



Cranbourne Information & Support Service



2016-2017 Annual Report

Table of Contents

Mission Statement.....	1
Statement of Purposes	1
Committee of Management	2
Volunteer Staff.....	2
Staff.....	2
Services	3
President	5
Executive Officer	6
Manager of Volunteers	7
Counselling	8
Financial Counselling	9
Support Work	10
Back To School Program	11
Cranbourne and District NILS Program	12
Cranbourne 'Infolink'	13
Statistics Snapshot	14
Thank you CISS	16
Acknowledgements	17
Financial Reports	18

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: Debbie Dodd
Secretary: Di Mainwaring
Treasurer: Richard Nichols

Ordinary Members:
 John Lewis Sue Hopkins
 Jan Bland Simon Walliker
 Maree Cullinan Teena Porra

Staff

Executive Officer: Leanne Petrides
Administration Manager: Cathy Willmott
Manager of Volunteers: Michael Cooney
Roster Support: Sharon Mills
CfC Outreach Worker: Ann Proud
CfC Outreach Worker: Flora Warren
Support Worker: Doug Thompson
Advocacy Support: Jenny McGowan

Counselling Team:
 Joan Cavanagh
 Jenny Hyland
 Kaye Jones
 Doug Thompson
 Natalie Waring
 (Child & Adolescent)
Financial Counselling: Robyn Shepherd-Murdoch
 Jenny McGowan

Volunteers

Susan Adam	John Durrant	Julie Jones	Anne Manning	Richard Nichols	Judy Symons
Eva Anderson	Alice Flett	Ros Larke	Melissa Matthews	Linda Notman	Julie Symons
Pauline Andrews	Anne Haylock	Barry Leeds	Una McGuire	Sue Owen	Heather Vaughan
Susan Arlove	Natalie Highcazony	Lyn Leeds	Anne McKeown	Carmen Pedrola	Simon Walliker
Ana Cantonjos	Matthew Hine	Gabriele Lindemann	Shelley McVicar	Teena Porra	Dawn Wilson
Rosemary Code	Susan Hopkins	Laurie Living	Sharon Mills	Lucinda Quick	
Tony Dickinson	Kylie Jamieson	Di Mainwaring	Nicola Naughton	Sonia Ruiz	



Volunteers and Staff

Services

Information and Referral

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

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 and services. 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. CISS also provides on-line resources and information via our website and Facebook page.

Document Support Assistants are available by appointment, 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 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 'bandaid' model of service delivery is used.

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.



Services (continued)

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, health aids and educational expenses.

Education Assistance Program

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

Tax Help

Volunteers are trained by the Australian Taxation Office to assist people complete 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, Aboriginal and Torres Strait Islanders, young people, pensioners, unemployed, and people with literacy or numeracy difficulties.

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 Tuesday to Thursday, 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.

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.

Co-located Services

In order to provide a one-stop-shop of service delivery, CISS has a number of co-located services that we work with to provide a holistic service to clients. These include WAYSS and SECASA.



President

It is with great pleasure that I write this report in my capacity as President of the Committee of Management of the Cranbourne Information & Support Service Inc.

As always, and on behalf of the organisation, I would like to formally acknowledge the support we receive from our primary funding bodies—the City of Casey and the federal Department of Social Services (DSS) which provide the majority of funding to CISS. We are very grateful for this support, as it has enabled CISS to continue to provide excellent services to the Casey South community. At the same time, we could not provide the services we do without the philanthropic support and donations we receive from a broad range of individuals, organisations and community groups - please take the time to read the acknowledgements page in our Annual Report. I would also like to recognise Susan Magee and the other staff at Casey North CISS for the role they play in leading our Emergency Relief consortium - we continue to have a strong and effective working relationship. Our organisation continues to focus on high quality service delivery to the community, and our staff pride themselves on being responsive and professional - crucial when they are often the first port of call for people who are experiencing crisis.

It is always 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. The counselling team, the support workers, the financial counsellors, 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 our Executive Officer Leanne, for the expertise she brings, and the 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.

