

Community Information & Support Victoria
2016-2017
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



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.

A handwritten signature in black ink, appearing to read 'Anne Coughlin'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Anne Coughlin

Executive Officer's report



Our focus during this reporting period has been on capacity building- both for CISVic itself and our membership, with the ultimate goal of ensuring best practice and better outcomes for the people we work with.

I'd like to highlight a number of our key activities over the last 12-months:

Conference. We conducted our inaugural two-day conference in *Outcomes matter* in September 2016. It featured excellent guest speakers, a range of workshops, panel discussions, launch of our promotional and training videos, and presentation of CISVic awards. It was well attended and well received by a range of workers from our membership and stakeholders.

Lay of the Land 2016 Advocacy 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. We felt it critical in highlighting this in the lead-up to council elections, and this report and accompanying resources (snapshot, fact sheets, sample letters) were tools for our members as we sought a continued commitment 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 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 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. In the next reporting period we'll develop an ER evaluation framework which will allow us to measure the outcomes of our program.

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. We 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.

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.

We've welcomed Meagan Skehill back from maternity and been fortunate to keep Jill Wilson on in a new role with the volunteer program. Social work students on their second placement continue to add value to our work, and projects like our *Child Safety training video* wouldn't have happened without them. I'd like to acknowledge with thanks, RMIT students Shakira and Ethan. A touch of youth, enthusiasm and fresh ideas never go astray!

All we've achieved this year is of course only possible through the collective work of our Board, staff, volunteers and students, and I'm indebted to each individual for their commitment, passion and efforts. It has not been a year without challenges, but we're doing what we can to learn and develop as a result.

We are grateful to our two core funding bodies for their ongoing support; Victoria Department of Health & Human Services, and the Commonwealth Department of Social Services. Telstra's generous bill assistance program remains an important element of our emergency relief support. I'd also like to acknowledge The Ernest & Leticia Wears Memorial Trust Fund for their generous donation.

Thanks also go to our conference sponsors; CDS, Energy Australia, City West Water, South East Water and Yarra Valley Water.

As the financial year drew to a close, the board made the important decision to undertake another organisational review, and I think this timely task will ensure we set the right course on which to steer our ship over the coming years.



Kate Wheller

Treasurer's report



I am very pleased to present the Treasurer's Report for the 2017 financial year. 2017 has been another year where living costs, such as housing, power and food, have continued to rise in Victoria. When this is combined with the reduction in employment opportunities due to the wind down and in some cases closure of traditional industries such as automotive production and manufacturing more broadly, there is a heightened level of pressure on many communities, especially the disadvantaged, elderly and remote.

CISVic and its member agencies have continued to work tirelessly to provide the support that many members of the community depend on. We have now been providing emergency relief on behalf of the Department of Social Service for over two years. We consider that the current program is providing real benefits to those who we support on an economically sound basis. Additionally, the consortia arrangement provides CISVIC with an additional source of funds which we are using to enhance the capability of our team and provide a broader service to our members. We remain very aware of the responsibility associated with managing the consortia funding and being transparent with the consortia members and satisfying our accountabilities to the DSS.

In managing CISVIC's financial arrangements, the Board focuses on balancing the immediate needs of our member agencies and the development of the CISVIC team with the ongoing financial stability of CISVIC. In this regard, we made some important investments this year to ensure continuity of service to communities where member agencies were experiencing challenges and to review the future direction of operating model of CISVic. The strategic review that was commissioned during the year is a critical project that the Board and management will use to ensure that CISVic remains relevant to our members, and a viable provider of services into the future.

For the financial year ended 30 June 2016, CISVIC generated a deficit of \$90,582 (2015: \$12,489 surplus) and incurred cash outflows from operations of \$67,757 (2015: \$84,634 outflow). Due to the investments noted above, CISVIC's net assets at year-end reduced to \$294,124 (2015: \$384,706). Following the sale of the office that completed at the beginning of the year, we have strong liquidity and financial flexibility. Surplus cash is invested in low risk investments and earnings are used to offset rental costs of the current office and other administrative expenses. Similar to prior years, CISVIC has received some cash in advance of delivering the associated services which appears as a liability in the balance sheet.

