

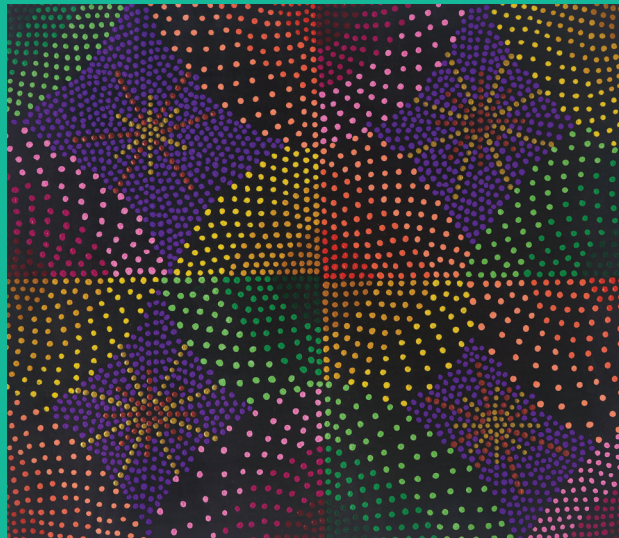


2024 – 2025 Annual Report



Community Information
& Support Victoria

Helping local communities



Acknowledgement of Country

We acknowledge the Traditional Owners of the land on which we work and gather—the Bunurong and Wurundjeri people of the Kulin Nation. We pay our respects to Elders past and present and recognise their enduring connection to this land, its waterways, and its community and acknowledge that land was never ceded. As an organisation based in Glen Huntly and Coburg, we recognise that the land on which we operate has been a place of learning, sharing, and truth-telling for thousands of years. In preparing this report, we reflect on these traditions and commit ourselves to principles of openness, respect, and accountability in telling our own story, and as we implement our **Reconciliation Action Plan**.

We honour the resilience and wisdom of Aboriginal and Torres Strait Islander peoples and reaffirm our commitment to walking alongside First Nations communities towards a more just and truthful future.



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Credit: DIVRS

Snapshot of our key achievements

In 2024–2025, CISVic and our member agencies continued to deliver vital support across Victoria, ensuring that people experiencing financial hardship, housing stress, and other vulnerabilities received timely and compassionate assistance.

Reach and impact

736,836 episodes of support were recorded across our network of 55 member agencies with 15 agencies each supporting over 20,000 individuals in that period.

Community Information and Support remained a cornerstone of our work, with agencies assisting community members to access government initiatives such as the School Saving Bonus, Utility Relief Grants, as well as access to specialist services such as family violence and housing.

Community workforce

Our collective strength came from 3,273 volunteers, with individual agencies mobilising as many as 117 local volunteers who contributed more than 11,000 hours each week to community support.

Agencies also provided student placements at certificate, diploma, and degree levels, including 16 Social Work placements through our partnership with RMIT, helping prepare the next generation of community service professionals.



736,836 episodes of support were recorded across our network of 55 member agencies.

Local presence and services

Member agencies delivered a broad suite of programs to their local communities: budgeting, case management, referrals, legal services, counselling, financial counselling, youth services, community meals, housing support, and microfinance (NILS/StepUp).

Several member agencies also expanded their impact through social enterprises such as opportunity shops, cafés, nurseries, and community markets.

