

CRANBOURNE INFORMATION & SUPPORT SERVICE Inc.



Thirty Seventh **ANNUAL REPORT** **2015 - 2016**



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MISSION STATEMENT

To provide an independent, free, impartial and confidential information, referral and support service to all members of the community.

STATEMENT OF PURPOSES

To assess the needs of people who access the service seeking assistance.

To provide direct aid and assistance for the people of Cranbourne and District who are in need of relief from poverty, sickness, distress, misfortune, destitution, homelessness or helplessness.

To provide people with information about, and referral to the services they require.

To provide a volunteer program which enables personal growth and a high standard of service delivery.

To coordinate a local network of community information providers.

To facilitate the provision of counselling services.

To facilitate the activities of local people and organisations who wish to contribute their time and/or resources to community service.

To pursue donations and subscriptions from benefactors, benevolent societies, philanthropic trusts and like organisations as a means of providing relief and services to people from Cranbourne and District.

To inform Government and the Community about the need of the local community of Cranbourne and District, in order to obtain, maintain and improve services.

To pursue funding from Government, Corporate and Community sources to obtain, maintain and improve services in response to local needs.

COMMITTEE OF MANAGEMENT

President:	Kevin Bradford			
Vice-President:	Sue Hopkins			
Secretary:	Di Mainwaring			
Treasurer:	Richard Nichols			
Ordinary Members:	Ros Larke	Karen Peters	John Lewis	Simon Walliker
	Debbie Dodd	Louise Morgan	Jan Bland	

VOLUNTEER STAFF – 2015/2016

Susan Arlove	Anne Manning	Judy Symons (Data Team Leader)
Rosemary Code	Victor Mason	Susan Adam (Data Team)
Tony Dickinson	Una McGuire	Anne Haylock (Data Team)
John Durrant	Anne McKeown	Sonia Ruiz (Data Team)
Natalie Highcazony	Shelley McVicar	Heather Vaughan (Data Team)
Susan Hopkins	Richard Nichols	Eva Anderson (Reception/DSA)
Julie Jones	Sue Owen	Pauline Andrews (Reception/DSA)
Ros Larke	Carmen Pedrola	Ana Cantonjos (Reception/DSA)
Barry Leeds	Teena Porra	Debra Denniss (Reception)
Lyn Leeds	Lucinda Quick	Alice Flett (Reception/DSA)
Gabriele Lindemann	Preety Sharma	Linda Notman (DSA)
Laurie Living	Simon Walliker	
Di Mainwaring	Dawn Wilson	

STAFF – 2015/2016

Executive Officer:	Leanne Petrides
Administration Manager:	Cathy Willmott
Manager of Volunteers:	Michael Cooney
Counsellor:	Joan Cavanagh
Counsellor:	Jenny Hyland
Counsellor:	Kaye Jones
Child & Adolescent Counsellor:	Natalie Waring
Financial Counsellor:	Robyn Shepherd-Murdoch
Support Worker:	Doug Thompson
Advocacy Support Worker:	Jenny McGowan
Roster Support:	Sharon Mills
CfC Outreach Information:	Ann Proud
CfC Outreach Information:	Flora Warren

PRESIDENT'S REPORT

Kevin Bradford



It has been a pleasure to be involved with the Cranbourne Information & Support Service this last twelve months in my capacity as President of the Committee of Management.

I would like to acknowledge the support we receive from the City of Casey and the federal Department of Social Services (DSS) which combined currently provide the majority of funding to CISS. We are very grateful for this support, as it has enabled CISS to be able to continue to provide excellent services to the Casey South community.

This past year has been one of consolidation as the organisation has focused on high quality service delivery following the new model introduced in January 2015, and we look forward to the delivery of some exciting new ventures in the 2016/2017 financial year.

CISS was extraordinarily proud of its submission to the Casey Cardinia Business Awards in 2015, which resulted in the agency being shortlisted as one of the three finalists in the Social Enterprise Category, along with Casey North CISS and Waverley Industries. Although CISS was not ultimately successful in winning the Award, it was an absolute privilege to have the opportunity to step outside our comfort zone and think about our agency and the services we provide from a slightly different perspective. The rigorous application and selection process also gave us the opportunity to focus on and celebrate our strengths, examine areas for improvement, and establish goals for the future.

It is appropriate that I take this time to acknowledge the tremendous effort of all involved within this organisation, including the paid staff and the many wonderful volunteers who give of themselves to assist those most in need in our community. They have adapted well to all of the changes in paperwork, reporting and interviewing that have been asked of them, and continue to respond to clients with the utmost professionalism. The counselling team, the support workers, the financial counsellor, the Manager of Volunteers, and our outreach team all work well in conjunction with the volunteers to provide a holistic service to clients in need.

I would like to thank Leanne for the long hours and dedication she shows in managing the day to day operations and in providing support to all of the staff. I would also like to thank our Administration Manager, Cathy Willmott, who continues to provide specialist support to the whole team.

Finally, I would like to thank the members of the Committee of Management who work so hard to benefit the organisation and the entire community, and I look forward to the next year working with CISS.

Kevin Bradford

President

EXECUTIVE OFFICER'S REPORT

Leanne Petrides



It is with great pleasure that I present my eighteenth annual report as Executive Officer of the Cranbourne Information and Support Service, and recognise thirty-eight years of CISS delivering information, referral and crisis support services to the Casey South community.

As usual, time travels quickly, and we now find ourselves more than halfway through our consortium partnership with our sister agency, Casey North CISS, and our emergency relief funding agreement with the federal Department of Social Services (DSS). As expected, our partnership with Casey North has gone from strength to strength as we work collaboratively to ensure best quality service provision is available for all residents of Casey. As always, I would like to thank the Executive Officer of Casey North CISS, Susan Magee, for her ongoing and invaluable support.

I wrote my inaugural annual report for CISS in 1999, and it is always interesting to review some of the changes that have occurred since then. In that year, we had two part-time staff members, 28 volunteers, a total budget of just over \$107,000, and we handled only a small number of enquiries. Compare that with this year's report which details information about our 14 paid staff (one of whom is full-time), 48 volunteers, a total budget of just over \$800,000, and more than 15,000 enquiries with which we assisted.

The demographics of our population have also changed - Cranbourne is no longer a sleepy little village at the end of a train line. Casey South is one of the fastest growing parts of Australia, with the population of Cranbourne East in particular, predicted to grow by 750% over the next decade or so.

The diversity of our population has also altered, with many more clients from culturally and linguistically diverse backgrounds seeking our support than ever before, including people who are living in our community as asylum seekers. We continue to provide some assistance to clients who are homeless, and find, as always, that this is the most difficult demographic for whom to find solutions. Transport disadvantage continues to be a major issue of concern in this area, with many clients reliant on private transport that places additional demands on already tight budgets.

As well as delivering services to the community, CISS is committed to networking locally and at a broader level, and as such a large part of my role involves representing agency and client issues in a variety of settings and to a broad cross section of stakeholders.

I would like to formally recognise and thank the many funding bodies, stakeholders and community members that support our organisation - in particular, the City of Casey - including the Councillors, Eva Foster, and the many hard-working staff who engage with us regularly to ensure the voices of our clients are heard. We have worked collaboratively with the City of Casey on a number of issues during the financial year including Interface Council Workshops, supporting the Council's position on the Dan Murphy Superstore application, and writing an article for Parity magazine.

I would like to thank the federal Department of Social Services (DSS), and the Department of Justice for their continued funding and support of our emergency relief program. I would also like to thank The R.E. Ross Trust and The Salvation Army for their long term financial contribution to, and support of, our Back to School and Education Assistance programs.

