



CISVic

Community Information
& Support Victoria

**Volunteer
Census
2024**

Helping local communities

Community Information & Support Victoria (CISVic)

CISVic is the peak body representing local community information and support services in Victoria.

CISVic's members assist people experiencing personal and financial difficulties by providing emergency relief, information, referral and wrap-around support services, within local communities.

CISVic provides support and training to its members while conducting research and advocacy work to bring about positive change for our sector and vulnerable Victorians.

Acknowledgement of Country

CISVic acknowledges the true custodians of Country and pays respect to Elders past and present.



Message from Kate

At CISVic, we understand the vital role that volunteers play in our sector. Every day, our members are supported by volunteers who generously give their time, knowledge, and compassion to assist those seeking support during difficult times.

This report details the third iteration of our sector-wide Volunteer Census. The census aims to ensure that the volunteers who significantly impact our sector receive the recognition they deserve. It also serves as a platform to highlight their strengths as volunteers, to hear their voices and to learn how we can best support them.

Key Finding:

- Our volunteers continue to be well supported by their agencies.
- Agencies' practices and procedures are still aligned with The National Standards for Volunteer Involvement; however, greater awareness of the Standards is needed.
- Over a third of volunteers have taken on additional volunteer hours, and agencies confirm reduced volunteers, volunteer availability and fewer people interested in volunteering since the pandemic.
- Volunteers are seeing an increasing and more complex need in the people they support. Underscoring the call for more and varied training opportunities as identified by both volunteers and agencies.
- Our volunteers are filling the gaps in a significantly underresourced sector. On average, volunteers carry out 3.2 roles each in the agencies.
- It is of great importance to our volunteers that they feel heard and valued, and that their efforts are meaningful.
- Increasingly, volunteers are being recruited through online advertisements.

We thank all members and volunteers for sharing their experiences and look forward to working with our membership to ensure our volunteers continue to be supported, heard and valued.

Methodology

All volunteers and agency representatives in the CISVic membership were invited to participate in the census. The 2024 Volunteer Census is comprised of two distinct surveys: one for volunteers and one for agency representatives.

SurveyMonkey was used to design, distribute and analyse the surveys. A physical copy of the survey was also made available.

Three hundred and ninety volunteers completed the volunteer survey. A further 26 agency representatives completed the agency survey, representing 50 per cent of our entire agency membership.

Not all respondents in both surveys answered every question.

Analysis

For the analysis of the quantitative data, results were converted into percentages and are displayed in graph form as a percentage of volunteers who answered each question.

For the analysis of the qualitative data, written responses were given a brief description by the researcher using the 'add tag' function on SurveyMonkey. Responses were then collated by SurveyMonkey under each of the tags, demonstrating the common themes within the worded data.

National Standards of Volunteer Involvement

The eight Standards are a best practice framework to support safe, effective and inclusive volunteering.

In this report, we have considered how our agencies and CISVic align with these Standards. The following symbols feature throughout the report to indicate where we achieve these alignments.

Volunteering is embedded in leadership, governance and culture



Volunteer participation is championed and modelled

Volunteer roles are meaningful and tailored



Recruitment is equitable and diversity is valued

Volunteers are supported and developed



Volunteer safety and wellbeing is protected

Volunteers are recognised



Policies and practices are continuously improved

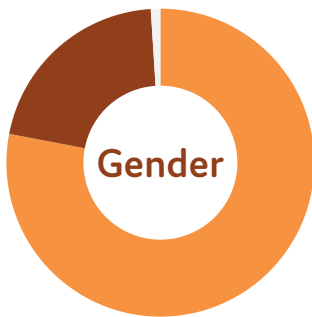


Description of volunteers

Our sector's workforce is diverse, and while volunteer positions and roles vary, each volunteer's unique impact is felt daily by those in our community seeking support and care. The meaningfulness of their impact is strengthened by the skills, knowledge and life experiences they bring to their volunteer role.

With a ratio of volunteers to paid staff of 10:1, it is clear that without their contribution, we would be unable to provide the services and support we do to those most in need.

Survey findings. Who are our volunteers?



- **78%** female
- **21%** male
- **1%** gender-diverse

Diversity characteristics:



4% identify as having a disability

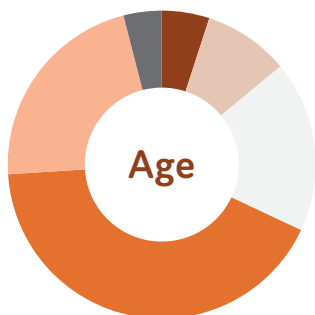


15% speak a language other than English

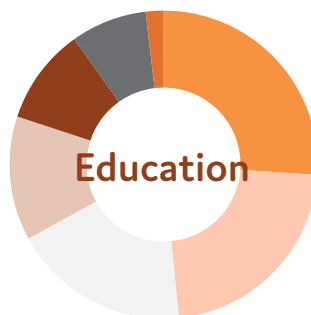


1% identify as gender-diverse

Of these volunteers, 97% said that they felt included in the agency.