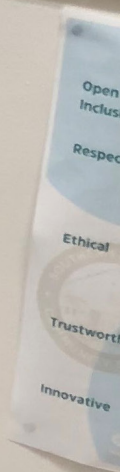
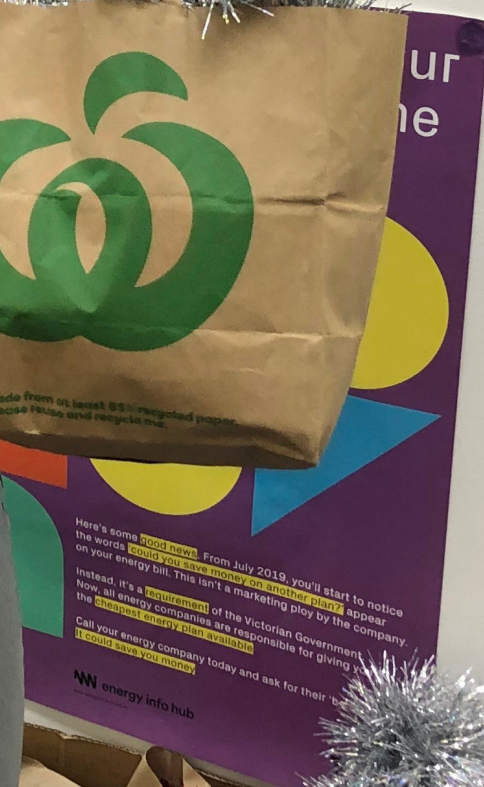
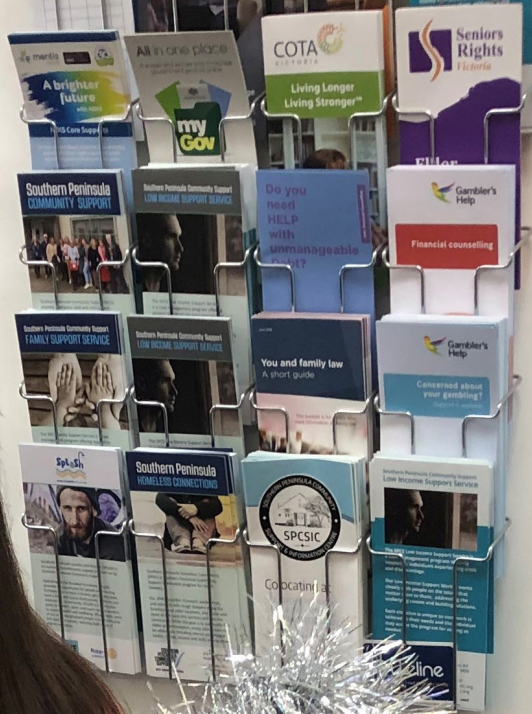
Funding and Partnerships

Agencies drew on a diverse mix of local, state, and federal government grants, philanthropic support, donations, and in-kind contributions.

Partnerships with community legal services, housing providers, health services, and Centrelink enhanced access to valuable programs and supports for clients.



Family Support Service
Provided since 1984
The Family Support Program is a 24-hour, free, confidential service
available to anyone in need of support. It is available 24 hours a day, 7 days a week.
We provide support in a number of ways:
• Immediate assistance - advice and support, made available 24 hours a day, 7 days a week.
• Referrals to other services - we can refer you to a range of other services, including legal, financial, health, and social services.
• Crisis support - we can provide support in a crisis situation, such as a family dispute or a mental health crisis.
• Support groups - we can provide support groups for people who are experiencing similar problems.
• Individual counselling - we can provide individual counselling for people who are experiencing personal problems.
• Family mediation - we can provide family mediation services for people who are experiencing family disputes.
• Advocacy - we can provide advocacy services for people who are experiencing difficulties with government departments or other organisations.
• Referrals to specialist services - we can refer you to specialist services, such as domestic violence support, sexual assault support, and drug and alcohol support.
• Support for people with disabilities - we can provide support for people with disabilities, including help with finding housing, employment, and social activities.
• Support for people with mental health problems - we can provide support for people with mental health problems, including help with finding housing, employment, and social activities.
• Support for people with physical health problems - we can provide support for people with physical health problems, including help with finding housing, employment, and social activities.
• Support for people with substance use problems - we can provide support for people with substance use problems, including help with finding housing, employment, and social activities.
• Support for people with gambling problems - we can provide support for people with gambling problems, including help with finding housing, employment, and social activities.
• Support for people with financial problems - we can provide support for people with financial problems, including help with finding housing, employment, and social activities.
• Support for people with legal problems - we can provide support for people with legal problems, including help with finding housing, employment, and social activities.
• Support for people with social problems - we can provide support for people with social problems, including help with finding housing, employment, and social activities.
• Support for people with other problems - we can provide support for people with other problems, including help with finding housing, employment, and social activities.