During the reporting period, two of the CISS counsellors retired after many years of service, and I would like to formally recognise Jenny Hyland and Kaye Jones for their years of supporting so many vulnerable clients, with many complex issues - both of them have paid tribute to the wonderful team of workers at CISS, and the exceptionally supportive and compassionate environment we offer for our clients.

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 an ongoing relationship with CISS.

Kevin Bradford
President



Kevin Bradford - President

Executive Officer

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

Our annual report always presents a timely opportunity to reflect upon the work we have undertaken throughout the year, and I hope that our new format and staff reports provide a more interesting way for that information to be disseminated.

Our mission is to provide an independent, free, impartial and confidential information, referral and support service to all members of the community. It is my fervent belief that we do that well, and that the needs and well-being of our clients are at the centre of all decisions we make regarding service provision. Of course, none of the work we do could be done without our wonderful staff - volunteers and paid - as well as our funding bodies and donors. As always, and without exception, our staff respond professionally, and with empathy and respect, to individuals and families in crisis.

With the need for emergency relief continuing to be the primary reason people seek our support, I recall the words of Merle Mitchell (one of the early pioneers of the Victorian CAB movement), "a request for ER should open many doors". Our one-stop-shop, flexible model of service delivery ensures that we remain responsive, and deliver 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 worked almost 11,000 unpaid hours over the year, to an estimated value of over \$300,000 - a significant contribution. I would like to officially recognise their continuing hard work and support of me, the agency, and of course, everyone who utilises our services.

In this coming year, we are looking forward to undertaking a strategic review of our organisation in order that we continue providing the best quality service for our clients. CISS will be celebrating our fortieth anniversary next year, so it is timely to consider where we have come from, where we are right now, and our vision and purpose for the next forty years. At the heart of that, we need to ensure we do not lose our local place within our community or our passion for advocating for the most vulnerable within that community.

With a dedicated team on board, and increased operational funding guaranteed for a further four year period thanks to the City of Casey, I look forward to the opportunities to create and meet new challenges in the coming year.

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



Leanne Petrides - Executive Officer

Manager of Volunteers

A major challenge for Volunteer Managers is to attract and retain sufficient numbers of volunteers to provide the services demanded by the clients they serve. To this end, CISS has continually monitored the number of its volunteers, which over the past few years has increased from approximately twenty to nearly forty. One of the main drivers for this increase in the number of volunteers has been the requirement to respond to additional administration expectations such as data input and client responsibilities. For example, during 2016 it was identified that new volunteer roles need to be established to respond to clients in need of support in completing a range of documentation. In certain instances clients were also found to have low literacy skills or had difficulty in understanding the intent of a specific document. In response, we now provide a service to our clients with the introduction of a Document Support Assistant. This role has since become an essential part of our service.

In July 2016 we began providing an outreach service to residents of Lynbrook, Lyndhurst and Hampton Park. The service was being delivered from Lynbrook Community Centre each Monday and Friday and we provided counselling and financial counselling services, as well as emergency relief.

An initiative established in March 2016 was the formation of a partnership with the Department of Human Services (Centrelink). A written agreement now exists between CISS

and DHS, who now provide a fortnightly Community Engagement Outreach Service to those clients who are highly vulnerable and having difficulty accessing Centrelink services for a variety of reasons. Many of the clients managed by this service suffer from mental health, substance abuse or family violence issues which has made it difficult, if not impossible, for them to access Centrelink mainstream services. This service has since become one of the most utilised services by clients attending CISS.

We continue to explore and gain insight on how to provide a high level of training utilising technology, useful resources and mentoring with our volunteers. This approach enables us to strengthen the skills and knowledge of volunteers, and recognises that working with people in crisis requires a highly skilled response.

It is fair to say that in an ever changing environment, the traditional volunteer role is transforming. Our challenge is to embrace these changes, and to recruit and train volunteers who are able to confidently deliver and maintain a high standard of service.