- **42%** 65-74 years
- **22%** 75-85+ years
- **18%** 55-64 years
- **9%** 45-55 years
- **5%** 24 & under-34 years
- **4%** 35-44 years



- **26%** postgraduate
- **22%** degree
- **19%** diploma
- **13%** year 12 (or equivalent)
- **10%** certificate 3 or 4
- **8%** year 11 or less
- **2%** apprenticeship



- **64%** retired
- **9%** other
- **8%** part-time employed
- **6%** not employed
- **5%** full-time employed
- **5%** casually employed
- **3%** self-employed

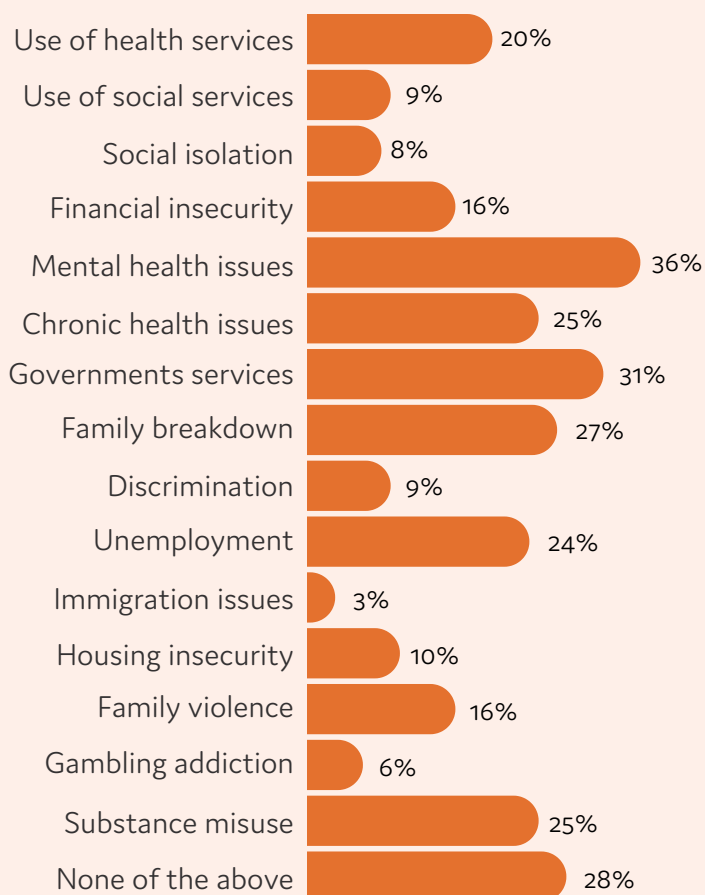
Lived experience



Reaching out and asking for help in a crisis or when times are tough can feel humiliating and shameful, and it can also feel like you are being judged. So, having someone who understands and empathises with your situation can help.

Recognising that many of the families and individuals our volunteers help are experiencing challenging circumstances, we asked our volunteers about their own lived experiences.

This question was open to more than one selection, with 376 respondents selecting, on average, 2.9 different responses.



"[I've seen] things...Family issues...like drugs and alcohol, that a lot of people don't deal with every day. [It] has helped me understand people that come in with these issues."

Impact of lived experience on volunteering

Of 270 volunteers who responded to whether their lived experience helps them provide better services to the people they support, 68% indicated that it helps very much, and a further 22% indicated that it helps a little.

Volunteers were also asked an open question about the impact of their lived experience on their volunteering, and 215 volunteers chose to write a response. Across responses, there were three main recurring themes. They are, in order of their frequency:

- Greater understanding and empathy
- Specific insight into the experiences of the person being supported
- Being non-judgement and more tolerant

"Having experienced various situations in my life, I hope this enables understanding without judging."

"[I have a] greater understanding, empathy and compassion towards people's situations and circumstances."

"Closely connected to the community helps me relate and genuinely connect with clients and work with them to find solutions that work for them."

"Allows me to reflect on the diversity of personal experiences people can have, and how these make their lives more difficult, or may enrich them."

"Empathy and understanding. Solidarity rather than charity."

Volunteer experiences

Volunteers were asked about the reasons they began volunteering and continue to volunteer. 364 volunteers responded, and more than one reason could be selected. 'Give something back to the community' remains the strongest reason to start volunteering, as seen in the last two census reports. However, for the first time, this same response has moved below 'Make a difference' for the main reason why volunteers continue to volunteer.

What brought me to volunteering

What keeps me volunteering

19%	Give something back to the community	15%
12%	Make a difference	16%
9%	Gain skills and experience	8%
7%	An existing relationship with an agency or someone in the agency	5%
10%	Learn new things	9%
7%	To improve my health and wellbeing	8%
3%	For fun	8%
8%	To make social connections	9%
3%	As a pathway to employment	2%
5%	To fill in time	3%
3%	To make professional connections	3%
12%	The purpose and work of the agency align with my values	13%
2%	To fulfil Centrelink's mutual obligations	1%

What volunteers have gained



Volunteers were asked what they felt they had gained from their volunteering experience. This was an open question, and responses were consistent with the last volunteer census. Of the 364 volunteers who responded, 79 % gained a sense of community and 71 % a sense of purpose.

