



2021–2022 Annual report



Community Information
& Support Victoria

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

It is with great pleasure that I present my report as President of the Board of Management of Community Information & Support Victoria (CISVic) and reflect on the twelve months to July 2022. It is obvious that the COVID-19 pandemic has continued to impact on CISVic and our member agencies for a third year, despite our hopes for better. The first half of this reporting period saw further lockdowns through to the end of October 2021 and we all continued to work with constantly changing restrictions and requirements – particularly around vaccinations and testing for COVID. As in previous years, we also rose to the various challenges and proudly continued delivering services to Victoria's most vulnerable.

On behalf of CISVic, I would like to formally acknowledge the support we receive from our primary funding bodies – particularly the additional funds from the Department of Social Services to June 30, 2022. This funding has proven to be critical for the consortium and non-consortium members alike and has enabled member agencies to continue their Emergency Relief delivery and extend their support services to people impacted by the pandemic. Sadly, with continuing cost-of-living increases forecast over the coming year, we expect the demand for the services offered by our member agencies will increase, despite emergency relief funding returning to pre-COVID levels.

I would also like to acknowledge the local councils who have provided support to our branches and agencies during this period. This funding, and the meaningful relationships we have with them, ensure we can continue to provide services to their most vulnerable residents. Councils across Melbourne and Victoria are our key partners at the most local and critical level.

Our member agencies continue to see people struggling with the costs of housing, food, education, and transport. Most people who present for support have complex needs and may be experiencing financial hardship, relationship breakdown, social isolation, unemployment, housing stress, or homelessness. The fact that our member agencies can assist people on a one-to-one basis through the provision of emergency relief backed up with excellent quality information, support and advocacy, means we are also able to make daily differences in people's lives. Indeed – our agencies are the first and last port of call for so many people, and our provision of holistic, wrap-around services supports people in need in a way that sets us apart from so many other organisations.

We remain committed to connecting people with our agencies to provide them with the services they need, and we are also committed to speaking out against poverty and inequity to raise awareness and redress the imbalance in some way. CISVic continues to be a strong voice for advocacy across a range of social justice issues – particularly around issues that impact people in need – access to safe, secure housing, access to income that meets basic needs and is above the poverty line, and access to affordable education, dental care, and health care.

With a third of our member agencies reliant completely on volunteers to operate, the pandemic has inevitably taken its toll, with some agencies having to operate at reduced capacity. We look towards the state election later this year and aim to inform and lobby government and decision-makers regarding the need for paid coordination support for all our agencies, in recognition of the incredible work they do in their communities.

I would like to officially recognise the hard work and dedication of CISVic's wonderful team of staff, volunteers, and students, as well as members of the Board of Management. Supported by

Executive Officer Kate Wheller they have been resilient and adaptable in challenging times and deserve to be congratulated.

For over 50 years from VACAB to VACIC to CISVic we remain, as always, helping local communities help local people.

Leanne Petrides

Executive Officer's report

It is my privilege to have led CISVic through another year and it is with much pride that I present this report which highlights key achievements and actions over this period.

We experienced another year disrupted by the COVID-19 pandemic and continued to see its ripple effects on all aspects of social and economic life. These ripple effects continued to have the greatest impact on those on low incomes, people with health issues, and those who are socially isolated. COVID has touched everyone in some way in our sector – personally and professionally. Workforce challenges remain of concern for our member agencies who still experience volunteer shortages and overworked paid staff who face the risk of burn-out. I continue to be in awe of the service delivery achieved by our members and branches during such difficult times.

Our small and industrious team continues to work diligently to promote, support and strengthen our sector. Our wonderful team is highly skilled, conscientious, and resilient and has continued to accomplish much in challenging times. Following the permanent closure of our city office, we are committed to ensuring steadfast, strong connections and communication of a remotely based team. We conduct weekly video meetings, and monthly team days using a shared working space in the city, use group collaboration software platforms and do some co-location at branches. We will continue to monitor and review these arrangements to ensure our team remains engaged and effective.

We have continued to provide a range of sector development activities to our member agencies to strengthen their services and promote best-practice. These activities have included network meetings, practical resources, training, the student placement program, and individual guidance and support. We are in daily communication with our member agencies, allowing constant opportunities for us to hear, collect and respond to information and news from the frontline. We consistently receive positive feedback about our training programs, and engagement with online content remains high. During this year, we conducted a comprehensive review and redesign of our *Community Support Workers Course*, ensuring our content is up-to-date, relevant and engaging.