The Board will continue to utilise CISVIC's accumulated surplus for the benefit of member agencies and to ensure the ongoing viability of CISVIC throughout the economic cycle. CISVIC is in a secure financial position, however as always, remains dependent on funding that it primarily sourced from state and federal government funding.

I would like to acknowledge the tireless efforts of the CISVIC management team to continually deliver CISVIC's services at the high levels our members expect while also managing costs and pursuing funding opportunities.

A handwritten signature in blue ink, appearing to read 'James Dent'.

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** produced in this reporting period and our policy and practice newsletter, ***Informed; 1 edition*** focusing on *Planning for sustainability*. Posts on Facebook and twitter lift our online profile and maintain communication and relationships with the online community.

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 **consortia of 28 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 20,858 clients from 38 sites**.

Volunteer Management Program

In December 2016, undertook delivery of commonwealth funded volunteer management program under sub-contract from associate member agency Volunteers of Banyule. 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. The CISVic board committed to cross subsidising a new full-time position for 12 months to continue service delivery in Banyule 2 days per week in accordance with the funding agreement, while working from CISVic 3 days per week to build and develop our broader volunteer support.

Key activities during this period included:

- Referred 1869 individuals to volunteer opportunities, 60% from CALD backgrounds
- Delivered 3 training sessions to 71 participants from volunteer organisations:

- *Engaging with young people* – 2 sessions
- *Child safety requirements* – 1 session
- Facilitated 3 Banyule/Nillumbik volunteer network meetings
- Produced short video *Introduction to volunteering* with 114 views
- Produced 6 volunteer-specific newsletters for volunteer organisations
- Conducted satisfaction survey of placement volunteers and found 92% were satisfied with their placement and the process.

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 **\$212,500 worth of phone vouchers, and \$25,000 of phone cards.**

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 **introduced and conducted 2 roundtables with 22 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 *Volunteer Recruitment & Retention*, and *Financial Well-being & Capability Redesign- our response*.

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*); 10 sessions were delivered to 101 participants.

We have continued to deliver a minimum of 3 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.

Feedback from participants:

- *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.*
- *This was a very professionally organised course and the trainer is a skilled and empathic trainer. There's a saying I agree with: "I don't remember everything you said but I remember how you made me feel". The trainer made us feel empowered and I hope we can make our clients feel the same.*

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. We delivered 9 sessions delivered to 133 participants. They were:

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

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. The North West Network was wound up due to low numbers, and a new network created for volunteer-only agencies. In this reporting period **we participated in 24 regional network meetings.**

In 2017 we introduced a new network for Volunteer Coordinators and conducted 1 meeting.

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, and mental illness and NDIS.

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.

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.

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 - Volunteer Management Special Interest Group: *Issues & Trends Working Group*
- Essential Services Commission – *Payment Difficulty Framework*.

Lay of the land 2016 advocacy 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. We felt it critical in highlighting this in the lead-up to council elections, and this report and accompanying resources (snapshot, fact sheets, sample letters) were tools for our members as we sought a continued commitment to sustain and support funding.

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 the past year, we have made various personal representations around issues of re-location, funding levels and potential mergers and partnerships. CISVic also provides statistical information and relevant research and data to demonstrate the evidence base of our assertions in support of particular issues. During this reporting period, we have provided more intensive support to a number of members who were experiencing key issues which related to risk of losing core funding, those considering merging with organisation and those who were re-locating.

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.

CISVic recognises and acknowledges the work of our sector's volunteers through the Honour Roll. Inductees are individuals who make significant contribution to the community information and support sector through their work which has local, regional or state-wide implications and reflects our shared standards and guidelines. Each year, we induct three new individuals.

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.

Social and public policy

CISVic makes representation to relevant social and public policy discussions. During this reporting period these included:

individual submissions

- Submission to Department of Social Services, FWC Redesign, March 2017
- Submission to the Essential Services Commission, Payment Difficulty Framework, June 2017
- Submission to Independent Panel Review of electricity and gas retail markets in Victoria

Joint submissions

- Submission to Department of Social Services, Data Exchange Client Survey Discussion Paper, March 2017
- Transition to Metering Competition in Victoria Options Paper, November 2016