Just under half of the volunteers also said they gained skills and experience (47%), personal relationships (46%), gratitude (45%), and a sense of perspective (44%). Other things gained include cultural diversity, acceptance of other views, responsibility and motivation.

"I have met some of my best friends through volunteering. ...They make me happy... as they make the world a better place.. "



A sense of purpose

A sense of community



Impact of volunteering



Volunteers were asked what impact their volunteering with the agency had on them or their lives. Across the 291 responses, there were five main reoccurring themes. They are, in order of their frequency:

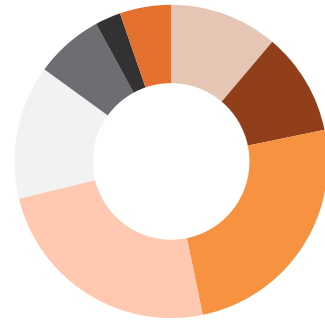
- Awareness, understanding and a sense of appreciation
- A sense of personal purpose, satisfaction and self-worth
- Social and community connectedness
- Providing something meaningful to the community
- Increased skills and confidence

“I have gained a new perspective on how tough it can be when you can't make ends meet, and it has taught me that anyone can experience food insecurity. I have met some of the most kind and giving people I have ever met, and it has taught me to be more grateful for what I currently have.”

“It gives me a reason to get out of bed each day and do something worth while.”

“The obvious need to care and listen to the clients has provided me with the skills to do so in my private life. Improved skills such as empathy allow me to be a more caring person.”

Years of service



- **25%** 1-2 years
- **24%** 3-5 years
- **14%** 6-10 years
- **11%** 0-6 months
- **11%** 7 mths-1 year
- **7%** 11-15 years
- **5%** 21+ years
- **3%** 16-20 years

Volunteers were asked how long they plan to stay volunteering. Three hundred thirty-three volunteers responded; of these, 25% plan to stay for five or more years, and 21% plan to stay between 2 - 5 years.

95%

of volunteers are likely or very likely to recommend volunteering at their agency to others.

“It has added another dimension to my life.”

Supporting others

We asked respondents about their role in supporting clients seeking support from the agency. Of the 334 who responded, the following percentage of volunteers either agree or strongly agree that:

60%

they are able to respond to the complexity of client needs when they present.

52%

they are very familiar with where to make referrals for a variety of issues.

74%

the needs of the people I am helping have increased.

55%

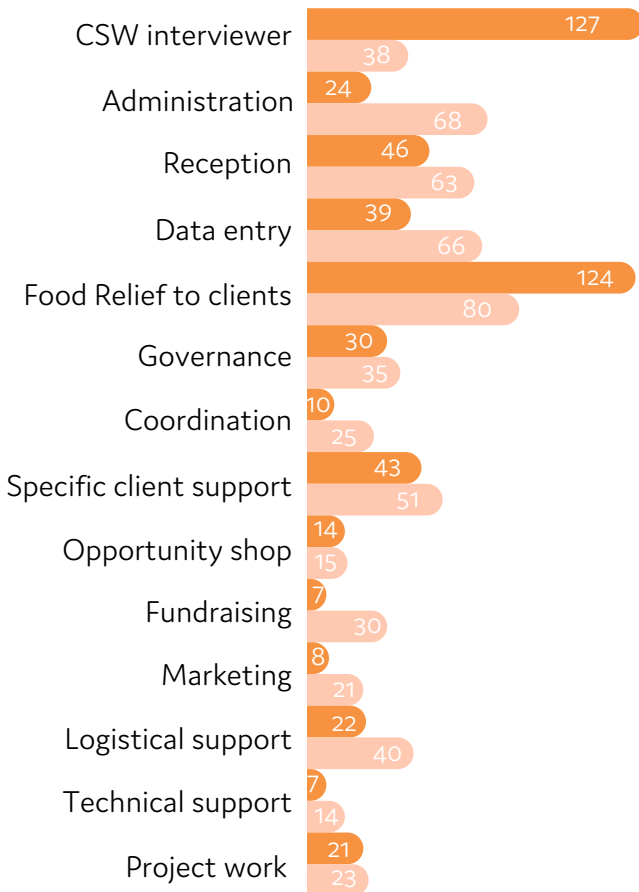
the needs of clients have become more complicated.



Volunteer roles



Volunteers were asked about their primary and secondary roles at their agency. There were 340 volunteers who responded to this question, and they could select more than one role for each category.



Primary role ● Secondary role ●

Other roles include working in an agency's cafe, L2P mentor driver, community gardener, homelessness support, grant writer, trainer, and student mentor.

Clearly evident is that volunteers take on more than one role within agencies, with the average roles per person sitting at 3.2.