Michael Cooney
Manager of Volunteers



*Michael Cooney -
Manager of Volunteers*

Counselling

The CISS Counselling Service provides a professional service to clients of CISS, residents of the City of Casey (south of Pound Road) and to people who work in this catchment area and their families. All counsellors are professionally qualified and eligible for membership of a relevant professional Association. To this end, each counsellor maintains an ongoing program of Professional Development and clinical supervision, both fully supported by CISS. The counsellors also individually provide specialist services in areas of personal counselling, relationship and family counselling, child and adolescent counselling, grief, loss and trauma counselling, treatment of addictions (including drug, alcohol and gambling addictions) and other areas.

This year has seen some major changes in the counselling team with the retirement of two of its members. Replacement staff will commence in September 2017 with a view to filling the gap with some specialist skills expertise especially in the area of addictions.

The Counselling Service also participated in the outreach service run from the Lynbrook Community Centre for clients from Lynbrook, Lyndhurst and Hampton Park. This has currently been suspended pending a review of its success.

Staff have been accessing some of the plethora of professional development courses offered on the internet, making good use of time and financial resources, as well as attending various professional seminars and workshops.

Trends this year have included an increase in family violence and the need for immediate crisis response. This is consistent with what we are gleaning from other agencies. Geographical trends include an increase in clients from the Clyde areas and Lynbrook. As with previous years, more females utilise the service than males in a ratio of approximately 3:1, apart from Doug whose case load is approximately 50% male.



Counselling Success Story

Ahmad was referred to the CISS counselling service by DHS Centrelink. He is a refugee from an oppressive regime in the Middle East and he and his family of origin were persecuted because of their religious beliefs. With much of their property confiscated by the government, and his family fearing for their lives, Ahmad managed to escape. He lived for some years in a refugee camp in Turkey where he experienced many privations and witnessed traumatic events including murder. While in the camp, because of his interpersonal skills, he was able to help many other refugees.

Ahmad had to leave his elderly parents behind when he escaped and he constantly worries about their welfare and health. He presented to CISS with severe depression and post trauma effects. Although unable to sleep for more than a couple of hours because of intrusive thoughts, he was spending most of his day in bed. Ahmad has responded well to the therapeutic process, and through regular counselling sessions, together with some medication from his doctor, his situation has greatly improved and he is currently in the process of establishing a business.

Financial Counselling

CISS Financial Counsellors, Robyn and Jenny, provide coverage each day to see clients by appointment (and occasionally clients who present with urgent financial crises). Jenny formally began in this role in February 2017. Both Financial Counsellors are qualified professionals who are trained to work with people who are experiencing complex financial problems, and their role often involves para-legal work.

Due to the demand in the City of Casey, CISS has welcomed an increase in the hours provided in outreach financial counselling from Casey North CISS, and Sue Deland is also an integral part of our team. Her statistics are not reflected in this report, but are reported by Casey North Community Information & Support Service.

A total of 282 clients were seen by the team, with 135 clients being new to the service, and 147 requiring more than one appointment to reach a satisfactory conclusion. It is important to note that for each client seen, many hours of follow-up work are provided in the form of writing letters, completing paperwork, and engaging in phone conversations with various creditors, including banks, utility companies and Civic Compliance. Conservatively speaking, for each hour of client contact, a further three hours of work would be undertaken on the client's behalf.

The vast majority of clients present with other complex issues in addition to their financial crises. These include mental illness, family violence and addiction. As a consequence, the

Financial Counsellors work closely with other professionals in order to provide the holistic support often required.