Our partnership with Windermere's Communities for Children program will continue to strengthen referral pathways and support options for our clients, and we are now working together with Windermere and the Parenting Resource Centre to gain Evidence Based status for our Infolink program in preparation for another funding application next year.

Another exciting partnership that was entered into in December 2015 was with the Cranbourne Turf Club. Bruce Watson (Food and Beverage Manager) initiated a joint venture between CISS and The Cranbourne Salvation Army to host the inaugural Cranbourne Community Christmas Lunch. Approximately 100 people attended and had a wonderful time. All of the food and drinks were provided by the Turf Club, and their staff donated their time to cook and serve on the day. CISS staff also volunteered their time at the event. This now promises to be a regular event in the Cranbourne calendar, with the 2016 Community Lunch aiming to engage 200 people.

Michael addresses the issues of volunteer recruitment and training in his report, but it would be remiss of me not to mention how responsive and flexible the volunteer staff team has been this year. They continue to adapt to changes in paperwork, service delivery, and always welcome new team member with open arms. As always, and without exception, they respond professionally, and with empathy and respect, to individuals and families in crisis. Without our volunteerstaff team, we could not deliver the extensive range of services we do. Our one-stop-shop model of service delivery ensures that we remain responsive, and deliver meaningful, effective services that have the capacity to impact positively on the lives of our clients.

CISS volunteers are the mainstay and driving force of our organisation and they contributed over 10,600 unpaid hours to the community over the year, to an estimated value of over \$300,000 - a significant contribution to the Casey community. I would like to officially recognise their continuing hard work and support of me, the agency, and of course, our community.

CISS continues to be supported by a broad array of individuals, small community groups, and other agencies – a real example of “community supporting community”. As I say each year, it is never possible to mention by name everyone who supports our agency, so please take the time to read the acknowledgements on the last page of our Annual Report. All of these groups and individuals contribute in meaningful ways to keeping CISS functioning well, and we recognise them all.

As always, I would like to extend my thanks and congratulations to the Committee of Management for their constant hard work and support. I would also like to take the opportunity to recognise our counselling team – Joan, Jenny, Kaye, Natalie, and our financial counsellor, Robyn, as well as Sue who comes to us from Casey North three days a fortnight to also deliver a financial counselling service. In addition, I would like to acknowledge Doug and Jenny, our Support Workers; Michael, our Manager of Volunteers; and Ann and Flora, the Infolink team. Cathy, our Administration Manager, always deserves a special mention for her commitment and dedication. All of them continue to work extraordinarily hard, and their contribution to the agency and their support of the volunteers and me has been invaluable.

With a passionate, hard-working team on board, and innovative plans for the future, I look forward to the challenges a new funding period brings, as well as opportunities to create and meet new challenges within our local community.

I encourage everyone to take the time to read our Annual Report and I look forward to another year of working with CISS for the residents of Casey South.

Leanne Petrides

Executive Officer

COUNSELLORS' REPORTS

Joan Cavanagh



It is with pleasure that I present my sixteenth Counsellors Report to the AGM of the Cranbourne Information and Support Service Inc. As with other years, the team has been presented with some challenging work. We have seen more family violence cases this year and also more people suffering from complex psychological disorders such as Borderline Personality Disorder. We have been successful in obtaining some funding for counselling as a result of seeing Victims of Crime at our service. The year ahead will bring additional changes with some members of the team retiring.

Professional Development

This year I attended professional development program on Advanced Care Planning (living Wills) run by Decision Assist which is funded by the Federal Government. This workshop focused on developing and documenting an advanced care plan, understanding the legal framework and developing communication skills to assist with initiating and guiding conversations regarding this planning.

I also attended a forum on the drug Ice run by Victoria Police in conjunction with the Australian Drug Foundation, Frankston City Council and Health/Drug agencies. The message was clear that, while Ice is definitely a problem in our Community, it is alcohol abuse which causes the greatest social harm.

We are fortunate to benefit from a plethora of training now offered on line in the form of videos or Webinars. These are often delivered at no cost (or for a very low cost), providing convenient training which can be done from home or office. A range of professional development products can also be purchased and shared amongst colleagues which help reduce the cost of good professional training.

The Counselling team continued to receive excellent Supervision from Susie Huynh at Relationships Australia. However, as she is moving on, we will need to find a new Supervisor in the future but Suzie will be "a hard act to follow." We also have weekly peer support meetings.

Acknowledgements

Thanks as always goes to Leanne for her wonderful support and leadership. Thanks also to Cathy for her administrative and technical support. I am always grateful for the support of my fellow counsellors, Jenny, Kaye, Natalie and Doug (also as Support Worker). Natalie has brought wonderful expertise in counselling children and adolescents to the team allowing us to help families in a way we were not equipped to do before. Thanks also to the financial counsellors Robyn, Jenny (also as Support Worker) and Sue. We always value the presence at our service of the SECASA counsellors Jan and Ima with whom we cross refer as well as exchange support. Thanks to the Committee of Management for their role in supporting us and to Ann and Flora for their wonderful programs. Finally, thanks go to Michael and his team of volunteers who are always an inspiration for their dedication and support

Joan Cavanagh

Counsellor

Jenny Hyland



I am pleased to present my twelfth and final full year annual report to the AGM of the Cranbourne Information & Support Service. It has been a short year for me as I took eleven weeks long service leave, six of which fell within the 2015/2016 financial year.

During my years at CISS I have gathered a wealth of experience counselling a diverse range of clients, most of who have presented with a very complex range of issues. I will retire in December 2016 after twelve very happy years at CISS. I have loved my work and would like to continue my counselling in some capacity, perhaps through voluntary work in the palliative care area.

Professional Development

The counselling team has continued to receive group supervision from Susie Huynh at Relationships Australia in Cranbourne on a bi-monthly basis. I have private supervision on a one off basis when required. Peer supervision has continued weekly and has provided a valuable forum for Kaye, Joan and myself to share resources and information, and to discuss complex cases and work issues. Meeting each week has also been an important way of maintaining the cohesiveness of our team.

Other professional development opportunities undertaken have included:

- Advanced Care Planning Conference – Australian Government
- TED talks by Esther Perel. Topics have included – Secret to Desire in a Long Term Relationship, Rethinking Infidelity, Why Happy Couples Cheat and New Rules of Love
- Book reading on diverse topics, including working with the dying, and sexual dysfunction.

Statistics

This year's statistics reflect a break of six weeks long service leave. During the financial year 203 counselling sessions were provided to 140 clients. The number of clients who are "no shows" continues to be a concern, with the majority of these being first time clients.

Acknowledgements

As I think about the remaining months at CISS, I feel both gratitude and sadness. I am grateful to all the people - paid staff, volunteers and the COM – who have made CISS such an exceptional workplace over the years. All have contributed to the supportive and positive environment which has not changed in all my years here. My thanks go to Leanne and her exceptional leadership skills. She manages to bring to the surface the best in us all, and her trust and belief in us make us want to do our best. Many thanks also to Cathy who has graciously helped me through my battles with technology and who has seamlessly carried on Leanne's good work when she has been on leave. The counselling team (including the financial counsellors) are the group I most closely relate to in my day to day work. All have been wonderful supports in so many ways and they have been great to be with. I will be very sad to leave you all.

THANK YOU FOR EVERYTHING!

Jenny Hyland

Counsellor

Kaye Jones



It is with very mixed feelings that I write this Annual Report for the AGM of the Cranbourne Information & Support Service. This will be my tenth and final report as I will be retiring at the beginning of November.

Professional Development

I have continued to attend group supervision at Relationships Australia. We were all disappointed to lose the expertise of Mario when he left R.A., but Susie has continued to provide excellent professional guidance.