.....
84% of volunteers either agree or strongly agree that their volunteer role met their expectations.

Role change

Respondents were asked how their role has changed over the past four years. Of the 334 volunteers who answered, the following percentage of volunteers either agree or strongly agree that:

28% the administration component of my role has increased

49% the role of technology has increased

34% I have taken on additional volunteer hours due to fewer volunteers

22% I have taken on additional volunteer hours due to the increased workload of the agency

46% my duties have not changed since I started volunteering

Ideal volunteer numbers

Agencies listed the number of volunteers they currently have for their different roles. They also listed the ideal numbers needed for these roles. Of the roles listed, only two (logistical support or non-client-facing roles, such as food deliveries or food packing and other specific roles, like gardeners and legal advisors) exceeded the ideal volunteer numbers needed. Other roles fell short by the following percentages:

- Community Support Workers (CSW) 23%
- Administration/Reception 20%
- Governance (Board/COM) 15%
- Co-ordination/Management 38%
- Client-facing support (not CSW) 15%
- Opportunity shop 14%
- Fundraising 47%
- Promotion/online promotion 12%
- Project work (skilled volunteering) 6%

Volunteer recognition



Volunteers were asked, on average, how many hours they contributed to volunteering for the agency per month. Of the 326 responses the average volunteered time was:

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24
hours
monthly

time volunteered by individual volunteers ranged from 4 to 120 hours per month.

.....

When asking agencies the same question, the total average of contributed volunteer hours per month across the 18 agencies that responded was 853.

.....

15,351
hours
monthly

collective average hours volunteered monthly across 18 agencies.

.....

Recognition

Volunteers were asked about the importance of the contribution being recognised. 349 volunteers responded, and 75% felt that it was of medium to low importance.

The purpose and meaningfulness of their work were recognised as more important, with 74% of volunteers indicating this was of high importance.

Recording hours

Of the 18 agencies that responded, the majority (73%) reported recording volunteer hours. When asked how they count volunteer hours, 28% indicated they use technology, while 72% use work rosters and staffing levels. The technology used includes platforms to clock in and out digitally and web-based management systems.

When asked how agencies use the information gathered about volunteer hours, responses included applying for funding, reporting to financial stakeholders or other reporting, such as governance and annual reports. Additionally, hours were used in communicating or promoting the agency's impact (e.g., Community Impact Statements).

"In some grant applications or acquittals, we put a dollar value per hour to volunteer shifts and submit this as part of our organisational financial (gift inkind) contribution to a project."

Volunteer feedback

The majority of agencies (87%) reported using informal or on the job processes to gain feedback from volunteers about their involvement with the agency.

Other feedback processes used include surveying (75%), formal feedback mechanisms, such as opportunities to speak at meetings or within training, exit surveys and anonymous feedback (37%).

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Support for volunteers



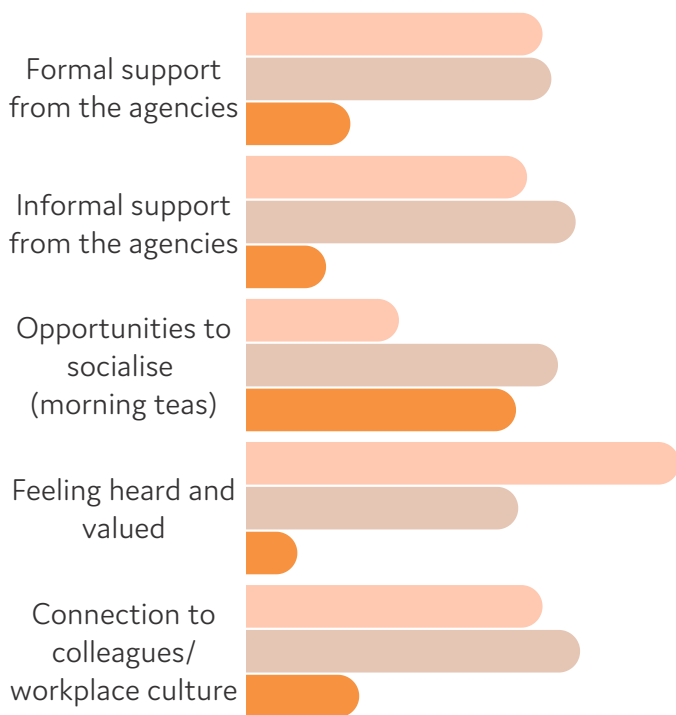
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90% of volunteers either agree or strongly agree that they feel supported in their agency.