Our primary advocacy focus areas are housing, inadequate welfare payments and school costs, we've expanded our remit to cover other important issues for our members and the people they work with. These include sector sustainability, utility costs, dental health, family violence, and asylum seekers and refugees. In advocating for these issues, we've undertaken a range of activities including our highly engaging and successful Origami House campaign, letters to politicians, policy submissions to government departments and decision-makers, radio interviews, newspaper articles, and letters to the editor. Our sector's work and understanding of utilities hardship for vulnerable and disadvantaged communities continue to be recognised, demonstrated through ongoing consultations by key bodies and the successful application of related tenders for delivery in the next financial year.

We continue to oversee the delivery of three branches – former member agencies whose service would have been lost without our intervention. Like the broader sector, our branches have faced challenges over this period with reduced capacity and increased demand but have persevered, delivering high-quality, critical crisis support to people in need.

Our Department of Social Services Emergency Relief and Financial Counselling programs once again received additional funding due to the Federal Governments COVID response. This much-welcomed funding was crucial in delivering enhanced support to the community. We maintain regular contact with the Department, sharing important insights about systemic issues, service responses and good news stories.

In its final year of operation, our Volunteers of Banyule program was re-focused in line with contractual arrangements, to engage and promote volunteering with three specific target groups. Re-focusing the program for a 12-month contract was not without its challenges, but we effectively engaged with key stakeholders and prepared the community and volunteering involving organisations we supported for new arrangements post-June 2022.

Finally, we have re-commenced a review of our strategic plan, a process that was interrupted by COVID in 2020. In consultation with the Board, staff and members, we are comprehensively reviewing our mission and goals and look forward to presenting a new plan in early 2023.

We continue to receive core funding from the Department of Families, Fairness and Housing. Our branches are supported by their local councils and a range of philanthropic and local community group donations. We are appreciative to all supporters for their continued assistance.

As always, I would like to extend my appreciation and thanks to our dedicated board, paid staff, volunteers, and students. Their commitment to supporting and guiding the work of our members in practical, responsive, and new ways are truly incredible.

