

Community Information & Support Victoria



2016–2017 Annual Report summary



Helping local communities help local people

Key achievements

Our focus over the last year has been the professional development of our workforce and building the capacity of our member agencies to ensure best practice and better outcomes for the communities they work with.

Inaugural bi-annual conference

We conducted our inaugural two-day conference in September 2016.

The conference was themed *Outcomes Matter – the hows and whys of outcome measurement*. It featured excellent guest speakers, a range of workshops, panel discussions, launch of our promotional and training videos, and presentation of CISVic awards.

The conference was well attended and well received by a range of workers from our membership and stakeholders.

Lay of the land 2016 campaign

Local councils play a critical role in supporting our member agencies both financially and in-kind. It is a mutually beneficial relationship with all parties committed to responding to community need and wellbeing.

Leading up to the Victorian council elections we considered it critical to highlight the relationship and by preparing this report and a range of resources (snapshot, fact sheets, sample letters), our members were able to liaise with local councils to ask for a commitment to continue to sustain and support funding.

Consolidating the consortia

2016–2017 marked our second full year of delivery of our Emergency Relief (ER) program funded by the federal Department of Social Services.

Our 29 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 supported over 20,000 people.

We commenced a major review of our client management system which will improve functionality, expand data collection fields and enhance the reporting tools.

Volunteer Management Program

CISVic and its membership remain strongly committed to volunteering, and volunteers play a vital role in our service delivery.

When we were offered the opportunity to take on volunteer management program service in the City of Banyule for member agency Volunteers of Banyule, we seized this unique opportunity to leverage a full-time role which would focus not just on local service delivery, but broader volunteer support to the entire membership.

To date, broader support includes the establishment of a CISVic Volunteer Coordinators Network, a collective impact project – centralised recruitment, training and support of data-entry volunteers; and volunteer sharing – building a pool of qualified Community Support Workers in bayside area who can be shared across a number of member agencies to fill roster gaps; and finally, has facilitated a closer working relationship with peak body Volunteering Victoria.

In this reporting period we made 1869 referrals of new volunteers to volunteering organisations. 60% of those were from CALD backgrounds.

Taking promotion and training to the next level

In the 2016-2017 financial year CISVic produced and launched a range of promotional and training videos.

The promotional videos describe the work of CISVic, member agencies and a range of volunteer opportunities within services (governance, reception and community support worker roles).

The training videos include

- *case study vignettes* – five stand-alone vignettes designed to enhance learning and practice of our community support workers,
- *Child Safety Standards*, and
- *An introduction to volunteering*.

Advocacy and representation

An integral focus of our work remains advocating for the most vulnerable and disadvantaged people in our community. In this period we have concentrated on making policy submissions related to the delivery of the ER program (2) and energy hardship (3). We actively participate in key issues groups including VCOSS's *Utilities Working Group*, and *Education Coalition Network*, EWOV's *Community Consultation Group* and *Volunteering Victoria's Issues and Trends Working Group*.

Facilitating connectedness across the FWC

Department of Social Service funding for ER is delivered under the financial wellbeing and capability (FWC) program, which also funds financial counselling, financial capability and microfinance. As a key ER provider, CISVic created the *FWC network* to enable key providers to come together to share information, news and foster a collective voice.

Student placement program

CISVic continues its valued partnership with RMIT Social Work department, placing 13 students across 7 member agencies in the second half of 2016. CISVic agencies offer rich learning environments for students and students offer our agencies enhanced service delivery.

Following on from our evaluation of the pilot study in 2012, CISVic evaluated the 2016 program and has embedded regular evaluation for all future delivery.

The 2016 report provides a constructive critique of the model, with accompanying recommendations for program enhancement. A full evaluation report will be released in the new year.

Evaluation capacity building

With a strong commitment to evaluating our own work, we are similarly committed to building evaluation capacity of member organisations. During this reporting period we provided intensive guidance and support for two distinct evaluation projects being developed and delivered by member agencies.

Organisational review

In 2009–2010 CISVic commissioned Glenvern Associates to undertake an organisational and strategic review. This process cemented our role as a peak body and refocused our priorities culminating in a fresher, more productive and profitable organisation.

With so much change in the last few years, it felt timely to again take stock, assess and consider our mission, our make-up and our key activities.

This process will involve all at CISVic, our members and key stakeholders.

A snapshot

CISVic members

61 Member agencies
36 Full members (across 41 sites)
25 Associate members

427,583

Total client contacts for CISVic and membership
↑ 16% from previous year

July 2016 – June 2017 CISVic Emergency relief consortium

helped 20,858 emergency relief clients

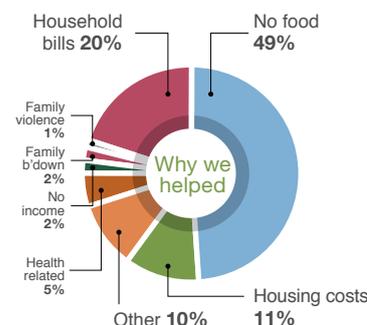
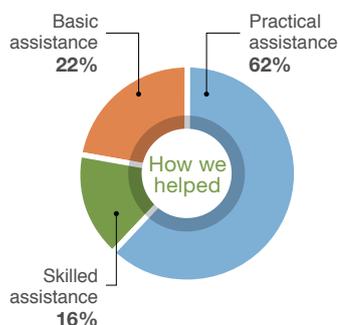
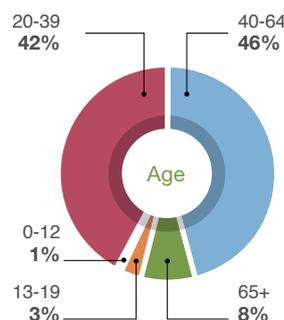
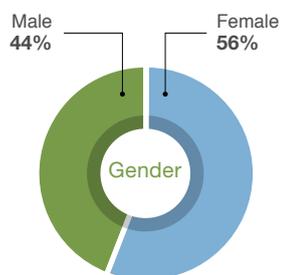
distributed \$1.7m