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Volunteer supports

When asked about supports important to their volunteering, 349 respondents indicated:



Importance levels: ● High ● Medium ● Low

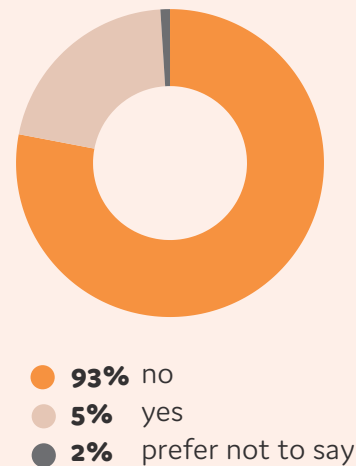
Feeling Safe

Volunteers were asked how they would rate their safety while performing their role, including feelings of psychological and physical safety. Of the 349 responses, 58% felt very safe at all times, while 36% felt fairly safe most of the time. 2% indicated they felt neither safe nor unsafe, 3% felt occasionally unsafe, and less than 1% often felt unsafe.

Experiences of bias or discrimination

Not all volunteer experiences are positive. Understanding and being open about volunteers' negative experiences, as well as how these experiences can be addressed, can help us continue to work constructively with volunteers.

Volunteers were asked if they had either witnessed or experienced bias and discrimination in their agency. The following responses were found from 386 volunteers:



Of those volunteers who have witnessed or experienced bias and discrimination in their agency, 61% indicated this was a rare occurrence, while 22% suggested it is common. 39% of volunteers felt safe intervening at the time of the occurrence, and 50% believe unacceptable and acceptable behaviour are clearly understood in the agency, for example, in policies, procedures, or training.

Additionally, 67% of respondents felt comfortable speaking with someone within the agency about what they had seen or experienced. Furthermore, 50% felt the agency's grievance procedure are accessible.

Training



Of the 340 volunteers who responded to a question about specific training to carry out their volunteer role, 52% have undertaken CISVic's 7-week accredited training for interviewing, assessing, and delivering services to people with complex needs or an equivalent.

Equivalent training includes community services, social work, counselling, or other training needed for their volunteer role (e.g., Vic Roads' mentor driving).

Of these volunteers, 37% had completed this training in the past 2 years, while 24% completed it within the last 5 years.

A further question was asked of volunteers regarding professional development. Of the 326 volunteers who responded, 63% have undertaken training that supports their volunteer role in the last year.

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78% of volunteers indicate that access to training that enables learning additional skills to perform their volunteer role is of high to medium importance.

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Agencies were asked what training they thought would help their volunteers. The following training was suggested:

- Managing challenging behaviours
- Cultural awareness and safety
- Governance training (for committees)
- Food safety and manual handling
- Trauma-informed practice
- First Aid and Mental Health First Aid
- Suicide ASIST
- Family violence
- Community services specific (e.g. housing, NDIS, Services Australia)
- Child Safety standards training

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84% of volunteers felt they received appropriate orientation and induction.

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What can CISVic do better?



Agencies were given the opportunity to provide feedback on how CISVic could better support their volunteers. More than half (66%) of the agencies responded with more training and agency resources, including offering online training opportunities. Additionally, 17% of agencies requested support with volunteer recruitment.

Other responses included:

"Providing supervision or group supervision for volunteers similar to what was done with students, to help upskill volunteers and broaden their knowledge base"

"Accessible and interactive training."

"Regular CISVic volunteer awards that the agencies can nominate their volunteers for."

"Create ambassadors for volunteering roles."

Students



CISVic members continue to use students on placement (e.g. social work, community services) to build their agency capacity and support volunteers.

We asked agencies whether they were using student placements to bolster their volunteer program, and 74% of agencies who responded (23) advised that they were.

Of those who do have placements, the average was 4.6 students placed over a 12-month period, However, this ranged across agencies from 1 to 20 placements annually.

Experiences within the agency



Participation

Volunteers were asked about their participation within the agency. Of the 349 respondents, the following percentage of volunteers either agreed or strongly agreed with:

91% I feel valued and appreciated in the agency.

90% I feel like a respected member of the agency.

76% I feel like the agency makes the most of my skills and expertise.

91% I feel my volunteering is meaningful in directly supporting the agency

Important to volunteering

We asked volunteers what was important to their volunteering within their agency. Of the 349 respondents, the following percentage of volunteers felt these were of high to medium importance:

The agency's vision, mission or goals **92%**

Strategic plan/direction of the agency **80%**

Understanding the agency's policies and procedures **89%**

Understanding how to access the agency's policies & procedures **83%**

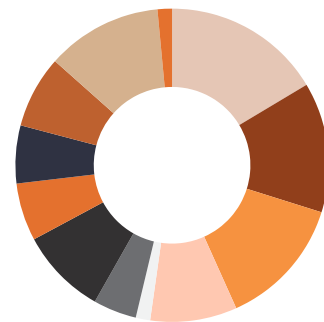
Rehearsing safety procedures **74%**

Straightforward complaints and grievance procedures **74%**

Tools and resources to help you perform your role **89%**

Changes since the pandemic

We asked agencies how volunteering had changed for them since the pandemic. From the 23 respondents, the following changes were identified (more than one option could be selected):



- 48%** Reduction in volunteers
- 39%** Reduction in volunteer availability
- 39%** Fewer people interested in volunteering
- 35%** Reluctance to perform some tasks because of the complexity of client work
- 26%** Knowledge & skills left the agency, and time was needed to build this up again
- 26%** Increase in unsuitable volunteers or those with limited capacity to help
- 22%** Use of technology/practices that appealed to new volunteers or made volunteering more accessible
- 17%** Hesitancy because of a heightened awareness of illness (related to COVID-19)
- 17%** Use of technology/practices that excluded some volunteers
- 13%** Change the characteristics of volunteers' target for recruitment
- 4%** Reduction in volunteering due to burnout or difficulties managing increased demand
- 4%** Nothing has changed



Advertising roles

Agencies reported that the most frequently used means of attracting new volunteer roles were word of mouth (83%), online advertisements (74%), the agency's website (70%), current volunteers and workers (70%), and social media (70%).