Kate Wheller

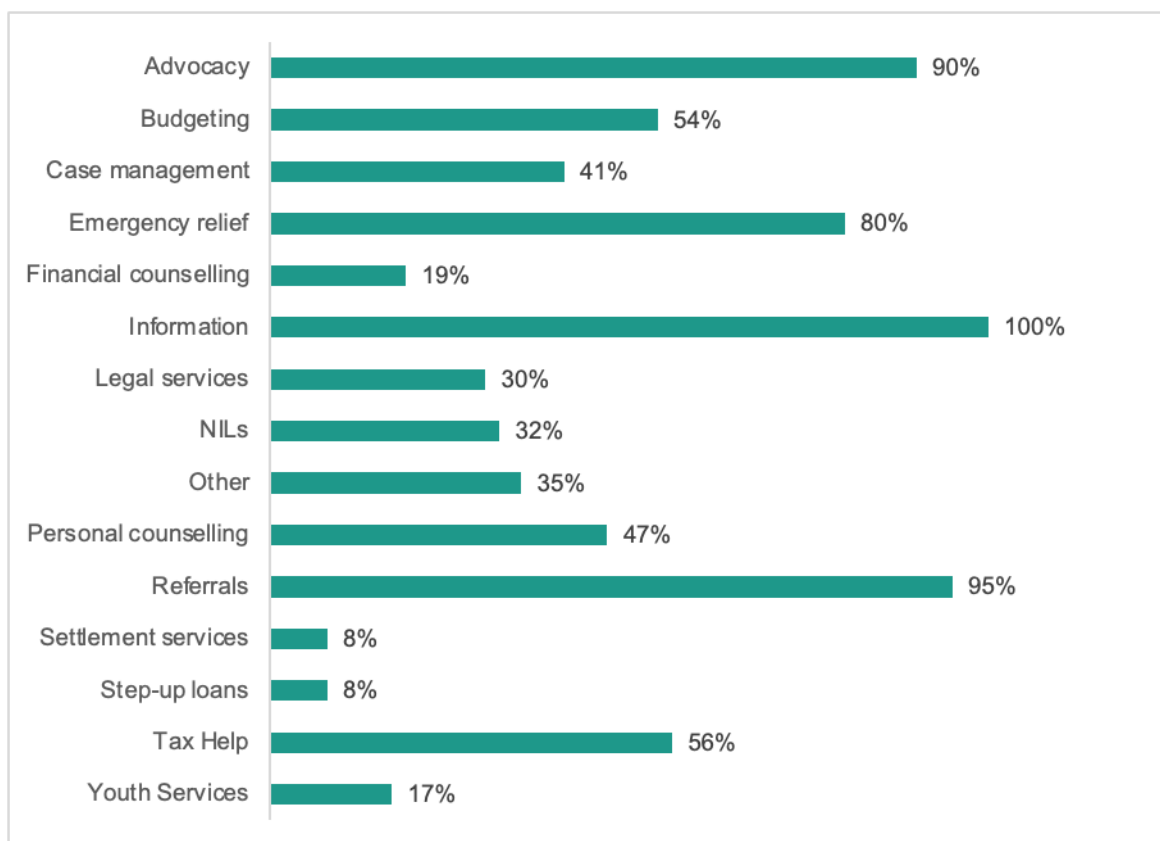
Membership: Connecting & Convening

CISVic members

Our members are independent, autonomous, community-based information & support services. They are diverse in size and scope. We have **53 member agencies (full and associate) delivering service from 63 sites**. We also have **3 individual members**; individuals from outside the CISVic membership who serve on the Board.

CISVic operates 3 branches, both of which were previously independently-run member agencies.

Services our members offer



Keeping members informed

Twenty-five (25) standard editions of our **e-bulletin** were produced to a subscriber base of 821. The number of subscriptions increased by 7% during this period.

Social media

We continue to operate seven active platforms: Facebook (CISVic page and one for each branch), Instagram, Twitter and LinkedIn. We use the platforms to share key news and information, acknowledge special events, and advocate for our core issues.

17% increase in Facebook followers

41% increase in social media posts across all platforms:

- 871 posts on Facebook (CISVic and branches)
- 57 Instagram posts
- 104 Tweets with 11,979 impressions

Networks, Roundtables & Consultations

Regional Networks: We have continued to conduct regular state-wide Member Meetings via a digital platform. These provided vital open, constant dialogue with members enabling the opportunity to share news, and raise issues in real-time. Several regional networks have recommenced face-to-face.

We conducted six digital member meetings during this period and attended six regional meetings.

Case Workers Network: These meetings are aimed to provide professional development for all generalist caseworkers across the membership. Six meetings were conducted during this period with a positive increase in new members.

Energy Mentors Community of Practice: These meetings provide the space for Energy Mentors to share information, news, experiences, and case studies to build professional development. Three Energy Mentors meetings were conducted during this period.

Volunteer Coordinators Meetings: Two meetings were conducted.

Agency support

CISVic continues to conduct a range of formal and informal activities to support individual agencies as required. These include the provision of information, advice and support, writing letters of support, acting as referees, facilitating merger discussions, co-opting onto boards, advocacy, developing governance policies and procedures, governance training and strategic plan development.

In this reporting period, we had an average of **12 phone calls with individual agencies each week** (over 700 each year) and provided **intensive support to 1 member agency** during this period.

Volunteer recruitment remains a challenge in the ongoing COVID environment, and nine members were given direct support with this. The support given included advertising positions, interviewing potential volunteers, and making appropriate referrals.

Total contacts

CISVic agencies are located across metro Melbourne and regional Victoria.

Each year we aggregate the total number of client contacts for all member agencies, at all sites.

This figure illustrates the volume and geographic reach of our services to support Victorians.

A single contact may represent a simple telephone inquiry from a person seeking information about local childcare services to a very complex case where a worker will spend time undertaking a full assessment, referrals, advocacy and support.

Total contacts this financial year were 541,939

This is a 13% increase in last year's total contacts.

Advocacy, Research & Data

Our **Advocacy Working Group** continues to guide the team around key focus areas and specifically related campaigns. While we remain focused on three key areas, over the course of the year, we could broaden our support to other important issues.

Primary areas of advocacy remain:

- Housing and homelessness
- Centrelink payment levels
- School costs

Secondary areas of advocacy:

- Affordable dental treatment
- Utilities and energy
- Sustainable funding for the sector)
- Asylum seekers and refugees (NASAVic)
- Family violence (collaborations in development)
- Climate change (ACOSS)

Origami House campaign

This campaign was overseen and guided by the Advocacy Working Group.