Credit: Southern Peninsula Community Support

President's welcome

It is my pleasure to present this report as President of Community Information & Support Victoria (CISVic) and to reflect on the 2024–2025 year.

We were pleased to welcome new member agencies to the CISVic network, further strengthening our collective capacity to support communities facing the ongoing cost of living crisis. Our members continue to witness the vulnerable face of poverty across Victoria, providing assistance with compassion, dignity and care.

This year tested the resilience and resolve of our network. Through the leadership of our CEO, Kate Wheller, and the dedication of our staff and volunteers, CISVic has continued to provide stability and clarity during a period of great uncertainty. The renewal of our Department of Social Services contract reinforces the value of our model of support and the vital role CISVic plays as a trusted advocate for those most in need.

As the demand for assistance grows, so too does our responsibility to ensure governments at every level recognise and resource the essential services that our members deliver – from emergency relief and housing, to health and food security. We are encouraged by ongoing conversations with government and look forward to these translating into tangible support for our sector.

Our collective advocacy and leadership have strengthened this year, reflected in the significant sector intelligence reports, coordinated national engagement, and the launch of CISVic's first Reconciliation Action Plan. These achievements demonstrate our ongoing commitment to equity, inclusion, and the future of community support in Victoria.

I extend my deepest thanks to Kate for her steady and thoughtful leadership, to our dedicated staff and volunteers, and to my fellow Board members for their guidance and commitment. Together, we continue to stand with our members, speak out against poverty and inequality, and build a stronger, fairer future for the communities we serve.

This report demonstrates the value and impact our organisation and CISVic members have through our incredible network of volunteers and skilled staff.



Ben Smith
President



CEO's message

This year reaffirmed CISVic's purpose as a strong and steady peak body – one that stands beside its members in times of uncertainty while continuing to drive sector-wide progress through leadership, advocacy and coordination. Our work this year was guided by the values that define us – Empowerment, Connections, Integrity and Equity – and each decision we made was grounded in the belief that the sector is strongest when we act together.

We have focused on strengthening and elevating the sector through coordinated development activities. This included:

- Launching and beginning implementation of our first Reconciliation Action Plan, embedding cultural safety into training, governance and daily practice.
- Consolidating CISVic's role as national convener of the Emergency Relief Network, creating shared strategy and advocacy across jurisdictions.
- Producing key sector intelligence publications – Lay of the Land and State of the Sector – which now inform both policy reform and member planning.
- Delivering member engagement activities including agency visits, member meetings, roundtables and themed peer-learning sessions.
- Scaling up the Better Impact volunteer management system, now supporting more than 600 volunteers across multiple agencies, backed by training, templates and technical support.
- Growing the sector workforce pipeline through student placements, training partnerships and professional development opportunities in leadership, content creation, conflict resolution and volunteer coordination.

Our work this year was guided by the values that define us – Empowerment, Connections, Integrity and Equity

- Advancing system-wide infrastructure via SharePoint intranet rollout, Teams-based telephony and a refreshed marketing strategy – building stronger internal capability so we can better serve externally.

Our resolve was put to the test during the federal re-tender process for Emergency Relief and Financial Counselling. These programs are critical to over three-quarters of our membership, and the prolonged five-month delay created significant strain across agencies. Despite submitting a well-evidenced proposal – backed by a decade of strong outcomes, collaboration and impact – the Emergency Relief program funding reduced, and our Financial Counselling bid was unsuccessful. While the outcome was highly disappointing, we remain steadfast. We will continue to advocate for our members and the communities who rely on them, with quiet determination and unwavering integrity.

Throughout it all, we remained focused on empowering members, strengthening connections across the network, operating with integrity in every decision, and advocating for equity in access to support and opportunity.

To our funding and support partners – thank you. Our work this year has been made possible through the support of local, state and federal governments, as well as the generosity of donors, philanthropic partners and community organisations who invest in our mission.

To our member agencies – thank you for continuing to engage with us so openly and honestly. Your frontline insights, challenges and innovations guide our direction and ensure that CISVic remains responsive and grounded.