Projects

Student Placement Program

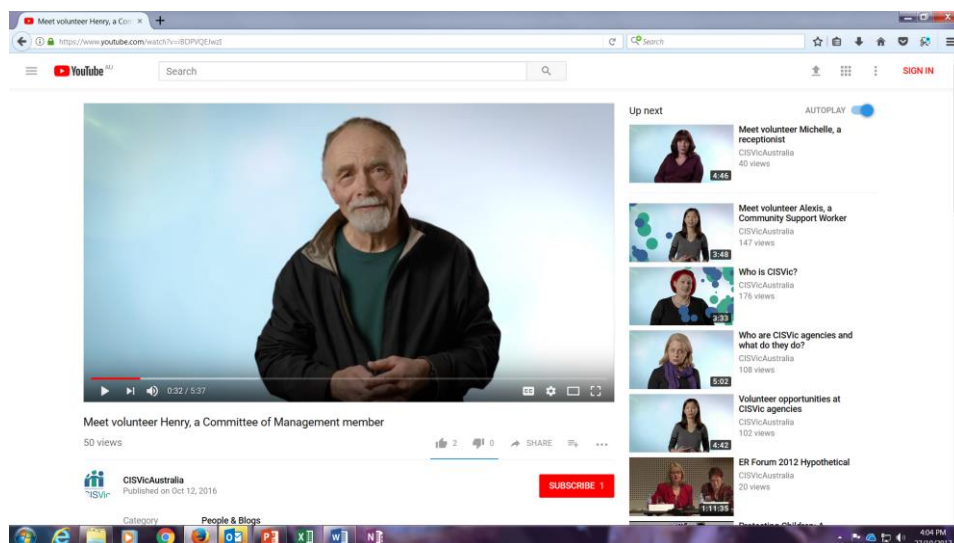
CISVic offered a full Student Placement Program in this reporting period, with just 10 students placed across 7 agencies. Our Field Educator and Trainer Deborah Rosenberg continued to provide valuable individual and group supervision that complemented supervision by task supervisors at placements.

CISVic is committed to delivering and growing this program over coming years, and our DSS funding, and has RMIT support enabled us to make this a permanent addition to our service.



Promotional and training videos

The WRACIC regional network produced a video some years ago which served as an introduction to CISVic agencies and the work of the volunteers. We were asked to update this, and thus produced a range of videos about the peak body, the local centres and key volunteer roles in the agencies. These videos are available on our website and you tube site for members to use in for recruitment and promotion.



We also produced a range of training videos:

- *Vignettes* – these are standalone vignettes designed to enhance learning and practice of our community support workers (CSWs). Focus is on the core skills and values required in the role of CSWs, presenting mock client interviews. They do not represent best practice, rather, they are designed to stimulate discussion, encourage reflection and learning.
- *An Introduction to Volunteering*
- *Child Safety Standards*.



Inaugural 2-day conference

We conducted our inaugural 2-day conference, *Outcomes Matter* on September 14th and 15 2016. This will be a bi-annual conference providing an opportunity for members and stakeholders to come together for professional development. The event was well-attended with excellent guest speakers and workshop presentations

Guest speakers:

Dr Tessa Boyd-Caine, National Centre for Health Justice Partnerships

Chris Wootton, Philanthropy Australia

Workshop presenters:

Evaluating for outcomes and why it matters – Adele Stowe-Lindner, Katriece Bolden

Finding your leadership edge – Richard Dent, Leadership Victoria

The Golden Thread; mapping outcomes – Jon Myer & Jonathan Finnighan, Social Ventures Australia

Community information in the age of connectivity – Helena Athans, Matthew Hale, Lisa Hansen

Child safety: better practice, better outcomes – Emma Turner, Deborah Rosenberg

Volunteer impact – measuring how we matter – Leanne Petrides



SEPTEMBER 14 / 15 2016
MELBOURNE, VICTORIA



“Congratulations to the organizing committee and the CISVic team on a job well done.”

“Very well organised. Full agenda, very interesting topics. Discussions and forums were excellent. Lots of time for networking too. Thanks!”

“It was a great success, well planned and expertly run.. [we] found it stimulating and inspiring..”

“Congratulations again on a well-run CISVic conference. I really enjoyed it – “the golden thread” is my mantra now!”

“I enjoyed a couple of the sessions immensely and came away with some new ideas and thoughts that we will be able to implement at agency level.”