CISVic had a goal to fold and collect 7000 origami houses to represent the number of public and social houses needed every year in Victoria for the next 10 years. We wanted to raise awareness about the homelessness crisis. We ended up with over 8000 houses created by the CISVic team, member agencies and the community. We built our “Origami House” using a wooden frame and strings of paper houses. The campaign was launched by actor and media personality Benjamin Law and live-streamed. The Origami House became a travelling exhibition, visiting 5 sites (Scoresby, Mornington, Docklands, Footscray and Albert Park) across Greater Melbourne before it was allowed to be destroyed by the elements at the 5th location.

As our house has travelled from shelter to shelter, the strings of origami have gotten a little tangled and the wooden frame a little wobbly. We’ve done our best to repair as we go but each location came with unique challenges, some more exposed to the elements than others. Without a permanent place to call home, the cycle of moving, fracturing and repairing will continue. **This cycle is a reminder of what homeless people face every day.**

As the display degrades, we want decision-makers to think about people who are forced to move from place to place or live on the streets. It’s nearly impossible to be your best self when you don’t have a stable and safe place to live and all your energy goes to surviving each day.”

Campaign activities and guidelines were created for member agencies to connect with local MPs, decision-makers, and local media.

The campaign was covered on Channel Nine and in at least two local newspapers.

Submissions

Policy Submissions were made to both state and federal governments concerning relevant issues:

- Submission to Consultation Inquiry: Draft Framework for Australia's National Plan to End Violence Against Women & Children (28/7/21)
- Submission to the independent review of the regulation for social and affordable housing (20/9/21)
- Submission to Victorian budget 2022-2023 (25/10/21)
- Submission to Essential Services Commission's Energy payment difficulty framework implementation review (30/11/21)
- Submission responding to the SSHR (Social Housing Regulation Review) review (9/2/22)
- Response to Mental Health and Wellbeing Promotion Activities survey (10/3/22)
- Submission to Productivity Commission National Housing and Homelessness Agreement (NHHA) Review (15/3/22)
- Submission to the Victorian Volunteer Strategy (09/09/2021)
- Submission Payment Difficulty Framework Review (11/09/2021)

Research Projects

2021 Student Placement Review: six agency representatives and seven CISVic team members participated in research for a review of the Social Work Student Placement Program. The findings of this research were written up in a report that was released internally. Ultimately, was decided that the Student Placement Program is valuable and should be improved.

Advocacy activities

- 77 advocacy letters to Ministers and MPs on a range of issues including housing, Centrelink payments, school costs, dental costs, asylum seekers, and funding for a paid worker/coordinator in CIVic agencies.
- Three letters in *The Age* advocating to raise Centrelink payments, and to have schooling adequately funded.
- Two radio interviews raising community issues and advocating for the sector.
- Collaboration on common advocacy goals with other peak bodies and organisations including Victorian Oral Health Alliance, VCOSS, ACOSS, Safe & Equal, NASAVic, Women's Legal Service Victoria, and Financial Counselling Victoria.
- Consultancy to the ESC and EWOV advocating for domestic energy users.

- CISVic convened an Advocacy Working Group with representatives from member agencies. It informed and guided the Origami House campaign, the Federal election campaign and the State election campaign.
- Secretariate for the NASAVic Emergency Relief Working Group: 8 meetings bringing together mainstream Emergency Relief agencies who support asylum seekers and refugees. The Working Group keeps mainstream agencies up to date with the asylum seeker space. The Working Group also supports the Refugee Council of Australia in their advocacy for asylum seekers and refugees.
- Signed the Community Sector Climate Change Declaration calling for fast, fair and inclusive action on climate change. (<https://www.acoss.org.au/signed-community-sector-climate-change-declaration-2021/>)
- Consultation – DELWP and Energy Mentor (SPCISC) re: embedded networks in caravan parks – Embedded Network State Review (26/08/2021)
- Consultation - EWOV Water Scheme Participant Vulnerability Roundtable – presented Barriers for vulnerable consumers (24/08/21)
- VCOSS member consultation on current issues in energy hardship and bill stress (07/06/21)

Federal Election Campaign:

- The campaign was folded into a longer-term strategy of forming relationships with key decision-makers.
- A campaign kit was created with key 'asks' for member agencies, to support them in connecting to local federal MPs and candidates.
- We averaged 8 posts on each of our core advocacy campaigns (paid workers, school costs, housing, Centrelink) in the lead-up to the federal election. That is approximately 32 posts on each platform (Linked In, Facebook, Twitter and Instagram). We created the 8 paid worker posts from scratch. The remaining 24 posts were a mix of original posts and shares. We also provided voting information.