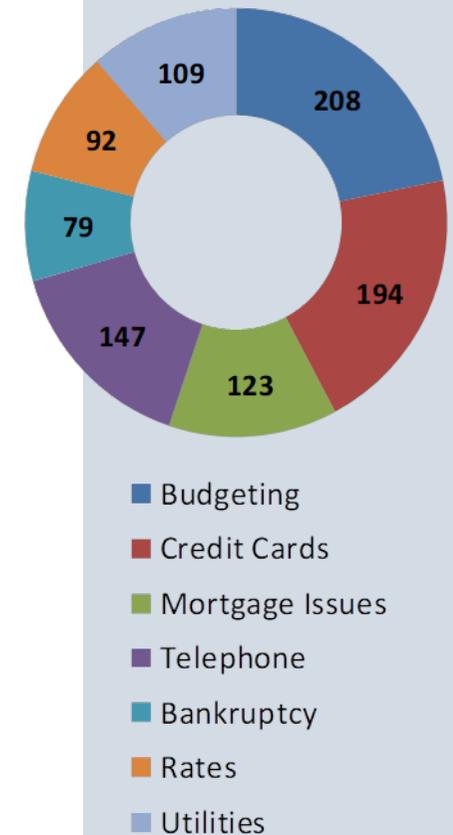
Many clients have experienced mortgage stress due to loss of employment or due to their working hours being reduced, which then results in difficulties meeting even minimum repayments. Higher council rates and energy costs also add financial stress, and these bills are often paid on credit cards which are not paid by the time the next bill arrives, resulting in an ever-increasing debt spiral.

The team saw a number of clients who had received, or were in the process of applying to Centrelink for Disability Support Pension, and who had also applied for a Total and Permanent Disability Insurance pay-out. This is usually attached to their Superannuation and can be payable even after a person has finished work and the superannuation is not active. This has assisted many clients manage whilst going through the Centrelink application process. The team has had great success with debt waivers with approximately \$180,000 worth of debt removed for some of our most vulnerable clients.

In addition to internal CISS referrals, referrals are received for clients from concerned family members who have received services from us previously, as well as from government and community agencies.

Robyn Shepherd-Murdoch and Jenny McGowan
Financial Counsellors

Client Issues



Support Work

CISS Support Workers, Doug and Jenny, provide coverage each day to see clients by appointment, to assist the ER volunteers with guidance and hands on support, and to assist in the Back to School Support Program.

They see a large number of clients who need more assistance than can be offered during an ER visit, which is generally shorter, and more crisis focused. As a result, many clients with very complex needs have been referred by the ER volunteers for this extended casework support.

The issues the Support Workers have assisted with throughout the reporting period include financial support (budgeting, payment plans and grant applications for utility bills, fines and phone bills), gaining essential documents, such as birth certificates, completing citizenship and residency paperwork, and providing support for clients experiencing family violence. This latter issue has involved many different levels of assistance - connecting with referral services for the client's safety, accommodation, financial support, and providing a caring, listening ear.

Clients who have regularly accessed the CISS Emergency Relief program are able to be referred to the Support Workers for more in-depth and ongoing exploration of their issues. Our support work team can work more intensively and for longer periods in order to assist people out of their financial or personal hardships.

Refugees have also been assisted with referrals to other community services such as English classes, informal social events for both adults and children and medical needs. The team regularly utilise the Translating and Interpreting Service (TIS National) by telephone in order to ensure effective communication with clients who speak a language other than English. The team has also worked closely with Red Cross, AMES and the Southern Migrant and Refugee Centre (SMRC) to facilitate positive outcomes for these families.

Doug Thompson and Jenny McGowan
Support Workers



Support Work Case Study

Virginia is a 72 year old woman who has been extremely lonely since her partner died a few years ago. With a growing addiction to gambling, and having fallen prey to a number of door to door sales people, Virginia had accumulated a significant amount of debt which her Age pension could not cover. She was very distressed and quite embarrassed when she first came to see us.

Through a series of appointments with a CISS Support Worker, Virginia's financial position was clarified and some old debts waived. Utility Relief Grants and payment plans were put in place for her current debts, and a savings plan for outings and special occasions established through a direct payment into a bank account. The Support Worker also referred Virginia for counselling to address her reliance on gambling, and provided referrals for social activities she could engage in.

Virginia's regular engagement with her Support Worker has seen her become more confident, and more in control of her finances. Virginia has told us that she feels happy for the first time in a very long time.