Similarly, volunteers indicated that the most popular means by which they learned about their role were word of mouth (20%), friends and family (15%), and online searches (14%).

While word of mouth is still popular in attracting volunteers, the use of online advertising for recruitment has increased since the last census.

Recruitment

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41% of volunteers who enquired to volunteer in 2023, of the 26 responding agencies, became a volunteer.
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Agencies were asked what they believe are the barriers for potential volunteers that prevent them from becoming volunteers. Twenty-six agencies responded, and three main themes emerged. They are listed in order of their frequency:

- The requirements of the role are too demanding. This includes training, the intense nature of the volunteer work, access to screening checks, the physical nature of the work, and the digital literacy needed
- Changes in volunteer circumstances
- Role-volunteer expectation mismatch

Screening

Interviews are still the most frequently used screening practice by agencies, with all 23 responses answering that they utilised this process.

Nearly all agencies (96%) also use police checks and Working with Children Checks (91%). 74% of agencies indicated that they use referee or character checks, too.

Interestingly, 15% of agencies identified the burden and expense of obtaining a Working with Children Check and police check as a deterrent to volunteers progressing from initial recruitment to engagement as a volunteer.



.....
89% of volunteers feel they receive enough direction to perform their role properly.
.....

Engagement barriers

Agencies were asked what barriers they think hinder volunteers from feeling engaged and connected with the agency. The following themes were identified:

- Communication needs (e.g. language barriers, working from home)
- Workplace cultural differences (e.g. within agency workforces/teams)
- Capacity (skills e.g., digital literacy or financial barriers and availability of volunteers)
- More experienced staff required onsite to support volunteers
- Compliance and training requirements
- Fluctuating workloads

"I feel more valuable."

"Reduces social isolation, gets me out of the house."

"Increased acceptance of differing viewpoints and values."

"[The agency] has given me a sense of myself back, [I'm] engaging and supporting others, after five years off the workforce after a long battle with breast cancer.."

"I love this role."

"I'm getting a sense of giving back to the community and my young family are seeing and understanding me wanting to give back."

Engagement enablers



Agencies shared what it is that they do well when helping volunteers to feel engaged and to stay connected. The following main themes were identified:

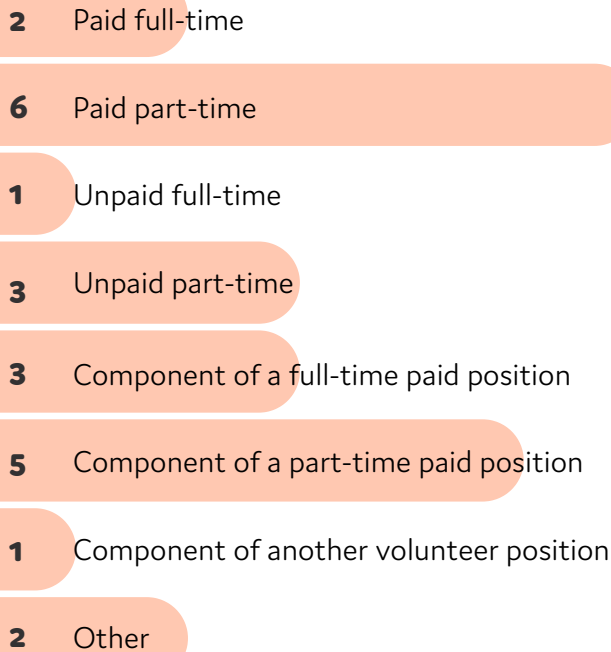
- Personal engagement (regular feedback, positive reinforcement, debriefing, spending time with them, use of mentors, and supervision)
- Robust onboarding and training processes
- Give space and trust to volunteers to work autonomously
- Creating a positive team culture (transparent, collaborative, supportive, open door policy, friendship)
- Flexible volunteering opportunities
- Recognition and acknowledgement (remembering birthdays and special occasions and hosting special events)
- Regular communications

69%

of volunteers indicate that a position description that details key responsibilities, duties and the objectives of the role is of high to medium importance.