“Awesome conference last week - congratulations to everyone on the an incredible job”

After attending, 35% of respondents noted that they were satisfied with the conference and that there was no need for improvement, comments were as follows;

“I thought the conference went extremely well. It was good to network with other organisations and hear what they do, and how they get their resources.”

“The balance of set workshops and networking time was excellent.”

“Very professional, good speakers for conference topic.”

CISVic Awards 2016

Proudly sponsored by Community Data Solutions



Community Information & Support Victoria (CISVic) aims to recognise the commitment, passion and innovation of individuals and member agencies.

Honour Roll 2016

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 2016 inductees were:

Joan Hill, Sunraysia Information & Referral Service
Julie Yu, Doncare
Marilyn Packer, Doncare

Innovations Award

This new award was introduced 2016, to recognise innovative practice of member agencies. The Innovations Award recognises organisations that have demonstrated significant innovation in the design and/or delivery of services. The award is a critical component of CISVic's mission to promote members and the work they do.

Any member organisation may be nominated for the award. The service innovations in question could be internal (i.e. of value to the organisations internal operations) or external (i.e. of value to external stakeholder including service users). The innovations of interest include program innovations (new ways of delivering services), technological or managerial (novel organisation structures, novel interventions to influence organisation culture and so on).

In 2016, these awards were announced on Day 1 at the CISVic Conference. **The inaugural Innovation Award winner, chosen by a panel of independent judges was *Cranbourne Infolink Project, Cranbourne Information & Support Service.***

Conference attendees were able to vote for "**People's Choice**" Innovation Award, and this award went to ***Employment Engagement Project, Southern Peninsula Community Support & Information Centre.***

The CISVic Outcomes Matter conference
is proudly sponsored by:

Gold Sponsor



Silver Sponsors



Award Sponsor



Conference Supporters



Our Members

We currently have sixty-one (61) member agencies: thirty-six (36) full members across forty-one (41) sites, and twenty-five (25) associate members.

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.

Our Board

Officers

President

Anne Coughlin
Joined 2010, Member of BayCISS

Vice President

Susan Magee
Member since 2011, Member of Casey North Information & Support Services

Hon Secretary

Jinny McGrath
Joined 2010, Member of South East Community Links

Treasurer

James Dent
Joined 2009, Individual member

Ordinary members

Anne Catanese
Member since 2013, Member of Chelsea Community Support Services

Ian Parker
Member since 2013, Member of Banyule Support & Information Centre

Jackie Currie (Stepped down June 2017)
Member since 2014, Member of Southern Peninsula Community and Information Centre

Co-opted members

Bill Morton
Joined June 2017

Staff



Paid staff

Executive Officer

Kate Wheller

Advocacy & Research

Minh Nguyen

Sector Development

Jill Wilson

Meagan Skehill

Volunteer Development

Jill Wilson

Trainers

Helen Beasley, Deborah Rosenberg, Michael Cooney, Trainer

Office Coordinator

Anne-Marie Yung

Volunteers

Bill Morton, Bruce Thomas, Ian Harris, Carolyn Oxer, Sue Penninger, Vizma Rasa
Cameron Deans

Students

Shakira Wilson, Erhan Tirli, Teagan Poole

Acknowledgements

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

Christine Spence (Green Wedge Business Services)
Cherly Roche & (Department of Health & Human Services)
Ernest & Leticia Wears Memorial Trust Fund
Neil Richardson (Department of Social Services)
Jonathan Teh (Russell Kennedy Solicitors)
Jobs Australia
John Corcoran (Russell Kennedy Solicitors)
Leadership Victoria
Russell Kennedy Solicitors
Robert Morsillo (Telstra)
Sharon Coates and the team at Great Connections/Leadership Victoria