Back to School and Education Assistance Programs

The Cranbourne Information & Support Service, in conjunction with The Salvation Army Cranbourne Community Support Services, have delivered another successful Back to School and Education Assistance Program for the twelfth year. Both of these programs have relied on generous donations from philanthropic organisations, local business and community groups. The R.E. Ross Trust has supported these Programs for the past nine years, with annual support of \$26,000. This year, a very welcome \$10,000 was donated from Brown Property Group in partnership with Orbit Homes and the Carlton Football Club.

Education costs continue to rise, and arrive earlier each year. We are presented with many new and challenging issues from families seeking our assistance. Stress on low income families is already high, with rent, food and utilities costs already taking a huge proportion of the family budget. Parents are aware of educational costs approaching each year, but low or irregular incomes mean that they are often unable to save in advance for these expenses.

With our triage approach to handling enquiries we can discuss and, in most cases, reassure families that assistance is available for them. We work holistically with schools and other community groups in the area to educate and deliver this support. We also inform families of what other support and options are available, in addition to providing assistance from our program is required.

We encourage clients to speak to their child's school Principal or Wellbeing Officer first, to not only build a relationship with them, but to find out how they can assist. The schools have many options that they are able to offer families, such as the Camp, Sports, Excursion Fund (CSEF), State Schools Relief Committee referrals, Prep and Year 7 Uniform Packs, payment plans, Centrepay options and second-hand uniform and textbooks.

Following our process in previous years, we have focused the funds distribution towards the senior years of 10, 11 and 12 (incorporating VCE, VCAL and VET) as this may enable these students to stay in school and achieve their goals by overcoming and breaking the generational poverty cycle. Educational costs remain one of the biggest barriers to breaching the poverty gap for low income families.

I would like to thank the No Interest Loans Scheme (NILS) team, the Support Workers, as well as the staff and volunteers for their assistance with this program and look forward to continuing to build a strong community support system for families.

Julie Jones

Back to School Program Coordinator



Cranbourne and District NILS Program

In 1981, Good Shepherd Sisters in Collingwood started the now very successful NILS Program which celebrated 35 years in 2016.

The Cranbourne and District NILS Program continues to provide eligible individuals and families with some financial stability and certainty while on low incomes, by providing them with access to safe, fair and affordable credit for household items, education and medical expenses.

NILS gives eligible families and individuals not only financial assistance, but through the loans they also have access to warmth, clean clothes, improved health, fresh food storage, safe mobility and so much more.

These loans provide an opportunity to improve clients' circumstances, give them hope, a fresh start, and enable some to get back on their feet. No Interest Loans break the cycle of financial exclusion to people on low incomes, and take them away from the "fast cash" options of payday lenders or rent-to-buy schemes. Successful applicants leave CISS feeling valued, accepted, included and in control of their own finances and lives.

The NILS Program is continually growing and changing to suit the increasing and varying needs of the community, with increased enquiries for educational expenses, such as electronic devices, fees, books and uniforms. There has also

been an increase in the number of requests for vehicle associated costs such as registration, tyres and repairs.

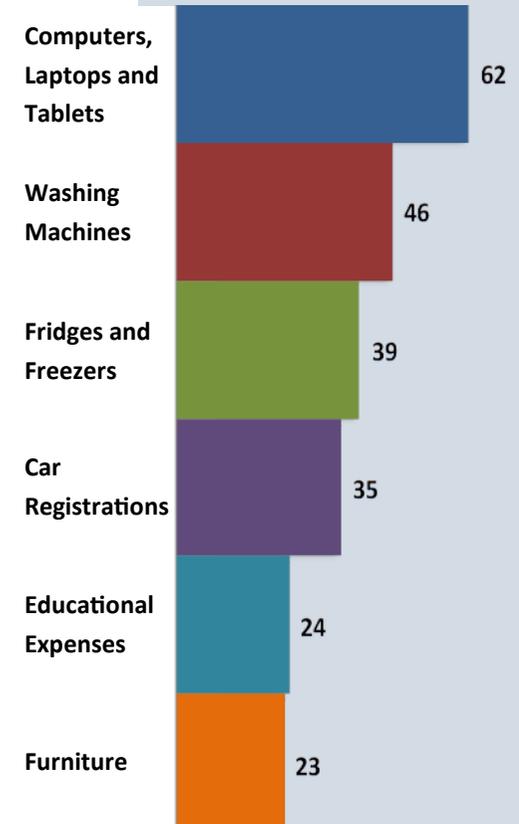
The NILS Team would like to thank the Back to School and Education Assistance Program workers, as well as all CISS staff and volunteers for all their hard work supporting our program. We look forward to a new and exciting year ahead with a revamped Good Shepherd NILS Program.