Statistics

In this past financial year, 234 counselling sessions were provided to 116 clients. Major surgery necessitated several weeks off work, and so attendance figures are lower than in previous years.

Acknowledgements

Nine and a half years ago I was fortunate enough to be offered the position of Counsellor at CISS, and I have never enjoyed, nor felt so fulfilled, in a job or workplace as much as I have done working here. I feel it has been a privilege and an honour to be part of the assistance and support we provide to so many people in this area of Casey. I am only one of a highly skilled, caring, supportive and professional team of CISS staff and volunteers and I thank them all for their compassion, support, care, advice and – importantly in this type of work – sense of humour!

In my time here at CISS, I have learned a lot about poverty, homelessness, crisis and despair. I have seen how CISS provides invaluable assistance to some of the most vulnerable people in the community and thus I have also learned more about generosity, compassion and unconditional positive regard for people, no matter what their circumstances. In today's world of corporate greed and self-focus it is an enlightening and rewarding experience to spend time in a place such as CISS where the welfare of people is paramount, and where there is much that can be offered to alleviate discomfort and suffering.

My fellow counsellors - Joan, Jenny, Doug, Robyn and Natalie - have always been supportive, encouraging and caring. It is also invaluable to have their input in situations with clients that may be causing some concern. So many of our clients here at CISS have complex, challenging, precarious or quite heartbreaking issues and stories, and having a good support network for the workers dealing with these people is crucial. Having Natalie as part of the team has been especially beneficial because so many of our clients have children who are affected by the stresses and dramas of their parent's lives.

Cathy has continued to cheerfully provide the very best administrative support and IT assistance, and Ann, Flora, Jenny McGowan and Michael have always been helpful and supportive. My biggest thanks go to our amazing Executive Officer, Leanne. Her consistent understanding, compassion, perseverance and encouragement engender loyalty, and the maximum contribution in the workplace from all CISS staff and volunteers. She is the main reason that CISS is the smooth-running, professional organisation that it is today. Also, my sincere thanks go to the Committee of Management.

I will miss my work, my work colleagues and many of my clients, but the time has come for a new direction in life. I wish everyone involved with CISS the very best for their future.

Kaye Jones

Counsellor

Natalie Waring



It is with pleasure I present my second annual report to the AGM of the Cranbourne Information and Support Service. I am employed on a part time basis as a Child and Adolescent Counsellor and at the beginning of 2016 increased my hours from one day per fortnight to two days per week.

My role as a Child & Adolescent Counsellor has provided me with the opportunity to work with different age groups ranging between the ages seven to sixteen. My client base is predominately male, within the eight to twelve year old age bracket. Often these clients are experiencing the effects of Family Violence or the breakdown of the family unit.

At times my role can often be challenging, however the resilience and determination I witness within these children is truly inspirational.

Professional Development

I regularly attend Professional Development Seminars and Workshops, as I feel continued Professional Development is an important part of my role as a Counsellor.

During the past twelve months I have attended the following:

- Psychosis in Adolescents, presented by Monash Health, Early in Life Mental Health Services.
- The Effects of Trauma on Children & Adolescents, presented by Eastern Health Child & Mental Health Services.
- Understanding and Responding to the Impacts of Family Violence, presented by Monash Health, Early in Life Mental Health Services.
- Anxiety & Depression in Youth, presented by Eastern Health Child & Mental Health Services.
- Domestic Violence/Risk Assessment, presented by Domestic Violence Resource Centre Victoria.

I regularly attend Clinical Supervision in both an individual and group setting at Relationships Australia. I find these sessions to be beneficial in both a professional and personal capacity.

Statistics

During the last financial year 109 counselling sessions were provided to children and adolescents between the ages of seven to seventeen. Although the majority of clients are internal referrals, there has been a significant increase in external referrals, including referrals from external agencies and clients self-referring. The majority of clients attending Counselling require long term support due to varying issues within the family environment.

Acknowledgements

I would like to acknowledge Leanne's leadership qualities that contribute to a respectful and enjoyable working environment. Acknowledgements to Cathy, Michael, our dedicated staff of Counsellors and our selfless staff of volunteers whose time and efforts contribute to the daily functioning of the Cranbourne Information and Support Service. Finally, I would like to also acknowledge the ongoing support provided by the Committee of Management.

Natalie Waring

Child and Adolescent Counsellor

COUNSELLING STATISTICS

(Statistics in parentheses provide a comparison to the 2014/15 financial year)

Sessions by location	Number	Percentage %
Cranbourne	575 (535)	82 (72)
Within catchment	88 (123)	11 (16)
Outside catchment	42 (91)	7 (12)
TOTAL	705 (749)	100 (100)

Client Contacts by Type	Number	Percentage %
Males	93 (120)	22 (24)
Females	331 (386)	78 (76)
Couple/Family sessions	95 (114)	
Total number of clients	424 (506)	100 (100)

Issues raised: -

1. Addictions: Drug, Alcohol, Gambling
2. Personal, Inc. Anxiety & Depression
3. Relationship Issues
4. Separation / Divorce
5. Family Issues
6. Family Violence
7. Anger Management
8. Chronic Illness
9. Grief & Loss
10. Other

SUPPORT WORKER'S REPORT

Doug Thompson



My role as a Support Worker has been multi-faceted this year. My primary responsibility has been as case worker supporting the Emergency Relief volunteers with complex cases. This is always a challenging role with each client presenting with their own unique problems. This year there has been a continuation of people struggling to afford medical procedures that are not fully covered by Medicare, as well as glasses and prescriptions. Another area of demand on the increase is the cost of motor vehicle registrations, repairs and petrol.

The introduction of Flexible Support Options (FSO) by CISS has successfully allowed us to take a holistic approach to each case, delivering more targeted support.

Again this year, I have assisted Julie in delivering our Back to School (BTS) Support Program. Next year will be challenging as there will no longer be any School Kids Bonus available from the Federal Government to assist parents and families on low incomes.

Assisting the volunteers in their roles, offering advice and guidance to achieve better outcomes for our clients has been a positive aspect of my work.

Statistics (July 2015 - June 2016)

Clients

	JUL - AUG	SEP - OCT	NOV - DEC	JAN - FEB	MAR - APR	MAY - JUN	TOTAL
CLIENTS	25	20	12	19	20	20	116
SESSIONS	26	23	12	19	23	24	127
NEW	15	9	5	10	15	13	57

Location

	JUL - AUG	SEP - OCT	NOV - DEC	JAN - FEB	MAR - APR	MAY - JUN	TOTAL
3977	17	15	9	14	17	16	88
3976	5	2	1	2	2	3	15
OTHER	3	3	2	3	1	1	13

Gender

	JUL - AUG	SEP - OCT	NOV - DEC	JAN - FEB	MAR - APR	MAY - JUN	TOTAL
MALE	15	10	7	11	10	11	64
FEMALE	10	10	5	8	10	9	52

Issues Presented

The following are some of the primary issues presented where support was provided: -

- Medical expenses (not covered by Medicare)
- Utility Bills
- Housing - Rental arrears / Moving costs
- Centrelink issues
- Fines
- Education expenses
- Transport / Petrol
- Car registration / repairs
- Insufficient income
- Child Support payments

Counselling

Counselling has again been part of my role at CISS this year. It has been both rewarding and satisfying to be able to assist people in addressing and working towards resolving their personal issues. The main issues presented have included couples relationship issues, men's anger management and grief and bereavement counselling.

My clients have been a mixture of ages and genders, and some of the work has been delivered in conjunction with other counsellors.

I continue to provide grief and bereavement counselling at the Australian Centre for Grief and Bereavement on a volunteer basis one day per week.

