Community Support & Information Service Inc: **Bev Gair, Rosemary Goddard**

Monash Waverley Community Inf & Support: **Irene Morgan, Rosemary Boreham**

### 25 YEARS

Community Support Frankston: **Sue Grogan, Ada Fletcher, John Tame, Barrie Holloway**

Essendon Citizens Advice Bureau: **Caroline Cowell**  
Prahran Citizens' Advice Bureau: **Sandra Ross**  
Southern Peninsula Community Support & Information Centre: **Helen Schultze**

**30 YEARS**

Cranbourne Information & Support Service: **Anne Haylock**

**40 YEARS**

South Gippsland Citizens Advice Bureau: **Martina Bons, Shirley Reeves**

**50 YEARS**

Community Support Frankston: **Peter Lewis**

# Membership

## FULL MEMBERS

Banyule Support & Information Centre Inc  
Bayside Community Information & Support Service  
Box Hill Community Information & Support Inc  
Camcare Inc  
Casey North Community Information & Support Service Inc  
Chelsea Community Support Services Inc  
Cobram Support & Information Service Incorporated  
Coburg Community Information Centre Inc  
Community Information Centre Hobsons Bay Inc.  
Community Support Frankston Inc  
Cranbourne Information & Support Service Inc  
Darebin Information, Volunteer & Resource Service Inc  
Diamond Valley Community Support Inc.  
Doncare Community Services  
Essendon Citizens Advice Bureau Inc  
Goulburn Valley Community Care & Emergency Relief Inc  
Information Warrandyte Inc  
Knox Infolink Inc  
Lilydale Assist Inc  
Maroondah Community Assist Inc  
Mentone Community Assistance & Information Bureau Inc  
Monash Oakleigh Community Support & Information Service Inc  
Monash Waverley Community Information & Support Inc  
Mornington Community Information & Support Centre Inc  
Port Phillip Community Group Inc  
Prahran Citizens Advice Bureau Inc  
South Gippsland Citizens Advice Bureau Inc  
Southern Peninsula Community Support & Information Centre Inc  
South East Community Links Inc  
Sunraysia Information & Referral Service Inc  
Uniting (Victoria & Tasmania) Ltd  
Western Port Community Support  
Whittlesea Community Connections Inc

### CISVic Branch

Community Information & Support Glen Eira

## ASSOCIATE MEMBERS

Ardoch Youth Foundation  
Australia Help Ltd  
Bendigo Family and Financial Services Inc  
Bendigo Foodshare Inc

Bendigo Volunteer Resource Centre Inc  
CityLife Community Care  
Council of Single Mothers & their Children Vic  
Countrywide Community Missions Victoria Inc  
Diamond Valley Foodshare Inc  
Eastern Emergency Relief Network Inc  
Endeavour Ministries Inc  
Friends for Good Inc  
Healesville Interchurch Community Care Incorporated  
IndianCare Incorporated  
Laverton Community Integrated Services  
LINC Church Services Network Yarra Valley Inc  
Make a difference DINGLEY VILLAGE INC  
OZ Assist Inc  
Somali Australian Council of Victoria  
The Gianna Centre Inc  
United Way Ballarat  
Volunteer West  
Volunteering Geelong Inc



Community Information & Support Victoria

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**Web** [www.cisvic.org.au](http://www.cisvic.org.au)