emergency relief funding from 38 sites

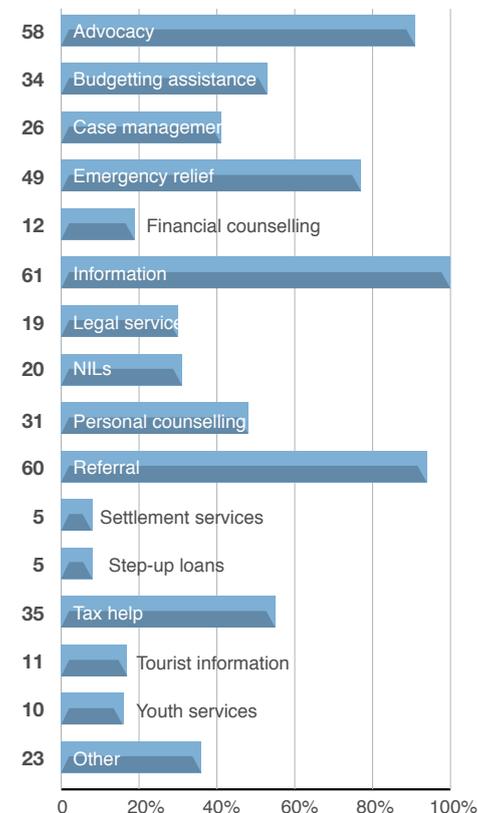


Our collective workforce 322 paid staff : 3028 volunteers (1:10 ratio)

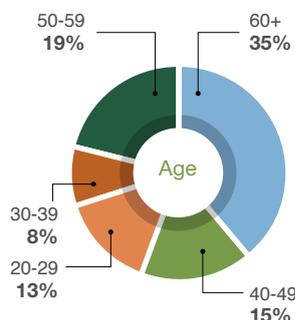
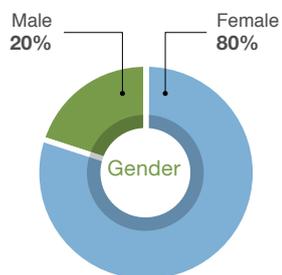
ABOUT OUR EMERGENCY RELIEF CLIENTS



SERVICES MEMBERS OFFER



ABOUT THE NEW VOLUNTEERS WE TRAINED 2016-17



Volunteers come from 10 different countries of birth.

Accredited training program for NEW volunteers

Community Support Workers course:
10 sessions delivered to 101 participants

Non-accredited training programs for existing volunteers:

9 sessions delivered to 112 participants:

- Building upon interview skills – 1 session
- Building financial capability – 1 session
- Recognising and responding to family violence – 2 sessions
- Using the CISVic portal – 2 sessions
- Working with Interpreters – 2 sessions

VOLUNTEER MANAGEMENT PROGRAM

Connecting community members with local volunteering opportunities:

1869 referrals made
60% from CALD background
Satisfaction of service:
92% of placed volunteers were satisfied with process and placement

STUDENT PLACEMENT PROGRAM

Placed and supported **13 RMIT Social Work students across 7 agencies** – offering enhanced learning opportunities for students while building capacity of service delivery.

Satisfaction with the program:

Students 77% satisfied
Agencies 88% satisfied

'The trainer is an extremely knowledgeable presenter. She has a wealth of experience and knowledge. I thoroughly enjoyed the course and seeing her ease of interviewing skills with role playing. She is very encouraging to everyone in the course'

Volunteer.

'This was a very professionally organised course and the trainer is a skilled and empathic trainer. The trainer made us feel empowered and I hope we can make our clients feel the same.'

Volunteer

'The diversity of the role and continued support through the supervision provided by both task and field supervisors. I particularly enjoyed group supervision and believe that it allowed for group discussion and reflection, promoting many varied opinions to help inform my own'

Student.

'(Student placement) contributed immensely to program delivery' and '[were] able to increase numbers of clients assisted'. Students also picked up project work that had 'often been overlooked due to time limitation'.

Agency

President's message

2017 has been another successful year for CISVic as we have continued to provide high quality support to members. There have been a number of applications from organisations to become associate members as the profile of the organisation grows and the benefits of membership are recognised more widely.

The Consortium has strengthened as the teething problems that were bound to appear were sorted. Long term uncertainty of funding is always an issue for our members, but the success of the consortium model has been widely recognised and we are hopeful it will continue to be a positive working model into the future.

During the past year or so, CISVic has worked closely with a number of member organisations who have faced funding and other issues. The tangible support the CISVic staff have provided on the ground to ensure continued sustainability of smaller agencies has been invaluable to those agencies and has led to some positive outcomes as well as some new challenges.

The Board of Management has commenced a Review process to evaluate what we have achieved in the past few years and to assist us to set future directions and priorities to ensure that a high level of relevant and responsive service is maintained and strengthened.

I thank the Board members for their commitment and contribution and the staff for their hard work and expertise that provide direct support for us all.

I particularly thank Kate Wheller for her professionalism, hard work and readiness to look constantly at how to do things better. Her efforts and the support of the staff team have been crucial to the successful year we have had.



Anne Coughlin
President



Community Information & Support Victoria (CISVic)

Suite 907, Level 9, 343 Little Collins S, Melbourne VIC 3000

T 03 9672 2000

F 03 9672 2099

E info@cisvic.org.au

W www.cisvic.org.au