Professional Development

During the year I attended a number of courses, and represented CISS at information sessions including:

- Advanced Care Planning
- The Salvation Army
- Professional supervision
- Group supervision
- Australian Centre for Grief & Bereavement
- Family violence, mental health, drugs & alcohol
- EACH - Narre Warren

Counselling Statistics (July 2015 – June 2016)

	JUL - AUG	SEP - OCT	NOV - DEC	JAN - FEB	MAR - APR	MAY - JUN	TOTAL
CLIENTS	8	7	9	8	6	10	48
SESSIONS	11	14	11	18	10	13	77

I look forward to another year of providing counselling and casework services to the Casey South community.

Doug Thompson

Support Worker/Counsellor

ADVOCACY SUPPORT WORKER'S REPORT

Jenny McGowan



The role of Advocacy Support Worker has been active for just over a year and I have assisted clients with a wide range of issues, ranging from advocacy for utility bills and applications for Utility Relief Grants (URG), to accessing identification for clients to apply for Centrelink benefits, to assisting clients with applications for early release of superannuation.

I have found that after the immediate concern has been dealt with, clients are interested in looking at their overall money management and I assist them with budgeting, payment plans and prioritising certain debts over others to assist them to get back on a good financial path.

Most referrals came through the ER office, WAYSS or the Counselling team, however I also worked with clients from SRMC, Windermere, Connections Cranbourne, ECHO and Partners in Recovery.

I have attended professional development sessions on Superannuation (early release of funds and total and permanent disability insurance), family violence (financial abuse) and dealing with Telcos. I attended the CALD expo at the Balla Balla centre and the FCRC conference as well as networking on a regional and state level at quarterly meetings.

Statistics (July 2015 - June 2016)

Clients

Sessions by location	Number	Percentage %
Cranbourne	124	61
Within catchment	79	39
Outside catchment	0	0
TOTAL	203	100

Client Issues	Number
Electricity/Gas/Water -URG's	75
Money Management	38
Superannuation - Early release/TPD	15
Telecommunication	14
Fines	11
Centrelink forms/issues	11
Identification/Birth certificates	9
Bankruptcy	4
Credit cards	5
Other	10

Jenny McGowan

Advocacy Support Worker

MANAGER OF VOLUNTEERS REPORT

Michael Cooney



It is my pleasure to once again present the Manager of Volunteers report for inclusion in the 2015 - 2016 AGM Report for the Cranbourne Information and Support Service (CISS).

As always, I continue to enjoy being an active part of an amazing team of committed staff and volunteers who consistently deliver exceptional service and support not only to me but, more importantly, to our clients.

Workplace Activities and Initiatives

My primary role continues to focus on volunteer recruitment, training, and retention and, more recently, expansion of services. In my last AGM Report I advised of my response to an increase in the attrition rate of volunteers from CISS. Many of those who left CISS had either gained permanent employment, moved away from the Cranbourne region, or had reached a stage in their life to allow more time for themselves. This decline generated an intensive recruitment campaign resulting in eight new volunteers taking up positions at CISS. I am pleased to say that these eight volunteers have since qualified and are still volunteering with us. Our longer serving volunteers have also continued with their valued services, ensuring that our attrition rate has diminished significantly since my last report, and our team remains as strong as ever.

During the past year, I have continued to expand our services to the Casey South community by recruiting an additional four volunteers who perform the duties of a newly introduced role - that of 'Document Support Assistant'. Document Support Assistants support clients who need assistance in completing a range of forms such as those required by Centrelink, the Department of Births, Deaths and Marriages, or support to download bills or to write letters. Hence their duties are many and varied. The value of this activity is that it frees up interviewing volunteers to concentrate on clients who are in crisis, and who present with complex needs.

A further initiative is a proposed expansion of our services to Casey South residents who reside on the north western perimeter of our service area. These areas include Lynbrook, Lyndhurst and Hampton Park. In July 2016 we hope to provide an Outreach Service operating out of the Lynbrook Community Centre. The purpose of the service will be two-fold. Firstly, we are keen to extend our Emergency Relief program to clients in crisis who reside in these areas and, secondly, to provide counselling and financial counselling support for those clients who request access to these services. The Outreach Service will eliminate the necessity for clients who live in these areas to have to travel to Cranbourne for support. Considerable progress has been made by the management team in ensuring that this initiative will eventuate, and we are very grateful for the support of the City of Casey.

Professional Development

I continue to maintain my connection with Community Information Support Victoria (CISVic) both as a trainer and as a member of its Training sub-committee.

In recent times, I was called upon by CISVic to attend at the Registered Training Organisation (known as "Training Plus") to assist in the validation of the nationally accredited Training Package offered to Victorian volunteers in our sector. The validation process is a key component of the Vocational Education Training (VET) program as it forms part of the ongoing scrutiny and improvement of competency assessment.

Volunteer Training

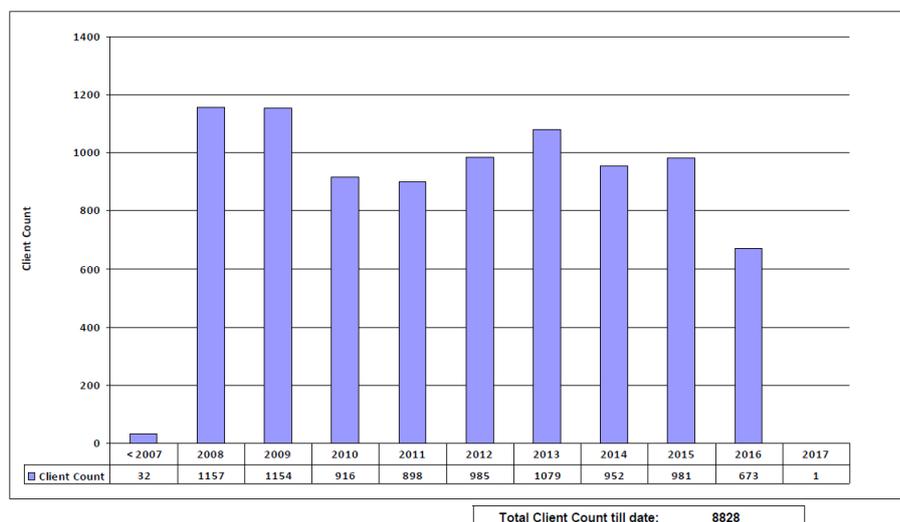
During the last financial year I have facilitated three in-house training sessions involving staff and volunteers. These meetings focused on a range of subjects including a review and update on the recently introduced DSS Data Program, and general house-keeping.

In addition, I conducted two six-week training courses for participants enrolled in the national accredited VET course 'Assess Co-Existing Needs', which is the required training for all our interviewing volunteers. These courses were conducted at the Cranbourne Salvation Army Centre.

STATISTICAL OVERVIEW

The table below shows the yearly statistics of the number of clients accessing CISS services. Over the past seven years there has been a conservative average of 10-13% annual increase in the number of "New Clients" accessing CISS services. This equates to approximately 17 new clients per week. Based on this knowledge, estimation can be made on the number of volunteers required to meet any increase in demand.

New Clients by Year



Future Development

I look forward to reporting in next year's AGM Report on the outcome and future benefits of the proposed Outreach Services at the Lynbrook Community Centre.

Michael Cooney

Manager of Volunteers

FINANCIAL COUNSELLOR'S REPORT

Robyn Shepherd-Murdoch



I am pleased to present my 2015-2016 annual report as Financial Counsellor with the Cranbourne Information and Support Service.

It has been another very busy year working with vulnerable people and families in Cranbourne and the Casey South area.