Julie Jones and Sharon Mills

Cranbourne and District NILS



NILS Enquiries



Cranbourne 'Infolink'

The Cranbourne Infolink Project was originally funded by the federal government in 2006 under the Communities for Children (CfC), Stronger Families and Communities Strategy.

The CfC initiative was funded to enrich the lives of children aged 0-12 living in Cranbourne, and give them the best start in life by supporting their families. Infolink's aim is to reach at risk or vulnerable families, and increase their knowledge of, and connection to specialist, mainstream, and universal services. The project is funded through, and facilitated by Windermere Child & Family Services Inc.

We are pleased to present our eleventh annual report since commencing in 2006. We are still providing a much needed service with our regular Outreach presence at local outlets where the community attend. Once again we have been welcomed back to Cranbourne Shopping Centre, Monash Health, Bunnings and Centrelink Cranbourne. We are also enjoying a beneficial working partnership with the Women's Friendship Café and are reaching a number of mothers from the Culturally and Linguistically Diverse (CALD) community. We look forward to expanding this relationship in 2017/18, with their recently funded Cranbourne site.

The much needed and well supported ADHD Support Group is still in the enviable position of being the only support group in the South East of Melbourne. We provide a safe, confidential and welcoming opportunity for the

parents/carers of children who are diagnosed with ADHD to safely voice their inner most concerns around their child's condition, gain support, and learn new skills and strategies.

We worked closely this year with Dr Fiona May from the Parenting Research Centre to work towards gaining approval as an Evidence-Based Program under the AIFS Evidence Based Program Criteria. Unfortunately we were unsuccessful, but we are able to apply for continued funding as a non-evidence based program.

We were very honoured in October to receive the inaugural CISVic Innovations Award 2016. This award was judged by a panel of experts, and awarded on the basis of innovation, creativity, potential for replication, and successful outcomes.

We would like to take this opportunity to thank all the CISS staff for their support throughout the year, as well as the staff from Windermere Child and Family Services CfC Program.

Flora Warren and Ann Proud
Cranbourne Infolink Project



*Ann Proud and Flora Warren -
Infolink Team*

Statistics - a snapshot

Food and Petrol Vouchers

For the most vulnerable in our community, our capacity to provide the most basic safety net with food parcels, or food and petrol vouchers often means the difference between eating that night or not.



\$173,260

food and petrol vouchers

2,216

families and individuals assisted

Essential Medication

With our support, people on low incomes are able to purchase baby formula, as well as essential medication for acute or chronic illnesses and diseases.

\$6,680

essential medication assistance

1,115

PBS scripts provided



Education Assistance

We have a strong commitment to assisting families break the cycle of poverty by supporting children in education. This program can only survive with the support of philanthropic and community donations.



227

families assisted

\$52,460

provided

Statistics - a snapshot

Community Information

As one of our core services, CISS provides information, advocacy and referral services to all members of the local community.



26,234

enquiries answered

2,924

external referrals made

288,840

website visits

Counselling & Support Work

With many people in need in our community, our specialist workers deal with complex issues including relationship breakdown, trauma, abuse, grief and loss, and depression and anxiety.

412

individuals, couples and families counselled

29

children counselled



Financial Counselling

Our highly trained Financial Counsellors provide support to clients with complex financial and para-legal issues.



282

clients supported

147

clients seen on more than one occasion

194

clients assisted with credit card debt



“I want all of you to know that every moment you are working there you are saving lives. Words simply cannot express my gratitude to ALL of you”.