State Election Campaign:

- The CISVic campaign is focused on achieving funding for a paid coordinator in member agencies. It continues the longer-term strategy of forming relationships with key decision-makers.
- We have 17 planned posts to go out for the Paid Coordinator's social media advocacy campaign.
A campaign kit was created including a flyer outlining the work of the sector, to support member agencies in connecting to local state MPs and candidates.

The Advocacy Working Group has planned and actioned a campaign to ask the state government for funding to employ paid coordinators in CISVic member agencies delivering information, referrals and advocacy. We need paid coordinators to support the work that our volunteers do because community members are coming to our agencies with increasingly complex challenges, often involving intersecting issues. We are also seeing a greater need and we require the capacity and resources to meet this demand. We assist people at the point of crisis but our agencies have reached crisis point themselves and more funding is greatly needed to continue the high level of support we provide.

“We are requesting funding from the State Government for a *paid coordinator in every CISVic member agency* that is delivering holistic support as per the CISVic model.”

Actions that CISVic and members have engaged in so far have included media releases, letters to MPs, meetings with MPs at their office or the agency and a social media campaign. The plan of action is to leverage off the cost of living stories in the media to draw attention to the work we do and the importance of getting funding for paid coordinators.



Emergency Relief program

This program is delivered by a consortium of CISVic member agencies that deliver services from 36 different locations.

The program is funded by the federal Department of Social Services, and CISVic's consortia contract has been extended until June 2025. We were fortunate to receive increased funding again this year as part of the Federal Government's response to COVID, bushfires and floods.

The delivery of emergency relief to those in need differs from agency to agency however all consortia partners undertake a holistic assessment to identify how the agency can best support the client in front of them. Assistance provided can include advocacy and referrals to ensure the client can access the services and supports available to them, food parcels, food vouchers, travel cards, pharmaceutical assistance, toiletries, cleaning products, Christmas Hampers, swags for rough sleepers, vouchers for showers, op shop vouchers for second-hand goods, assistance with household bills (utilities, medical bills, education costs), assistance with storage and moving and pet food.

In this reporting period, the Consortia saw a 1% decrease in clients assisted. This decrease does not represent a reduction in the number of people seeking assistance, rather it is the effect of volunteer shortage and sickness and the organisation's ability to meet demand. Consortia partners continue to report that the level of complexity of issues experienced by people accessing the service continues to increase and that demand is greater than capacity.

There was a little change in *some* client demographics, with females (60%), 40 – 64-year old's (53%), single people living alone (32%) and people whose main source of income is a government payment ((76%) making up the largest cohorts of people accessing support.

However, there were some changes, in the *previous two financial years*, with people born overseas making up 40% of the client group, in 2021/22 this number dropped to 29%. In the last four financial years, after Australia, India was the top country where people were born. In this reporting period, people born in Afghanistan and New Zealand were in the top five for the first time in three years.

However, perhaps the biggest change was that in the 2020/21 financial year, the Consortia supported more than 760 international students, in this financial year that number was reduced to 190 people.

COVID and other health issues have had a huge impact on our staffing/volunteer teams these last few months. Running on a very small team means the load to cover gaps falls on just a few key people creating a risk of burnout. Consortia member

The complexity of issues many clients are presenting with now has also meant that our volunteers are not able to assist and are needing to refer these clients to paid staff/case workers. This is adding to the pressure the caseworkers are experiencing. Consortia member

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**



Essential 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



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**.



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.

Our agency has witnessed a remarkable improvement in some individuals accessing our services for a long period of time due to the nature of our changes to the accessibility of medical assistance. With previous experiences quite negative and sometimes threatening, with service users often anxious and unwell due to having to prioritise their medications, we have seen a remarkable and positive change in people who now have their medical requirements met. The complexity of issues many clients are presenting with now has also meant that our volunteers are not able to assist and are needing to refer these clients to paid staff/case workers. This is adding to the pressure the caseworkers are experiencing. Consortia member

21,473 MADE **82,458**

COMMUNITY MEMBERS

VISITS TO AGENCIES

OVER **258,025** SUPPORT SERVICES WERE PROVIDED*

Support services include the provision of information, referrals, advocacy, food parcels, petrol vouchers, pharmaceutical vouchers, Utility Relief Grant applications, Power Saving Bonus applications, baked goods, or pet food.



34% of our community members sought assistance, in part, due to utility & phone expenses.