In particular, there has been an increase in the number of clients seeking support with mortgage issues. Cranbourne has one of the highest rates of mortgage stress in Victoria and many of our clients are very vulnerable with high debts in addition to their large mortgage payments. I have successfully achieved positive outcomes for many clients in reducing their payments over the term of their mortgage.

In addition to the internal CISS referrals, I continue to receive referrals from a range of other agencies in our area, including WAYSS, DHS Centrelink, Windermere, Oz Child, Department of Human Services, Office of Housing, SECASA, Monash Health, New Hope, Connections, Good Shepherd, Money Help and the Southern Migrant and Refugee Centre.

Professional Development

All Financial Counsellors in Victoria must be members of the Financial & Consumer Rights Council (FCRC), and I have maintained my membership as per their requirements. In addition, FCRC requires all Financial Counsellors to complete fifteen points of Professional Development each year.

During this financial year, I have attended training covering the following topics:

- Family Violence
- Supporting Aboriginal Clients
- Consumer Action Law
- Update on Fines 2016
- New Emerging Energy Market
- Bankruptcy Update

Supervision

Financial Counsellors are required to participate in a minimum of ten hours per year of professional supervision with another Financial Counsellor. I have been undertaking supervision with a colleague for the past twelve months as per these requirements.

Acknowledgements

Thank you to all the staff and volunteers for contributing to such an enjoyable place to work, and thank you also to the Committee of Management for all the support they provide.

Robyn Shepherd-Murdoch (nee d'Argent)

Financial Counsellor

FINANCIAL COUNSELLING STATISTICS

New Clients

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
NEW CLIENTS	16	2	7	17	12	15	10	20	4	11	10	7	131
MULTIPLE SESSIONS	10	0	6	5	8	10	16	19	10	12	11	4	111

Location

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
CRANBOURNE	21	2	13	20	17	21	23	32	9	18	18	10	204
HAMPTON PARK	4	0	0	2	3	4	3	7	5	5	3	1	38
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1

Issues

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
DEBT MANAGEMENT	13	1	7	6	4	17	20	28	11	19	16	8	150
CREDIT CARD	22	1	10	17	13	15	21	33	8	17	18	7	182
ADVOCACY	16	2	6	15	15	22	24	29	12	19	17	9	186
BANKRUPTCY	5	1	2	5	4	6	8	10	4	8	4	5	62
MORTGAGE	6	0	4	6	7	8	16	16	5	9	12	6	95
RENT ARREARS	2	0	0	0	1	1	3	3	0	1	0	1	12
CAR LOAN	2	0	0	3	6	9	6	8	3	7	6	2	52
PHONE	16	1	8	8	14	22	17	21	11	16	13	8	155
UTILITIES	12	1	9	9	13	18	19	23	9	22	12	7	154
U.R.G.	7	1	2	4	3	8	6	9	4	7	4	2	57
CENTRELINK	6	0	1	3	6	4	17	19	5	9	5	6	81
FINES	3	1	0	6	7	2	7	4	6	14	4	1	55
TAX DEBT	1	0	3	2	2	1	1	2	0	0	2	1	15
RATES	5	0	2	1	4	5	8	20	4	5	8	4	66
SUPER TPD	2	0	2	0	1	1	2	0	2	0	3	1	14
ACCESS SUPER	4	0	1	4	2	4	6	2	3	4	4	0	34
FAMILY ISSUES	3	0	4	7	6	11	6	12	7	7	9	7	79
MENTAL HEALTH	7	1	2	6	7	5	12	14	8	12	9	4	87

CRANBOURNE 'INFOLINK' REPORT

Ann Proud & Flora Warren



We are pleased to present our ninth Communities for Children “Infolink” report since the commencement of our program in 2007. Our outreach visits have ensured that continual support for Cranbourne residents is maintained so that they may access information, support and referral services. This is carried out in places that are accessed easily by residents to areas that they visit regularly.

We are once again attending the newly renovated and extended Cranbourne Park Shopping Centre on a monthly basis – an outreach post that has been warmly welcomed by many of our “regular” clients who find it easier to speak to workers in this environment.

A newer outreach site has been the Cranbourne Bunnings Store, and the staff have been most accommodating in their acceptance of our valuable service to their customers. Monash Health continues to make us welcome and their staff are always interested in what new information we have to assist them and their clients.

Our weekly outreach site at the Cranbourne Department of Human Services (Centrelink/Medicare) continues to be one of our busiest outreach locations and we support both staff and vulnerable clients with this service. One positive outcome from this outreach service is a significant decrease in the number of inappropriate referrals made to CISS for support services.

In March 2016, we partnered with the Department of Human Services, South East Community Links and Windermere to provide a Women’s and Children’s Health and Wellbeing Expo. This was targeted at the CALD community, and was very well attended. We also had the opportunity to attend a Cultural Diversity Group for eight weeks, facilitated by Hayat Doughan, City of Casey Outreach Project Officer. We found this to be an amazing source of information and an enlightening experience for both of us. We felt very privileged to hear the stories of how and why these newly arrived citizens choose Australia as their new home, and the journeys they took to settle here.

We have again been educating ourselves with current information around Autism through training with State-wide Autistic Services Inc. (SASI) which enables us to be better informed. In turn we are able to educate those attending our ADHD Support Group as some parents who attend have children who have the dual diagnosis of autism as well as ADHD. The support group has now been running successfully for five years and membership grows annually.

We wish to express our thanks to Leanne Petrides, Executive Officer and all staff of CISS for their continual support. We also would like to acknowledge Therese Mulcahy and the rest of the team from Windermere for their support during the year.

Ann Proud and Flora Warren

No Interest Loans Scheme (NILS)

Sharon Mills & Julie Jones



The Cranbourne and District No Interest Loans Scheme (NILS) continues to be a very successful and much needed program for our area. In the 2015 – 2016 financial year the program has approved twenty-six loans to the value of \$21,694.

In addition, the program had twenty-nine loans that were repaid during the year, with a number of clients being approved for their second, third and fourth loans. Clients applying for second or subsequent loans must still complete the same qualifying process as a new client, as financial and personal circumstances can change at any time. The program has an excellent repayment rate, with only two clients listed as “Currently Not Paying”, and one write-off, due to the client passing away.

Despite being a micro-finance program accessible to residents on low incomes, NILS adheres to very strict guidelines ensuring that loans are only given to clients who can afford the repayments. NILS cannot place a client in further financial distress, so loan interviews are extremely thorough, and generally take at least an hour. If a loan application is not approved, clients are offered other support services and referrals.

Cranbourne & District NILS is very responsive and we aim for the shortest possible time between interview and approval. In some cases, we have been able to approve loans on the same day clients attend for their interview. This approach is particularly crucial for people who are in desperate need of fridges, or who have only a short period of time before their car registration expires.

Enquiries continue to be made for essential household items and health aids, and there have been an increased number of enquiries for electronic devices for students’ educational needs. The NILS program works in conjunction with the CISS Back to School (BTS) and Education Assistance Program (EAP) to ensure a range of options are presented to clients who need support with education related expenses.

The No Interest Loans Scheme has increased the number of days that the program is available and continues to grow with community need. Many loans do not progress past initial enquiry stage, and we have been examining the barriers some people may experience in accessing this program. With Cathy’s expertise, we now have the option of emailing Information Packs to clients, and we plan to examine the feasibility of undertaking initial assessment via email to help streamline and simplify the process for clients.

The NILS team would like to thank the CISS staff and volunteers for all their hard work supporting our program, and we look forward to another productive year ahead with our colleagues in supporting the community.

Julie Jones & Sharon Mills
Cranbourne and District NILS

Back to School Support Program

The Cranbourne Information & Support Service (CISS) delivered its annual Back to School Support program (BTS) between the months of November 2015 and March 2016 in conjunction with The Salvation Army Cranbourne Community Support Services.

