



Community Information
& Support Victoria



Coordination Funding Required For Every CISVic Member Agency

Helping local communities

Community Information & Support Victoria (CISVic) is a peak body representing local organisations that deliver common support services.

What is a Community Information & Support service?

For over 50 years, CISVic member agencies have been the first port of call for people needing help with personal and cost of living matters. They offer information, advocacy, referrals, and support services.

CISVic member agencies are generalist, place-based services, deeply embedded in their local community, and are trusted, welcoming places.

CISVic member agencies are diverse. Some are very small, volunteer-only members while others are larger with 80 paid staff and hundreds of volunteers.

57 CISVic member agencies

66 sites located across Victoria

500,000 annual average contacts

How we help

When a person comes to an agency, workers will listen empathically to their story to learn about their situation and understand their needs. CISVic member agencies don't simply hand out food. Using their comprehensive training and knowledge, workers conduct a holistic process of intake and assessment, where they address the presenting and underlying issues.

We are positioned upstream to prevent people from going downstream over the waterfall and later requiring expensive interventions from specialist services.



Support: providing personal and practical assistance.



Information: this can look like informing people about their tenancy rights or finding local community programs.



Advocacy: talking to others alongside a person. For example, calling a utility company to request a payment plan for an electricity bill.



Referrals: connecting people to other professionals when specialised support or expertise is needed.



Essential Services

Many CISVic member agencies offer Emergency Relief such as food, food vouchers, and help with household bills (utilities, travel, medical & education costs). Some CISVic member agencies also offer services such as Case Work, No Interest Loans, financial counselling, legal services, personal/family counselling, settlement, and youth services.

An **average of 3,770 people per month** have been helped to apply for the new **\$250 Power Saving Bonus** by CISVic member agencies across the Melbourne metropolitan area and country Victoria.

34% of people who accessed our services sought assistance, in part, due to **utility and phone expenses**.

9 in 10 agencies have been disrupted by volunteer shortages

Cost of Living

Data from CISVic Emergency Relief Consortium 2021/2022



Housing

33% of people who access our services live in a **private** rental.

20% of people who access our services live in a **public** rental.

16% of people who access our services are experiencing **homelessness**.

4% of people who access our services have a mortgage.

1 in 3 CISVic agencies are **100% volunteer-run**



Medication

17% of people who accessed our services sought assistance, in part, due to medical expenses.

We provided over **\$60,000** worth of financial assistance to cover vital healthcare expenses.

The Ask

To expand our reach and provide much needed support to the most vulnerable people in our community, CISVic's volunteers need the critical scaffolding of a paid coordinator to ensure they can take on and be supported with the challenges of assisting people in hardship.

A paid coordinator in every CISVic member agency will mean children will not go hungry, lights and heating can stay on, and people doing it tough will be guided to options that can help.

To do this, we are seeking recurrent state government funding of \$5.7 million annually.



Food

88% of people accessing our services were experiencing **food insecurity**.

We provided over **\$2,500,000** worth of **food parcels**.

We provided over **\$1,100,000** worth of **food vouchers**.

Community Information and Support Victoria

1134 Glen Huntly Rd, Glen Huntly, VIC, 3163
9.00AM–5.00pm Monday-Friday

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