52% of our community members sought assistance, in part, due to housing expenses.



53% of our community members were aged 40-64 years of age.



60% of our community members were female.



21% of our community members were sole parents with dependents.



33% of our community members lived in private rentals.



76% of our community members receive government payments/pensions/allowances.

36%
OF COMMUNITY MEMBERS WERE VISITING A SERVICE FOR THE VERY FIRST TIME.

The increased price of petrol and the cost of groceries is being reported by most participants as having the biggest impact on their budgets. Consortia member

Financial Counselling Program

Our Financial Counselling (FC) program is delivered by just one member agency; Bendigo Family & Financial Services.

The service saw a 37% increase from the previous financial year. Going from 453 unique clients in 2020/21 to 622 unique clients in 2021/22.

Of the clients supported, 64% identified as female, 35% as male and the remaining 1% as not stated. These figures remain consistent with the 2020/21 financial year.

The primary client age group was 20 – 39-year old's at 50%, followed by 40- 64 years old's at 39% and people 65+ at 9%.

People living alone, made up 35% of the client group, followed by sole parents with dependants who accounted for 25% and couples with dependants at 12%.

At 81% of people whose main source of income is Government payments/pensions/allowances remained the largest cohort of people who accessed financial counselling. This was followed by people with paid employment at 10%

As BFFS' reputation has grown within community agencies for delivering best practice client-driven care, as well as the recognition of the impact that concurrent financial counselling/capability can have to improve overall positive outcomes with their clients, so the number of referrals has grown from these agencies. Many of these vulnerable individuals need to be seen immediately, such as those affected by acute mental health crises, cancer, terminal illnesses family violence, or where tenancies are under immediate threat of eviction. In 2021/22 BFFS saw an increase in mortgage arrears reaching a legal stage and repossession activity for vehicles.

In regional areas, people on low incomes face the real possibility of permanent homeless if they lose a private rental, due to ever-increasing rental prices and diminishing stock of rental housing. BFFS programs have not placed these individuals on a waiting list, they are seen immediately in whatever location is appropriate. These established and proven effective pathways ensure that people can get the support that they need promptly.

Volunteer Management Program

Funded by Volunteering Victoria, this program aimed to increase opportunities for people to participate in the social and economic life of their broader community through volunteering.

The priority groups for this program included people with a disability, First Nations People, and newly arrived migrants.

The program was funded for just 12 months and rather than bid for new funding, CISIVic supported local member Diamond Valley Community Support to take over local volunteer management activities to ensure consistent and sustainable services for the volunteer involving organisations in the area.

Key activities included:

- Five volunteer manager network meetings conducted
- Ten online newsletters delivered
- Sixty-three one-on-one episodes of support to local volunteer-involving organisations around risk management and volunteer recruitment
- Two-hundred and thirty-eight volunteers have registered for the *Indigenous Cultural Awareness* online training
- Individual support for placement into volunteering opportunities provided to people representing the target groups

Leadership, Advocacy & Partnerships

Effective relationships

We continue to meet regularly with funding bodies to maintain strong working relationships. We meet with members of parliament on an ad hoc basis.

Strong networks

We participate in a range of formal networks:

- Banyule & Nillumbik Managers of Volunteers Network
- DSS ER Sub-Committee
- Education Equity Alliance
- Employee Volunteering Special Interest Group
- Energy Water Ombudsman of Victoria's Community Consultation Group
- Financial Wellbeing & Capability Network
- VCOSS Peaks & State-wide Networks
- VCOSS' Vic Utilities

Professional Services

Student Placements

The CISVic student program is a partnership with the RMIT School of Social Work. Students are placed in CISVic member agencies with an agency staff member as their task supervisor. Our Student Program Coordinator provides professional social work supervision to each student both individually and in a group setting, while also providing general support for placements.

A recent internal review affirmed that this student placement model helps agencies build capacity. Students brought new ideas and undertook client and non-client work alongside paid and volunteer staff. Agency task supervisors felt supported to guide students and help the next generation of social workers understand our sector. Additionally, the review found that students received very good support through the two modes of supervision and that their goal of developing an understanding of social work in a community agency was met. Students appreciated the opportunity for complex casework where an agency was able to provide that.

- A total of thirteen students were part of the program across the two semesters.
- Students were placed across eight agencies and nine sites.

In addition to the RMIT program, CISVic supported thirteen TAFE student placements across eight sites.

Workforce development

Our annual training program aims to ensure that our workforce has access to free/low-cost, quality, relevant training to ensure they have the necessary skills and knowledge to do their important and at times challenging work.

