



FACTSHEET

MEMBER OBLIGATIONS

CISVic is funded by the state Department of Health & Human Services (DHHS) as a peak body providing representation, sector development and operational support to our member agencies. CISVic membership delivers a range of benefits to members. It is a two-way relationship however, and the fulfilment of member's obligations is fundamental to us being an effective and trusted peak.

Member's annual obligations

Each year members are required to:

- pay membership fees
- complete an annual standards attestation (PTO)
- update their membership profile
- supply key annual statistical data e.g. contacts
- support and contribute to CISVic's work through active engagement.

Membership fees

We offer a range of membership options including full, associate, individual and life membership.

Membership fees must be paid annually. Fees are set by the Board and approved by members.

We have a tiered fee structure which acknowledges the diverse funding levels of our membership and capacity to pay.

Annual standards attestation

Our DHHS funding affords us Community Service Organisations VMIA insurance coverage which extends to our members. This is of course, contingent on members fulfilling certain obligations to demonstrate sound governance and good practice.

The attestation provides us & DHHS with evidence of member organisation's governance and service delivery. Agencies are required to complete this attestation annually.

Member's Profile

Our capacity to adequately represent and advocate on behalf of our members is directly related to how well we understand our members and the work they do. The very nature of our sector's funding arrangements means that individual organisation's financial situation & program suite can vary from year to year.

All members are required to review and **update their Member's Profile Survey annually.**

Total client contacts

Each year, we ask our members to provide us with the **total number of client contacts** your entire organisation (and across all programs) has had with your clients over a 12-month period. This should include all telephone, face-to-face, or other contacts by clients, whether they are new, existing or repeat clients.

This now appears as a mandatory question on the member's profile survey.

As a collective 'total number of contacts' this **quintessentially demonstrates our collective reach, relevance and authority to speak about your work and the needs of your clients.**

Active engagement

We ask that members participate in relevant research, consultations and networks to optimise communication and information sharing.

Community Information & Support Victoria (CISVic)

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STANDARDS

All members are required to:

1. have an appropriate legal status (e.g. incorporated association). (Full and provisional members are required to be incorporated under the Associations Incorporation Act 1981 and comply with their Rules of Incorporation),
2. comply with the CISVic Rules of Incorporation and the CISVic Membership Agreement. (See Members' area on CISVic website),
3. work within current government legislation and be aware of any changes to legislation that are introduced (e.g. privacy, occupational health & safety),
4. have their COM members and all staff sign a Code of Ethics which includes Confidentiality Policy,
5. comply with the following core principles: confidentiality, impartiality, objectivity, access & equity,
6. have and comply with a written complaints procedure for their organisation,
7. respect and uphold the dignity and rights of each person requesting services,
8. provide a safe and dignified environment for the provision of services.

All members are required to:

9. comply with the stated policies of CISVic,
10. comply with the core policies of the Association including the:
 - a. Confidentiality Policy, which includes the Privacy Policy
 - b. Impartiality and Objectivity Policy
 - c. Independence Policy
 - d. Information Policy
 - e. Advocacy Policy
 - f. Ancillary Services Policy
 - g. Volunteering Policy
 - h. Access and Equity Policy
 - i. Language Policy
 - j. Emergency Relief Policy
 - k. Violence Policy
 - l. Staff Debriefing Policy
 - m. Training Policy.

Full and Provisional members are required to:

1. ensure that all Community Support Workers interviewing members of the public complete the CISVic-endorsed training program,
2. appoint a delegate to represent the agency at CISVic Annual and Special General meetings, conferences and summits.