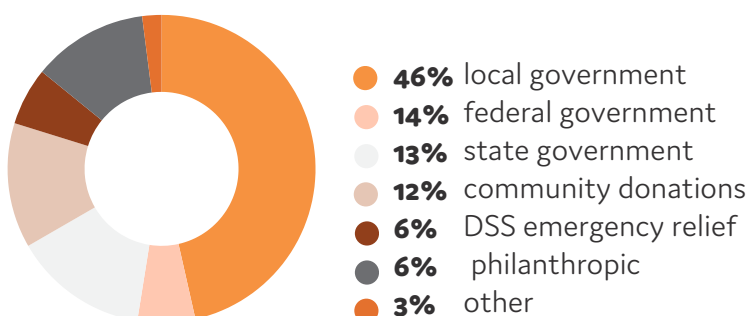


Volunteer coordinators



Other descriptions of the person responsible for volunteer coordination in agencies include multiple part-time program leaders who coordinate volunteers as part of their responsibilities, and agency manager.

Agencies indicated who funds the above roles, if not voluntary. These percentages include when the role is funded solely by one funder or when there is a combination of multiple funding sources

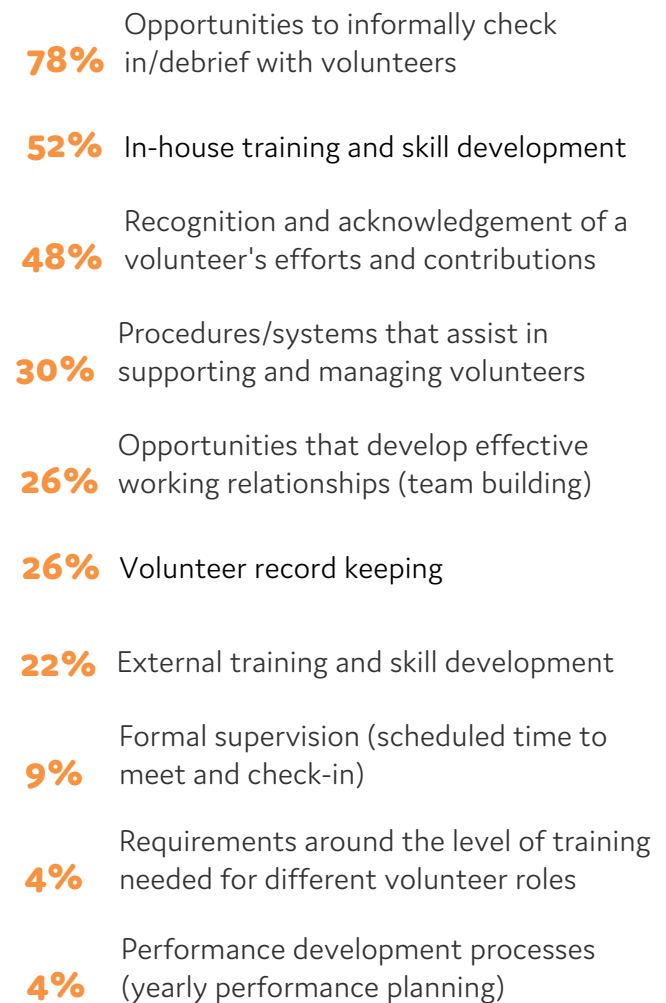


Managing volunteers

Thirty-five per cent of agencies reported using volunteer management software, including Better Impact and Airtable.

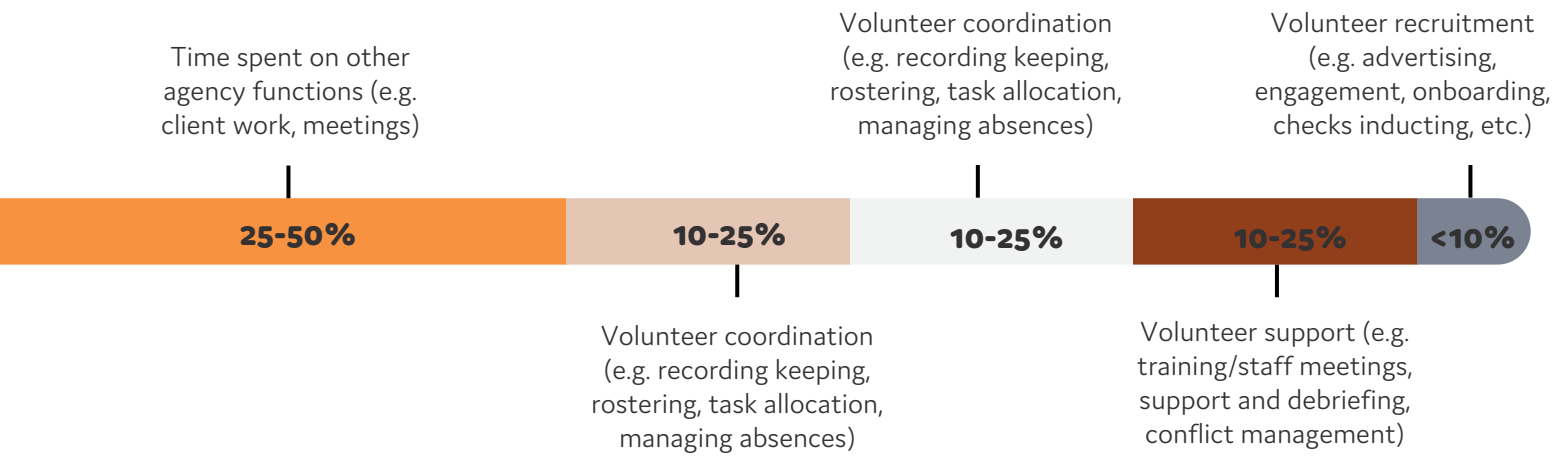
Seventy-five per cent of agencies were aware of the National Standards for Volunteer Involvement. Of these, all had accessed the standards. Additionally, 66% had either undergone training, completed a self-assessment or implemented elements or the complete standards within their agencies.

