



Community Information
& Support Victoria

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CISVic is a peak body for information & support services.

ENDING THE STOPGAP

How federal funding for case workers improves peoples lives

What we do



32 CISVic agencies across 38 sites providing Emergency Relief (ER) in the form of material aid and support to over **45,000** individuals and families on "Struggle street!"

1400 volunteers contribute **50,220** hours to deliver ER services.

DSS currently funds **16 caseworkers**, across **19 sites**. In 2013, case workers provided intensive support to **3009 clients** over a 3-6 month period.

Caseworkers do early intervention work to help clients avoid falling further into crisis.

Why people need case work

Clients have low economic resources, and have no-where else to turn to. ER agencies are the last safety net, and case workers in this setting provide critical support for those who would otherwise fall through the gap

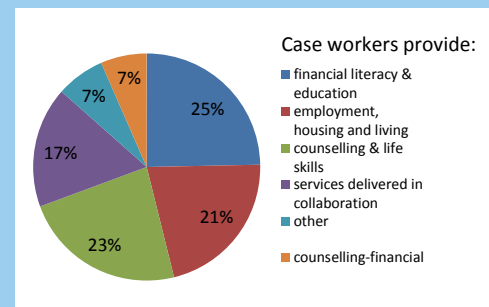
On average, clients experience multiple difficulties (2.5 issues); multiple forms of financially driven deprivation and stress.

1 in 5 households have low economic resources. These households have both relatively low income and low wealth. (ABS:2012, Life on Struggle Street')

Financial difficulties	54%
Health and/or disability complications	16%
Housing stress or homelessness	12%
Family and personal relationship difficulties	66%



How case workers help:



In agencies with case workers, volunteers feel:



(CISVic Ending The Stopgap: 2011)

More confident	87%
More supported	80%
The environment is much better	84%
The workload is more manageable	66%
Feel less stressed	66%

Outcomes for clients:

72% of clients' situations are resolved or partially resolved

75% of clients' situations are stabilised gained knowledge they did not have before

84% Clients feel more in control of their situation and positive in their outlook for the future.

Funded value of casework services is \$338,000, delivering \$112 to help each client.

"For me - being able to sit down and have someone to talk to about what is happening around me has made me grounded and far less fearful of my immediate future. I have been able to sort out my personal situation much more quickly with confidence and grace and what seemed insurmountable turned out to be quite easily sorted!"

"My caseworker's definitely helped me feel a sense of hope and security that help is available to move people through tough times and onto better lives"

"Without her to turn to and talk to, I don't know how my mental health and life in general would be today.

She was my LIFE LINE.

She helped me work through things myself ... and I became confident in myself to find the strength and courage to make decisions in my life."



Casework support is a crucial element of early intervention.

Investment in early intervention prevents potential high cost reliance on the service system

Preventing high cost reliance on the service system is essential to Australia's social and economic wellbeing, and to our economic growth and prosperity.