We deliver our nationally accredited training under the auspice of The Salvation Army's registered training organisation Training Plus. Demand for our accredited training course was down this year with eighty-seven new volunteers trained down from ninety-seven last year.

Recognising that not all new volunteers are required to undergo this training, twenty-six individuals with granted exemption from the course via our Recognition of Prior Learning policy.

This year saw the continuation of VITAL (Volunteers Information, Talking & Learning) sessions, although this shifted to short, online delivery by individual presenters.

Training testimonials:

'I really enjoyed the CSW course. What I learned from the course directly related with the tasks I conduct at the community organisation I am volunteering for. I enjoyed (the) lectures by (trainer) and also enjoyed real word stories of other students that they shared during the class meeting.'
CSW attendee

'Many of the resources (videos, doco and links) were excellent and very useful. Zoom was effective and convenient. The contributions from different participants with different experiences was another big plus.' CSW participant

“Thank you for a great information session. Information sessions are so valuable to help us assist our clients” VITAL attendee

Training delivered

Course	
CISVic portal training video	43 registrations
Community Support Workers (CSW) Course	6 sessions, 87 participants
CSW Refresher Course <i>Working Smarter Not Harder</i>	2 sessions, 40 participants
Dealing with Challenging Behaviours	1 session, 11 participants
Indigenous Cultural Awareness video	84 registrations
Working with Interpreters video	63 registrations
A conversation with Victoria’s Energy & Water Ombudsman	6 registrations
VITAL sessions:	
Supporting People with Energy Hardship x 2	197 registrations
Reducing the uptake of payday lenders	
Understanding the role of Financial Counsellors	

Podcast

This year we introduced our first ever foray into podcasting; *Vital Gone Viral; Making Conversations Matter*.

Two episodes were released, featuring presenters Jill Wilson and Meagan Skehill, and guest speakers from the membership.

- COVID conversations Nov 2021 (83 plays)
- Financial Counselling, Feb 2022 (30 plays)



Our team

The Board

Anjali Ilsley, Treasurer
Anne Catanese
Bill Morton
Hiyah Rahman
Ian Parker
Jenny Elvey
John Lambert, Vice President
Karyn Doyle
Kathy Hosie
Leanne Petrides, President

CBD office

Paid staff

Anne-Marie Yung, Office Coordinator
Deborah Rosenberg, Student Program Coordinator
Freya Kulasegram, Media & Communications Officer
Helen Byrne, Trainer
Dr Jennifer Borrell, Advocacy & Research
Jill Wilson, Volunteer Development
Kate Wheller Executive Officer
Meagan Skehill, Sector Development
Simone Reynolds, Project Officer
Zoe Evans, Sector Support Officer

CIS Glen Eira

Anne Coughlin, Branch Coordinator (until Oct 2021)
Daniela Markovic, Case Worker (until Oct 2021) /Branch Coordinator
Louise Howe, Administration Officer

CIS Moreland

Claire Kartsidimas, Branch Coordinator
Kylie Farrugia, Case Worker-Food & Material Aid Worker

CIS Yarra Ranges

Christine Falzon, Branch Coordinator

Acknowledgements

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

Australian Council of Social Services
Alex Makes Meals
Backpack Bed for Homeless
Bentleigh and Moorabbin Central Rotary
B'nai B'rith Hatikvah Unit
Bunnings (Lilydale and Chirnside Park)
Caulfield House Community House
City of Banyule
City of Glen Eira
City of Moreland
City of Yarra Ranges
Coburg Primary School
Coburg High School
Council to Homeless Persons
Department of Families, Fairness & Housing
Department of Jobs, Precincts and Regions
Department of Social Services
Ego Pharmaceuticals
Energy & Water Ombudsman of Victoria
Everybody's Home Campaign
Freemasons Relief Fund
Glen Huntly Primary School Parents Association
Glen Eira Adult Learning Centre
Good Shepherd Microfinance
Grilled Elsternwick
Halal Food Bank
Hinkler Books
KOGO
Lilydale Youth Hub
Mooroolbark Christian Fellowship
Nancy Bugeja & team, HM Group
NASAVic (Network of Asylum Seeker Agencies)
NCJWA
Nick Staikos (State Member for Bentleigh)
OzHarvest
Pets for the Homeless
RE Ross Trust
Russell Kennedy Solicitors
Safe + Equal
Share the Dignity
State Schools Relief
StreetSmart
The Bread Roll Shop
The Holland Foundation
The Nappy Collective
Thread Together
Vantage Point
Victorian Council of Social Services
Victorian Oral Health Alliance