- Brendan H

“You are such good people. Please know, I will be forever grateful, you helped me at such a low point in my life and if it wasn't for you, I wouldn't be here today”.

- Sophie P



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
Techdeck Computer Service
DHS Centrelink - Cranbourne
Australian Taxation Office - Tax Help Program

For donations to CISS Emergency Relief Fund:

Brown Property Group
Zagames
Rotary Club of Cranbourne
Mark Guthrie and Staff - Ray White Cranbourne
Cranbourne Arthritis Support Group
Inner Wheel Club of Cranbourne
Kmart Stores - Small Change Program
Ulysses Club Shearwater Branch
Robin and Arnis Dzedins
Lions Club of Cranbourne
Hampton Park Baptist Church
Blue Hills Retirement Village

Each year we like to recognise our donors, benefactors and supporters, as well as our amazing volunteers and paid staff.

Without them we could not deliver our services to the community.

It is appropriate this year to acknowledge two of our long serving counselling staff who retired during the year. Jenny Hyland and Kaye Jones formed half of our counselling team and worked with many vulnerable clients with extremely complex issues. At the same time, they provided professional and personal support to other staff members and volunteers and were an integral part of the staff team.

Over the years, they worked with hundreds of people in our community, and it would be fair to say that they literally saved lives.

We also recognise Judy Symons – a long serving volunteer who retired this year.

Judy has been a volunteer with CISS for 13 Years and fulfilled a number of different roles including interviewer, Committee Member and Secretary. Key among those roles however, was her commitment, skill and dedication in creating our client database as well as training and supporting all staff in its use.

We pay tribute to their hard work and dedication, and thank them for their many years of service to our community.



STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2017

GENERAL ACCOUNT

INCOME	2017	2016
Grants		
- City of Casey	450,491	429,040
- City of Casey ER Network	3,382	3,221
- Windermere CfC Administration	10,000	10,000
- Windermere CfC Infolink	77,469	74,207
CfC Evidence BP	-	7,421
Interest Received	1,634	7,256
Miscellaneous Income	53	131
NILS Sustainability Vic Administration	-	30
NILS Funding	3,949	2,167
Room Hire	26,545	24,655
Services Provided	-	2,089
Work for the Dole	-	900
TOTAL INCOME	573,524	560,854
EXPENDITURE		
Advertising	323	-
AGM Expenses	389	371
Audit Fees	750	730
Bank Charges & F I D etc	52	102
Computer/Printer Supplies and Maintenance	3,128	685
Consortium Administration Fee	4,952	-
Depreciation Expense	1,320	1,557
Donations	475	5,000
Electricity	13,682	13,694
Employment Expenses	363,143	338,696
Equipment and Furniture	7,783	148
EOFY Expense Provisions	11,437	2,000
Insurance	3,056	1,902
Making Ends Meet Guide	3,082	3,002
Miscellaneous	465	3,400
Postage	1,337	471
Photocopying, Printing and Stationery	7,764	6,839
Provision for Annual Leave	30,995	32,325
Provision for Long Service Leave	6,987	9,838
Repairs and Maintenance	5,287	399
Resources	-	190
Security	869	1,051
Staff Amenities	1,013	971
Subscriptions and Memberships	3,425	2,326
Telephone, Email and Webpage	16,999	14,110
Training	915	771
Term Deposit Interest	-	5,260
Water	492	1,086
Windermere CfC Infolink	68,989	75,523
Workcover	7,499	7,107
TOTAL EXPENSES	566,608	550,826
OPERATING SURPLUS/(DEFICIT)	6,916	10,028

STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2017

EMERGENCY RELIEF FUNDING ACCOUNT

INCOME	2017	2016
Back to School Program		
- R.E. Ross Trust	27,000	27,000
- Brown Property Group	10,000	-
- Salvation Army Funding	5,000	5,000
- Zagames	5,000	-
- Other BTS Donations	1,500	1,005
Consortium Administration Fee	4,952	-
Donations	22,801	24,569
Grant - City of Casey	10,000	10,000
CNCISS Emergency Relief Grant	163,906	163,906
CNCISS SACS Supplement	6,128	4,788
Interest Received	6,088	7,607
TOTAL INCOME	262,374	243,876
 EXPENDITURE		
Advocacy/Support	194	-
Back to School Program		
- R.E. Ross Trust	27,000	27,000
- Brown Property Group	10,000	-
- Salvation Army Funding	5,000	5,000
- Zagames	5,000	-
- Other BTS Donations	1,500	1,005
Bank Fees	146	131
Christmas/Holiday Program Expenses	3,376	4,943
CISS Vouchers	14,298	-
CNCISS Emergency Relief Grant - Vouchers	151,906	168,694
CNCISS Emergency Relief Grant - Food/Pantry	12,000	-
CNCISS SACS Supplement	6,128	-
Client Relief - Chemist	7,448	6,812
Client Relief - Food/Pantry	22,476	14,646
Client Relief - Day Pass	1,989	1,830
Client Relief - Nappies	249	334
Miscellaneous	33	1,687
TOTAL EXPENSES	279,806	243,104
 OTHER INCOME		
GST Adjustment	1	-
Adjustment for prior years	715	-
TOTAL OTHER INCOME	716	-
OPERATING SURPLUS/(DEFICIT)	(16,715)	772

STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2017

STATEMENT OF FINANCIAL POSITION

<u>CURRENT ASSETS</u>	2017	2016
Bendigo General Operating	4,350	19,646
Bendigo General Investment	133,718	93,266
Bendigo Debit Card	95	97
Bendigo Term Deposit	200,000	200,000
Bendigo ER Operating	15,011	5,966
Bendigo ER Investment	14,601	47,759
Bendigo ER Debit Card	437	294
Petty Cash	100	100
Undeposited Funds - ER	2,000	-
Clearing Account - ER	670	-
Trade Debtors	820	1,036
Computers - Cost	10,135	10,135
Cranbourne & District NILS	22,357	10,239
Furniture & Fixtures at Cost	26,998	26,998
Furniture & Equipment/Computers	14,148	14,148
Less Accumulated Depreciation	(42,505)	(41,186)
TOTAL ASSETS	402,935	388,498
<u>CURRENT LIABILITIES</u>		
Clearing Account	-	(2,352)
Education Assistance Program	7,479	4,453
Flexible Support Options	-	3,922
Key Deposits	150	150
NAB - NILS Overdraft Account	22,402	10,284
Provision for Office Refurbishment	5,000	5,000
Provision for Leave Entitlements	134,242	137,002
Provision for Back to School Program	-	3,000
Provision for CISS Outreach Program	8,887	9,518
Provision for Database Development	1,000	2,643
Provision for Functions	1,094	2,000
Provision for Holiday Program	490	2,000
Provision for Staff Backfill	-	1,135
Provision for Equipment Replacement	12,412	5,306
Provision for Security	-	983
Provision for Signage	600	600
Provision for Staff Training	2,000	1,416
PAYG Tax Payable	7,180	4,106
GST Payable Control	14,527	16,340
Salary Sacrifice Payable	884	300
Superannuation Payable	2,884	3,087
Trade Creditors	10,019	2,962
Windermere CfC	17,651	13,386
NILS Funding	2,576	-
TOTAL LIABILITIES	251,475	227,239
NET ASSETS	151,460	161,259
<u>MEMBER'S FUNDS</u>		
Accumulated Surplus/(Deficit)	155,404	165,203
Historical Balancing	(3,944)	(3,944)
TOTAL MEMBER'S FUNDS	151,460	161,259

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 2017.

Signed: 

Dated: 5/10/17

Signed: 

Dated: 5/10/17

CRANBOURNE INFORMATION & SUPPORT SERVICE INC.

(CITIZENS ADVICE BUREAU)

AUDITOR'S REPORT
For the Year Ended 30th June 2017

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 2017. 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 2017. 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 2017.

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 2017. 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
5th September 2017