

## Key achievements

### 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. Mike Poulton, Glenvern Associates were commissioned to undertake a full organisational and strategic review, building upon the 2009 Poulton Report. Mike conducted consultations with key stakeholders including our board, all staff and volunteers, member organisations, funding bodies and peer organisations. A final report with recommendations: "Meeting the needs – addressing the realities: CISVic beyond 2017" was presented to the Board. The report found that since the initial review, CISVic has a "much enhanced stature and relevance".

Membership and other stakeholder feedback was positive. CISVic is seen as 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 highlighted a "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 and operational plans which span 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 to 566 participants (see infographic). 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, and 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 take 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 four 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 and reducing funding. Our smaller centres, particularly those that are volunteer-only, are especially vulnerable in this environment.

In recent years, we have had three 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 and 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 three years.

## Key achievements (cont'd)

### 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 and 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 six-months. The ER program will open again to tender in the next reporting period.

Our 28 consortia members continued to distribute over \$1.7 million 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 and 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 the RMIT Social Work department and welcomed the introduction of student placements across Semesters 1, 2 and 'flex' (summer semester). In this reporting period, 22 students were placed across nine sites.

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# 2017–2018 Annual Report summary

## Community Information & Support Victoria



INFORMING  
VICTORIANS  
FOR 50 YEARS

## President's message

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

## A snapshot

### CISVic members

**56** member agencies  
**33** full members (across 39 sites)  
**23** associate members

**470,685**

Total client contacts for CISVic and membership

### July 2017 – June 2018 CISVic Emergency relief consortium



**helped 19,777**  
emergency relief clients



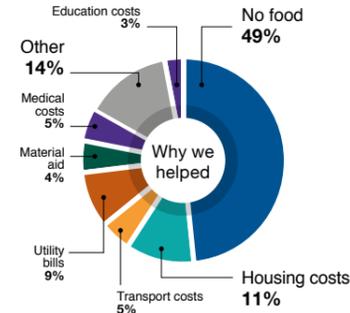
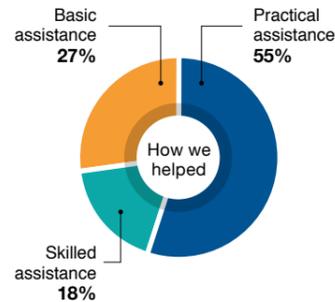
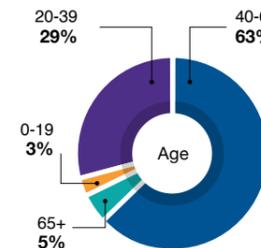
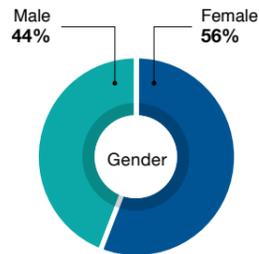
**distributed \$1.7m**  
emergency relief funding from 39 sites

### Our collective workforce

**334**  
paid staff

**3459**  
volunteers

### About our emergency relief clients



### Feedback from volunteers (who attended training)

*"(the trainer) is a great teacher. She is very patient, knowledgeable and communicates well. She made the training enjoyable and mixed up the training with videos and class discussion; which made it more interesting."*

*"Loved the course! The trainer was the perfect person to take it. Easy to understand and patient! Would highly recommend both the trainer and (the) course to anyone wanting to become Community Support Worker."*

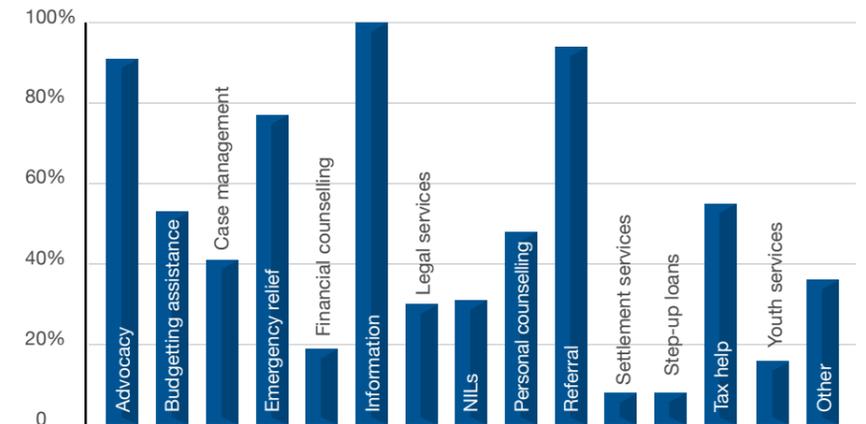
### About the training we delivered

We delivered a range of accredited and non-accredited training programs.

Training delivered either independently or in partnership with experts (Tenants Victoria, 360 Edge, Matrix on Board)

Course	Sessions	Participants
Community Support Workers Course	11	123
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
<b>Total</b>	<b>41</b>	<b>566</b>

### Services members offer



### Volunteer management program

**3,427** referrals made

**45%** CALD background

**36%** unemployed

### Student Placement Program – partnership with RMIT

**22** placed students...

...across **9** sites

### Telstra Bill Assistance Program

Delivered \$225,000 in vouchers and \$12,500 in phone cards.

Since program started in 2008, we have distributed \$17.5 mill of vouchers and phone cards.

**\$237,500**  
Telstra vouchers and phone cards distributed