Long Services Certificates

5 YEARS

Bayside Community Information & Support Service: **Sue Swanell, Shirley Walker**
Community Information Glen Eira: **Gaby Pozo**
Community Support Frankston: **Daniel Fenn, Lynne Harvey, Annette Newton**
Darebin Information, Volunteer & Resource service: **John Coppola**
Essendon Citizens Advice Bureau: **Helena Andrews, Margaret Baynes, Anne Brosnan, Lynda Stuart**
Knox Infolink: **Bill Rosen, Brij Singh, Jo lee, Tony Hayward. Marianne Foenander, Jillian Reynolds**
Lilydale Assist: **Barbara Laug, Ludmilla Beresniak**
Mentone Community Assistance & Information Bureau: **Helen Merrick-Andrews**
Monash Oakleigh Community Support & Information Service: **Aida Blas**
Monash Waverley Community Information & Support: **Lorna Heiman, Ling Huang, Fun Lam**
Pahran Citizens Advice Bureau: **Jennifer Orr**
South Gippsland CAB: **Gwen Scheffer, Susannah Martin**
Southern Peninsula Community Support & Inf Centre: **Dave Burn, David Clark, Dawn Edwards, Welma Norris**
Western Port Community Support: **Helen Anderson, Sue Dickens, Mike O'Grady, Karen O'Grady, Val Ollive**

10 YEARS

Bayside Community Information & Support Service: **Elmo Joseph**
Community Information Glen Eira: **David Finn, Janice Callanan, Sue Wald, Lee Lester**
Community Support Frankston: **Eileen Thompson**
Cranbourne Information & Support Service: **Julie Jones, Di Mainwaring**
Darebin Information, Volunteer & Resource service: **Bethel Caple, Ian Peters, Lorraine McCallum**
Essendon Citizens Advice Bureau: **Christine Burke, Rita Bellamy**
Knox Infolink: **Jack McNamara**
Mentone Community Assistance & Information Bureau: **Anna Wonneberger**
South Gippsland CAB: **Barbara Axten, Clare Carmichael**
Western Port Community Support: **Lorna Angier, June King, Renate Moore**

15 YEARS

Community Information Glen Eira: **Pat Schmidt, Jacquie Wissenden**
Essendon Citizens Advice Bureau: **Margaret Harbour**
Monash Oakleigh Community Support & Information Service: **Caroline Grandine**
Monash Waverley Community Information & Support: **Linda Chipperfield**
South Gippsland CAB: **Val Caithness, Ian Hamilton**
Southern Peninsula Community Support & Inf Centre: **Gill Beever**
Western Port Community Support: **Pat Hehir**

20 YEARS

Casey North Community Information & Support Service: **Tom Gyles, Bert Rae, Di Christensen**
Community Information Glen Eira: **David McVilly, Hadassa Millman**
Cranbourne Information & Support Service: **Sharon Mills, Rosalind Larke, Dawn Wilson**

Essendon Citizens Advice Bureau: **Joy Clemie**
Monash Waverley Community Information & Support: **Kath Farrugia**

Prahran Citizens Advice Bureau: **Margaret Luginbuhl**

25 YEARS

Bayside Community Information & Support Service: **Elizabeth J Kent**
Community Information Glen Eira; **Joanne Gubieski, Lane Shmerling**
Mentone Community Assistance & Information Bureau: **Marian Brown**

30 YEARS

Essendon Citizens Advice Bureau: **Kaye Gauci**
Lilydale Assist: **Sylvia Ramsden**
Mentone Community Assistance & Information Bureau: **Joan Dickerson**
Monash Waverley Community Information & Support: **Judy Peake**

35 YEARS

Cobram Citizens Advice Bureau: **Camelia Blackley, Heather Barrie**
Prahran Citizens Advice Bureau: **Daphne Bosch**

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 Information Glen Eira 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
Maryborough Community Information Centre
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
Mt Alexander Community Information 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
UnitingCare East Burwood Centre
Western Port Community Support
Whittlesea Community Connections Inc

Associate members

Ardoch Youth Foundation
Australia Help Limited
Backpack Bed by Swags for Homeless Ltd
Bendigo Family and Financial Services Inc

Bendigo Foodshare Inc
Bendigo Volunteer Resource Centre Inc
CityLife Community Care
Countrywide Community Missions Victoria Inc
Diamond Valley Foodshare Inc
Eastern Emergency Relief Network Inc
Endeavour Ministries 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
North East Region Volunteer Resource Centres Inc (Known as Volunteers of Banyule)
OZ Assist Inc
Somali Australian Council of Victoria
The Gianna Centre Inc
The Migrant Hub
United Way Ballarat
Volunteer West
Volunteering Geelong Inc
Wimmera Information Network Inc



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