The Back to School program has been delivered since 2005 when the Managers of CISS and the Cranbourne Salvation Army saw an increasing need for assistance with educational costs in their community.

No government funding is provided for this program, so we rely on donations and philanthropic support. In 2015/16, The Salvation Army Cranbourne Community Support Services contributed \$5,000 towards this program, and \$27,000 was received from The R.E. Ross Trust, as well as just over \$1,000 in donations. Some of these funds were also provisioned for educational needs that present throughout the year and which is distributed through our Educational Assistance Program (EAP).

With a decrease in funding this year, we focused the distribution towards the more senior years of schooling - Years 10, 11 and 12 (VCE, VCAL and VET years) as a priority.

Part of our initial response is to provide essential information to parents, link families to other supports that may also assist with educational expenses, and to liaise with local schools. As a result, we were able to refer clients to the "State Schools Relief Committee" via their schools for some assistance with items such as uniforms, shoes, textbooks, scientific calculators and glasses. We also confirmed that families were aware of the Camps, Sports and Excursion Fund (CSEF) and also the new Uniform Packs for Prep and Year 7. As a result of this triage approach, of the 400 enquiries we received, only 211 families required financial assistance, made up of 176 families during our BTS Program, consisting of 392 children (96 being VCE students), and 35 families that were assisted through our Education Assistance Program (EAP). A total of \$43,777 was distributed via these two programs.

Over my ten years of involvement with this program, I have increasingly seen more and more families struggling to put their children through the public school system. With a substantial decrease in the financial assistance from our governments for education, cost remains as one of the biggest barriers preventing kids from low income families receiving education and remaining in the school system. We believe that education remains the single most important factor to overcoming and breaking the generational poverty cycle, gaining employment, and thereby impacting on social and economic participation, health and longevity.

With more and more families moving into the area, and less government assistance available, the demand for this unfunded program is bound to increase dramatically. More and more families live from fortnight to fortnight juggling their money, and relying on emergency relief centres all through the year for support even for food.

While the challenges ahead will be greater each year, I look forward to working with Doug Thompson and Jenny McGowan, as well as the rest of the staff and volunteers, to deliver this much-needed program in the next financial year.

Julie Jones

Back to School Program Coordinator

SERVICES

Information and Referral

Information and referral services are the core activity of the agency, and are available on a wide range of subjects including:

- * Accommodation
- * Community Affairs
- * Education
- * Employment
- * Health
- * Legal
- * Support Services
- * Counselling
- * Consumer Affairs
- * Emergency Relief
- * Environment
- * Income
- * Recreation
- * Transport

Trained volunteers provide information in person or over the phone. A current, comprehensive community information database, pamphlets, booklets, and manuals enable access to thousands of agencies, services and procedures. Data is maintained on National, State, regional and local agencies, and provides people with improved access to resources and services, and knowledge of their rights and responsibilities.

Document Support Assistants are available three days per week, supporting clients with practical assistance including completing paperwork, writing letters, and accessing on-line information via a public access computer.

An outreach information and referral service is provided by our Infolink team (funded through Windermere's Communities for Children) at key sites in Cranbourne including the Department of Human Services (Centrelink), Monash Health, and the Cranbourne Park Shopping Centre.

Crisis Support

A support service is provided for people in crisis. This can include a 'listening ear', practical assistance, information, and referrals to appropriate specialist support services. Demand for our crisis support service grows each year as increasing numbers of people present with complex needs and numerous issues.

Emergency relief is provided for people experiencing financial hardship, and includes food, food vouchers, gas and petrol vouchers, Myki Day Passes, Telstra vouchers, nappies, baby food/formula, and pharmaceutical needs. Guidelines and eligibility criteria apply, and a 'holistic' rather than 'band aid' model of service delivery is used.

Counselling and Financial Counselling

A generalist crisis intervention and counselling program is provided, with individual, couple, and family counselling offered. CISS also has a child and adolescent counsellor who works at CISS two days per week. A financial counselling service is provided from Wednesday to Friday, and an outreach financial counselling service is provided by Casey North CISS three days per fortnight. The CISS counselling services are free, and available to individuals, couples and families who live or work in the Casey South area.

Education Assistance Program

Throughout the year, CISS provides assistance to low income families struggling with the costs of education. Particular emphasis is placed on the Back to School (BTS) program, which is delivered between the months of November and March each financial year. The program has three primary aims – to directly provide financial assistance, to liaise with local schools regarding poverty, and to provide relevant information and referrals to families to ensure ongoing positive engagement with their schools.

Advocacy and Negotiation

This is provided on behalf of clients with Government departments, service providers, utility companies, landlords, and businesses, etc, with regard to issues including debts, services, hardship grant applications, complaints, and procedures. Emphasis is placed on the client developing these skills for future use.

No Interest Loans Scheme (NILS)

The No Interest Loans Scheme (NILS) offers low-income earners an accessible source of credit for the purchase of essential household goods with an achievable repayment plan that does not compromise the household budget. Loans can be provided to approved applicants for goods such as fridges, washing machines, furniture, and even health aids and educational expenses.

The Cranbourne & District NILS commenced in June 2013 with a \$50,000 grant from the National Australia Bank. This follows the successful delivery of the Casey NILS in conjunction with Casey North CISS since April 2001.

The two agencies continue to work collaboratively to ensure that this flexible and effective form of micro-finance is available across the entire municipality of Casey.

Tax Help

Volunteers are trained by the Australian Taxation Office to assist people fill in simple tax returns on-line. This service is offered to people on low incomes, the aged, people with disabilities, people whose primary language is not English, Aboriginals and Torres Strait Islanders, young people, pensioners, unemployed, and people with literacy or numeracy difficulties.

Volunteer Program

CISS volunteers undertake an extensive training program, including a nationally accredited course – “Assess Co-Existing Needs”, orientation, and a probationary period before becoming accredited community information workers. A focus on personal development enables volunteers to further develop particular skills or interests in fields such as public relations, information management, research, administration and computers, amongst many more.

For people who do not wish to volunteer at CISS, we offer access to our register of other local service providers and community groups who offer volunteer opportunities.

FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2016

GENERAL ACCOUNT

	2016	2015
<u>INCOME</u>		
Grants		
- City of Casey	429,040	408,609
- City of Casey ER Network	3,221	3,068
- Bendigo Bank Community Grant	-	455
- VG Funding Administration	-	450
- Vulnerable Groups	-	11,977
- Windermere CfC Administration	10,000	10,000
- Minor Capital Works	-	909
- Windermere CfC Infolink	74,207	67,806
CfC Evidence Based Practice	7,421	-
Interest Received	7,256	8,957
Miscellaneous Income	(131)	7,000
Other Reimbursements	-	152
NILS Sustainability Vic Admin	30	90
NILS Funding	2,167	-
Services Provided	2,089	1,070
Work for the Dole	900	-
Room Hire	24,655	23,420
TOTAL INCOME	560,854	543,962
<u>EXPENDITURE</u>		
AGM Expenses	371	240
Audit Fees	730	730
Bank Charges & F I D etc	102	136
Computer Software/Hardware	-	3,043
Computer/Printer Supplies and Maintenance	685	15,741
Depreciation Expenses	1,557	2,075
Donations	5,000	-
Electricity	13,694	12,040
Employment Expenses	338,696	310,766
EOFY Expense Provisions	2,000	12,000
Equipment and Furniture	148	355
Insurance	1,902	1,812
Making Ends Meet Guide	3,002	-
Miscellaneous	3,400	1,491
Other Training	771	1,991