Agencies were also asked their top three most effective ways of managing and supporting their volunteers. These were:



Coordinator tasks

To better understand the role volunteer coordinators play in agencies, we asked agencies to specify the amount of time they spend on different components of their roles in a week. Typically, this is what it looks like:



As a founding member [of a community information and support agency] since 1992 and continuing...volunteering has had a huge impact on all aspects of my life—mainly gratitude, thankfulness ...and the privilege of helping others.



Improving volunteer programs

We asked the agencies what they would do to improve their volunteer programs if they had additional resources and time. Five key themes emerged, and these were, in order of frequency:

- More time with volunteers (supporting, supervising, and interacting with them)
- More time to streamline processes or set up projects to provide ongoing support (rolling student program or stronger peer mentorship)
- More volunteer training (in-house, expert run and a series of micro-courses relevant to specific skills)
- Team building activities or opportunities
- Increased volunteer recruiting and profiling of the agencies volunteer program

"More time to spend with each volunteer to support them in their goals."

"I would spend more time in the induction and training period with the volunteers."

"Time to adequately look for new volunteers and strengthen partnerships with other agencies."

"Simplify the onboarding process."

"More extensive training, or micro course on specific themes relevant to the service."

Improving volunteering

We also asked volunteers what one change would improve their volunteer experience. Across the 224 responses, there were five main reoccurring themes. They are, in order of their frequency:

- More training
- Improved amenities and resources
- More volunteers and others to help
- Opportunities to meet with team/others and communicate needs/information
- Increased external assistance (e.g. more funding, more assistance clients)

"I would like to be able to follow-up (case management) certain clients to check up on their welfare, or their progress through an action plan, thus continuing the support established during the interview.."

"More training and learning under mentors."

"Moving back to pre-covid interviewing as much as possible allows for more privacy for the client to discuss and address their needs. There has been a reluctance from some volunteers to move away from screens and physical barriers that may no longer be in line with current health advice."

"Better systems and processes that are efficient and thoughtful for the end user - volunteers."

"More independence in responding to client's needs."



Summary

CISVic is always amazed and humbled by the impact our volunteers have on those most in need. The census gives us a unique opportunity to hear from our sector volunteers directly about their experiences volunteering. It was important to hear that collectively, our volunteers continue to feel supported by the agencies where they volunteer.

Additionally, our census has identified our ongoing strong alignment with the National Standards for Volunteer Involvement. However, more work can be done to support members more cohesively in implementing these in all aspects of their work.

The findings from this census surrounding volunteers' experiences were overwhelmingly positive. Although key areas highlight that more work is needed. These include:

- The real and urgent need for more volunteers
- The need for more and varied training that supports volunteers to respond to the increasing needs and complexity of presentations
- The need for increased resourcing that supports our members to properly recruit, engage, manage and support their volunteer workforces, now and into the future
- The importance our volunteers place on feeling heard and valued
- The importance our volunteers place on ensuring their efforts are meaningful.

Moving forward, we will continue to work with our membership to improve how we support our sector's volunteers.

CISVic sincerely thanks all the volunteers and agencies for taking part in the census; we greatly appreciate your willingness and openness to sharing your experiences and views.

CISVic Members

Full Members

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

Branches

Community Information and Support Glen Eira
Community Information and Support Merri-bek

Associate Members

Albury Wodonga Regional Foodshare
Ballarat Foundation United Way
Bellarine Community Support Register
Bendigo Foodshare
Bendigo Volunteer Resource Centre
CityLife Community Care
Council of Single Mothers and their Children
Countrywide Community Missions Victoria
Diamond Valley Foodshare
Eastern Emergency Relief Network
Endeavour Ministries
Friends for Good
Geelong Food Relief Centre
Healesville Interchurch Community Care Incorporated
IndianCare
Laverton Community Integrated Services
LINC Yarra Valley
Make a Difference Dingley Village
North East Citizen Advocacy Inc
OZ Assist
Regional Food Security Alliance
Shepparton Foodshare
Somali Australian Council of Victoria
Sunraysia Information & Referral Service
Volunteering Geelong



CISVic

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& Support Victoria

Community Information and Support

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