Volunteering Victoria
Western Health
WIZO
Women's Legal Service Victoria

Celebrating Milestones

Long service certificates have been awarded to the following people:

5 YEARS

Access Health – Camcare: **Loga Nandacumaran, Penelope Viney, Barbara Ormerod, Fatemah Ghotb, Jane Rait**

Casey North Community Information & Support Service: **Natalie Pearce**

Community Support Frankston: **Judith MacKay, Sylvia Payne, Lynne Wood**

Knox Infolink: **Pam Peterson, Heather McTaggart**

Monash Oakleigh Community Support & Information Service: **Liz Grant**

Monash Waverley Community Information & Support: **Linda Kuchmar, Christine Elsworthy, Sandy Nolan**

Mornington Community & Information Centre: **Laura Wheeler, Kay Crellin, Catherine Morris, Erica Hunt, Pauline Farnsworth, Sandra Shelley, Sheila Radcliffe, Valerie Woolerton, Cheryl Hodan, Denise Tsotras, Shani Ross**

Stonnington Community Assist: **Anthony Hyden**

10 YEARS

Access Health – Camcare: **Carol Fricke, Carole Nicholls, Ian Bennett, Jenifer Williams, Peter Forwood, Ross Smith**

Casey North Community Information & Support Service: **Jane Sweeney**

Community Support Frankston: **Annette Newton**

Knox Infolink: **Barry Battiscombe**

Monash Waverley Community Information & Support: **Ling Huang, Fun Lam**

Mornington Community & Information Centre: **Gail Meehan, Fran Chambers, John Costello**

Stonnington Community Assist: **Jennifer Orr**

15 YEARS

Casey North Community Information & Support Service: **Gladys Ireland**

Mornington Community & Information Centre: **Kathleen Griffiths**

Western Port Community Support: **June King**

20 YEARS

Monash Oakleigh Community Support & Information Service: **Carolyn Grandine**

25 YEARS

Casey North Community Information & Support Service: **Tom Gyles**

Monash Oakleigh Community Support & Information Service: **Rosemary Goddard**

30 YEARS

Community Support Frankston: **Barrie Holloway**

35 YEARS

Monash Waverley Community Information & Support: **Judy Peake**

Members

Full Members

Access Health & Community (Camcare)
Banyule Support & Information Centre Inc
Bayside Community & Information Support Service
Bendigo Family & Financial Services
Casey North Community Information & Support Service Inc
Chelsea Community Support Services Inc
Cobram Family & Financial Services
Community Support Frankston Inc
Community Information & Support Cranbourne
Darebin Information, Volunteer & Resource Service Inc
Diamond Valley Community Support Inc
Doncare Community Services
Knox Infolink Inc
Maroondah Community Assist
Mentone Community Assistance & Information Bureau Inc
Monash Oakleigh Community Support & Information Service Inc
Monash Waverley Community Information & Support Inc
Mornington Community Information & Support Centre
Port Phillip Community Group
Shepparton Family & Financial Services
South Gippsland Citizens Advice Bureau Inc
Southern Peninsula Community Support Inc
South East Community Links Inc
Stonnington Community Assist Uniting (Victoria & Tasmania) Ltd
Uniting (Victoria & Tasmania) Ltd
Western Port Community Support
Whitehorse Emergency Relief & Support Inc
Whittlesea Community Connections Inc

Associate Members

Albury Wodonga Regional Foodshare
Ardoch Limited
Australia Help Limited
Ballarat Foundation United Way Inc
Bendigo Foodshare Inc
Bendigo Volunteer Resource Centre Inc
CityLife Community Care
Council of Single Mothers and their Children Vic
Countrywide Community Missions Victoria Inc
Diamond Valley Foodshare Inc
Eastern Emergency Relief Network Inc
Endeavour Ministries Inc
Friends for Good 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 Citizen Advocacy Inc
OZ Assist Inc
Shepparton Foodshare Incorporated
Somali Australian Council of Victoria
Sunraysia Information & Referral Service Inc
The Gianna Centre Inc
Volunteer West
Volunteering Geelong Inc
Women Wellbeing Australia Inc

BRANCHES

CIS Glen Eira
CIS Moreland
CIS Yarra Ranges



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CISVic

Community Information & Support Victoria

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