Postage	471	961
Photocopying, Printing and Stationery	6,839	5,932
Provision for Annual Leave	32,325	31,145
Provision for Long Service Leave	9,838	9,012
Repairs and Maintenance	399	3,412
Resources	190	647
Security	1,051	831
Social Committee Expenses	-	9
Staff Amenities	971	1,709
Subscriptions & Memberships	2,326	3,736
Telephone, email and Webpage	14,110	10,721
Term Deposit Interest	5,260	6,452
Vulnerable Groups	-	11,977
Water Charges	1,086	219
Windermere CfC Infolink Expenses	68,102	62,050
Windermere General Expenses	7,421	7,000
Workcover	7,107	7,084
TOTAL EXPENSES	<u>550,826</u>	<u>525,316</u>
OPERATING SURPLUS/(DEFICIT)	<u>10,028</u>	<u>18,647</u>

STATEMENT OF FINANCIAL PERFORMANCE**For the Year Ended 30 June 2016****EMERGENCY RELIEF FUNDING ACCOUNT**

	2016	2015
<u>INCOME</u>		
Back to School Program		
R.E. Ross Trust	27,000	27,000
Salvation Army Funding	5,000	17,000
Zagames	-	10,000
Other BTS Donations	1,005	1,000
Donations	24,569	26,275
Grant - City of Casey	10,000	10,000
CNCISS Emergency Relief Grant	168,694	64,462
Grant - DSS		
Emergency Relief	-	98,404
Vulnerable Groups	-	4,501
Interest Received	7,607	8,462
Adjustment for prior years	-	1,763
TOTAL INCOME	243,876	268,866
<u>EXPENDITURE</u>		
Back to School Program		
R.E. Ross Trust	27,000	27,000
Salvation Army Funding	5,000	17,000
Zagames Berwick	-	10,000
Other BTS Donations	1,005	1,000
Bank Fees	131	113
Christmas/Holiday Expenses	4,943	1,136
CISS Vouchers	-	8,001
CNCISS Emergency Relief Grant	168,694	64,463
Client Relief – Chemist	6,812	7,514
Client Relief - Supplies	14,646	12,972
Client Relief - Day Pass	1,830	1,989
Discretionary Fund Expenses	-	3,000
Discretionary Fund Expenses - Medical	-	3,000
EOFY Expense Provisions	5,000	-
Flexible Support Options (CISS)	6,021	-
Hunt Club Community Grant	-	990
Miscellaneous	1,687	274
Nappies	334	370
Relief Food Vouchers	-	98,408
Vulnerable Groups Vouchers	-	4,497
TOTAL EXPENSES	243,104	261,726
OPERATING SURPLUS/(DEFICIT)	772	7,140

STATEMENT OF FINANCIAL POSITION**For the Year Ended 30 June 2016**

CURRENT ASSETS	2016	2015
Bendigo General Operating	19,646	15,351
Bendigo General Investment	93,266	82,295
Bendigo Debit Card	97	167
Bendigo Term Deposit	200,000	200,000
Bendigo ER Operating	5,966	7,181
Bendigo ER Investment	47,759	70,839
Bendigo ER Debit Card	294	-
Petty Cash	100	100
Undeposited Funds	-	2,806
Trade Debtors	1,036	(2,121)
Cranbourne & District NILS	10,239	13,999
Furniture & Fixtures at Cost	26,998	26,471
Computers – Cost	10,135	10,135
Furniture & Equipment/Computers	14,148	14,148
Less Accumulated Depreciation	(41,186)	(39,629)
TOTAL ASSETS	388,498	401,741
CURRENT LIABILITIES		
Clearing Account	(2,352)	(861)
Education Assistance Program	4,453	13,334
FaHCSIA/DSS Mark II Grant	-	1,038
Flexible Support Options	3,922	26,268
Key Deposits	150	150
NAB – NILS Overdraft Account	10,284	13,999
Provision for Office Refurbishment	5,000	5,000
Provision for Annual Leave	55,877	45,832
Provision for Back to School Program	3,000	-
Provision for CISS Outreach Program	9,518	-
Provision for Database Development	2,643	10,000
Provision for Defibrillator	-	1,500
Provision for Equipment Replacement	5,306	5,005
Provision for Financial Counselling	-	10,000
Provision for Functions	2,000	-
Provision for Holiday Program	2,000	-
Provision for Long Service Leave	81,125	73,720
Provision for Public Computer	-	1,000
Provision for Security	983	2,000
Provision for Signage	600	2,000
Provision for Staff Backfill	1,135	1,135
Provision for Staff Training	1,416	1,493
PAYG Tax Payable	4,106	4,142
GST Payable Control	16,340	14,612
Salary Sacrifice Payable	300	-
Superannuation Payable	3,087	1,143
Trade Creditors	2,962	6,172
Windermere CfC Infolink Grant	13,387	5,779
Windermere CfC Provision for ER Support	-	551
Windermere CfC Provision for Resources	-	1,407
Windermere Well Suited Program	-	4,865
TOTAL LIABILITIES	227,239	251,282
NET ASSETS	161,259	150,459
MEMBERS' FUNDS		
Accumulated Surplus/(Deficit)	165,203	154,403
Historical Balancing	(3,944)	(3,944)
TOTAL MEMBERS' FUNDS	161,259	150,459

Schedule 1

Regulation 15

Form 1

Associations Incorporation Reform Act 2012

Sections 94(2)(b), 97(2)(b) and 100(2)(b)

This form is required to be provided to the members at the AGM with the association's accounts.

Annual statements give true and fair view of financial position of incorporated association

We, Richard Nichols and Sue Hopkins,

being members of the Committee of the Cranbourne Information & Support Service Inc., certify that—

The statements attached to this certificate give a true and fair view of the financial position of the Cranbourne Information & Support Service Inc. during and at the end of the financial year of the association ending on 30 June 2016.

Signed: R. Nichols

Dated: 4/10/16

Signed: S Hopkins

Dated: 4.10.16

CRANBOURNE INFORMATION & SUPPORT SERVICE INC.

(CITIZENS ADVICE BUREAU)

AUDITOR'S REPORT
For the Year Ended 30th June 2016

This audit has been conducted in accordance with Australian Auditing Standards. I have examined the financial statements for Cranbourne Information & Support Service Inc. for the year ended 30th June 2016. The records examined are free from any material misstatement and in my opinion the accounts show a true and fair view of the financial position of the incorporated association during and at the end of its last audit year.

On the basis of that examination we advise that we are satisfied that the accompanying financial statements accurately reflect the transactions of the Cranbourne Information & Support Service Inc. as recorded in those books of accounts, and that of the bank reconciliations for the year ended 30th June 2016. Noting only that; due to the infrequency of statements - Some of the bank reconciliations were completed to the end of the available statements rather than to the end of month. The related transactions have been included in the provided reports and outstanding reconciliations amounts have since been cleared. We have also not verified the 'Petty Cash' nor 'Undeposited Funds' account balance as at the 30th June 2016.

Furthermore, the 'Historical Balancing' figure in the equity section of CISS' statement of financial position includes a depreciation entry journalled in the 13th period of the 2009 audit year. It must be noted that the omission doesn't affect the 2015 figures presented in the provided reports.

Our audit is limited to an examination of those books of accounts, and is not a verification of the day to day activities of the Cranbourne Information & Support Service Inc. for the year ended 30th June 2016. It is not practical for the agency to establish control over income for certain fund raising activities prior to its initial entry in the accounting records, nor is it practical for me to perform audit procedures to satisfy myself that all such income has been received and recorded.



Anthony Karadeas FIPA
Insight Accounting Pty Ltd
Office 2, Level 1, Cranbourne Park Shopping Centre,
CRANBOURNE, VIC 3977
October 3, 2016

EMERGENCY RELIEF

Many of our clients are dealing with complex personal and financial issues that dominate their lives. Approximately thirty percent of clients attending our agency for assistance with emergency relief are approaching us for the very first time, reflecting both the growth in population, and the number of families in our region living below the poverty line, and therefore increasingly dependent on the welfare system to survive.

It is important to note that all people accessing our service receive a comprehensive and holistic service, often receiving a range of support services in addition to material aid. Some people requesting emergency relief may only require assistance once, but generally, families in this area need further support during times of crisis or prolonged hardship. CISS introduced a Flexible Support Options (FSO) program from 1 January 2015, and interviewers now undertake a more thorough interview and assessment process with clients. This ensures that time is taken to engage with the person, and prioritise the issue/s that are most negatively impacting on their lives. Workers can then respond more flexibly with support that may not have previously been offered (e.g., bill payments, or vouchers for clothing, phones, and household goods). This has led to fewer clients attending for a “band aid”, small, regular voucher, and more clients being supported in a more meaningful way. Many of our clients are also referred internally to our Support Workers if they require more long-term, case management support. Neither our expenditure nor the total number of clients has decreased, but our response is more targeted, and we believe that this approach results in long-term change rather than temporary solutions for a number of our clients.

Once again, we are proud to acknowledge the support of many local organisations and individuals who donated to our Emergency Relief program throughout the year. We received donations from the Ray White Cranbourne, Inner Wheel Club of Cranbourne, Rotary Club of Cranbourne, Cranbourne Arthritis Support Group, Hampton Park Baptist Church, Blue Hills Retirement Village, and various other donors listed on the final page of the report.

During the last financial year, over \$230,000 was distributed in emergency relief on almost 6,500 occasions, and a further \$43,777 was distributed through the Back to School/Education Assistance Programs. This would not have been possible without funding from the federal Department of Social Services, The R.E. Ross Trust, The Salvation Army Cranbourne Support Services, and the Dandenong Magistrates Court, as well as additional support from local churches, and many other groups and individuals.

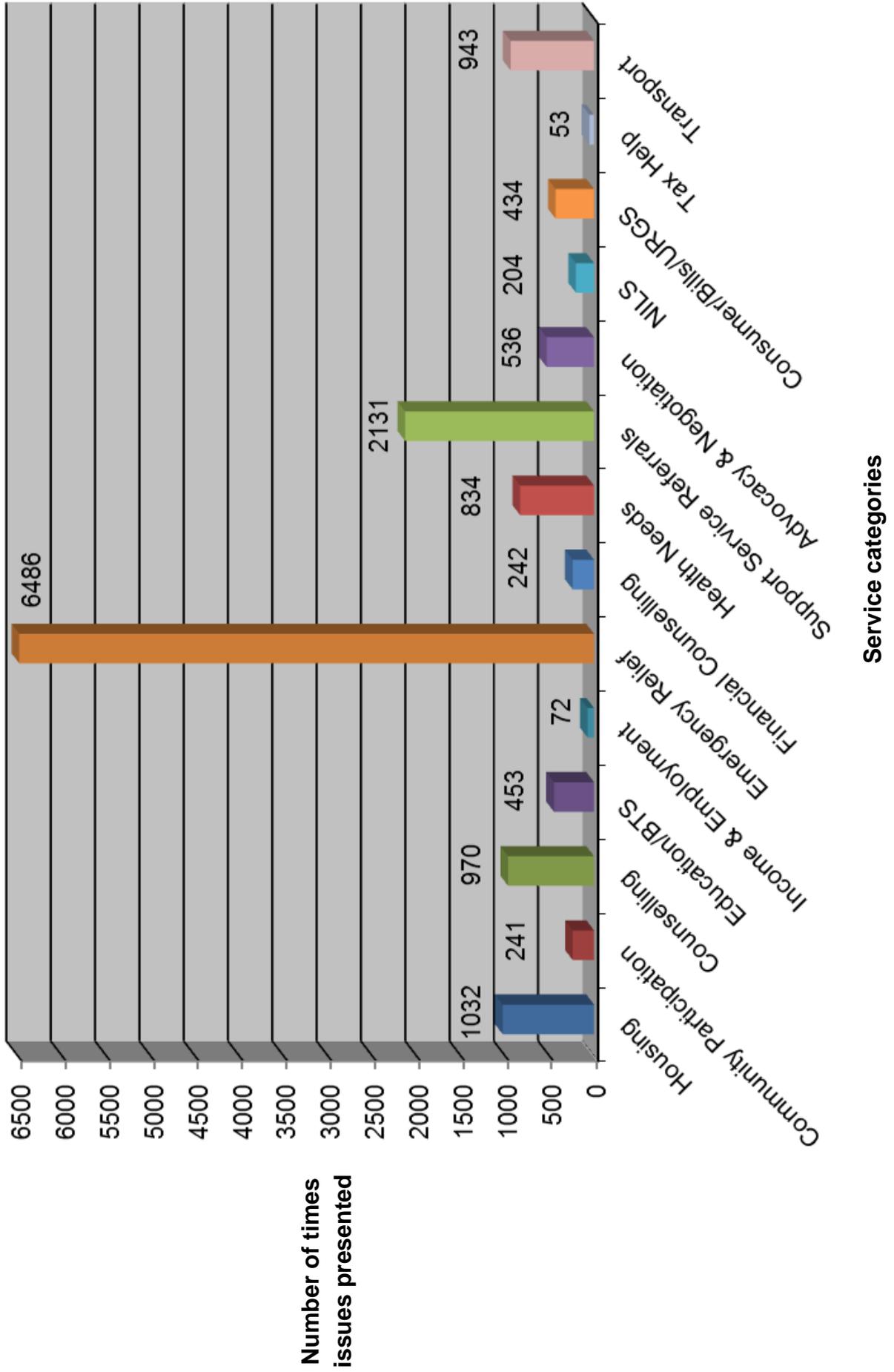
STATISTICS

Please see the following graph for a breakdown of service provision.

We provided some type of assistance on over 15,000 occasions to over 10,000 households. As usual, emergency relief was our most utilised service, with almost 6,400 requests for assistance, with housing, transport and cost of living expenses driving most requests for support.

The vast majority of our clients are in receipt of DSS Centrelink benefits, with a small proportion receiving low wages for work undertaken.

CISS Statistics 2015 / 2016



ACKNOWLEDGMENTS

We extend our thanks to the following individuals and agencies for their support, donations or assistance to clients and staff of the Cranbourne Information & Support Service:

City of Casey Councillors and Staff
Department of Social Services (DSS)
Casey North Community Information & Support Service Inc.
Community Information & Support Victoria
Windermere Child & Family Services
The Salvation Army Cranbourne Support Services
The R.E. Ross Trust
Magistrates' Court of Victoria
Turning Point Church
Techdeck Computer Service
Cranbourne Top Shop Chemmart Pharmacy
DHS Centrelink - Cranbourne
Australian Taxation Office – Tax Help Program

For donations to CISS Emergency Relief Fund –

- Rotary Club of Cranbourne
- Mark Guthrie and Staff - Ray White Cranbourne
- Cranbourne Arthritis Support Group
- Inner Wheel Club of Cranbourne Inc
- Balla Balla Community Centre
- Blue Hills Retirement Village
- Cranbourne West Primary School
- Hampton Park Baptist Church
- Ulysses Club Shearwater Branch
- Robin and Arnis Dzedins
- Winepress Berwick AOG
- Kmart Stores – Small Change Program
- Anthony Byrne MP - Tourism & Transport Forum Australia
- DHS Cranbourne staff (Centrelink & Medicare)
- Anonymous donors