Finally, my heartfelt thanks to our Board, staff, volunteers and students. Your dedication, compassion and integrity are the reason CISVic continues to stand as a trusted and resilient peak body. Every achievement in this report reflects your commitment to our mission, strategic plan and values.



Kate Wheller
CEO

Who we are

Our Mission

As the peak body for the community information and support sector, we will assist member agencies to deliver and grow their services to support people in personal and financial hardship. Our services aim to uphold the dignity of all, respond to community needs, alleviate the impact of poverty, and promote social justice.

Strategic Plan (2023–2026)

Our **strategic plan** responds to the needs of our members, the communities they support, and the broader social, economic, and political environment. It reflects the ongoing evolution of our organisation and our role as a peak body.

Our four strategic pillars — **Leadership, Membership, Research, and Organisational Effectiveness** — guide our priorities and actions. At the heart of this plan are our member agencies, who remain central to everything we do.

Our Values

Connections

We value and rely on our connections with our members and key stakeholders to inform our work.

Empowerment

We empower communities with information and holistic support.

Integrity

We are accountable and authentic in all our dealings.

Equity

We work towards a socially just society for all.



Our team

CISVic succeeds due to the dedication of our staff team and the leadership of our volunteer-based Board. Our staff bring expertise, passion, and a deep commitment to supporting member agencies and the communities they serve.

Staff team

Kate Wheller - CEO

Helen Byrne - Trainer

Elke Colbert - Team Leader, Glen Eira (retired)

Kylie Farrugia – Case Worker, Merri-bek

Judith Flores – Project Officer

Simone Fooks – Community Support Worker, Glen Eira

Claire Kartsidimas – Branch Coordinator – Merri-bek

Kellie Macnaughtan – Advocacy, Policy and Research Consultant

Susan Magee – MonCIS Project Officer

Dani Markovic – Branch Coordinator – Glen Eira

Lyn Meadley – Community Support Worker, Glen Eira

Ruth Morgan – Better Impact Project Officer

Razi Pilli – Advocacy and Communications Officer

Meagan Skehill – Sector Development Manager

Tracey Swadling – Executive Assistant

Ziki Whitfield-Rogers – Team Leader – Glen Eira

Jill Wilson – Volunteer Development Manager



Our volunteer Board members contribute valuable skills and strategic oversight, guiding the organisation with integrity and vision. Together, this team underpins our mission and advances our role as a trusted peak body.

CISVic Board

Ben Smith – President

Mornington Community Information and Support Centre Incorporated

Jenny Elvey – Vice President

Bendigo Family and Financial Services Incorporated

David Farrugia – Treasurer

Individual member

Sharon Henderson – Member

Banyule Support and Information Centre Inc

Ian Parker – Member

Banyule Support and Information Centre Inc

Rose Paduano – Member

Bayside Community Information And Support Service Inc

Hiyah Rahman – Member

Whittlesea Community Connections Inc

Anne Catanese - Member (retired November 2024)

Chandana Narayan - Treasurer (retired March 2025)

Leanne Petrides - President (retired November 2024)

Celebrating the 2024 Honour Roll inductees

Each year, CISVic proudly recognises individuals who have made a lasting impact on the community information and support sector through their dedication, leadership, and service. The CISVic Honour Roll celebrates staff and volunteers from our member agencies whose contributions go beyond length of service – recognising those who have shaped, strengthened, and inspired our sector at local, regional, and state levels.

We warmly congratulate the 2024 Honour Roll inductees and sincerely thank them for their significant contributions. Their names are now permanently recorded on our Honour Roll, standing as a testament to their enduring impact and service.



Chris Brassington

Monash Waverley Community Information and Support

For over a decade, Chris has been the President of Monash Waverley Community Information and Support, enhancing the welfare of individuals in the City of Monash. He is an exemplary leader and dedicated community contributor.



Clare Duggan

Stonnington Community Assist

Clare Duggan has served as President of Stonnington Community Assist for the past five years. She has provided exceptional governance and direction, ensuring that the agency remains responsive to the needs of those it serves.

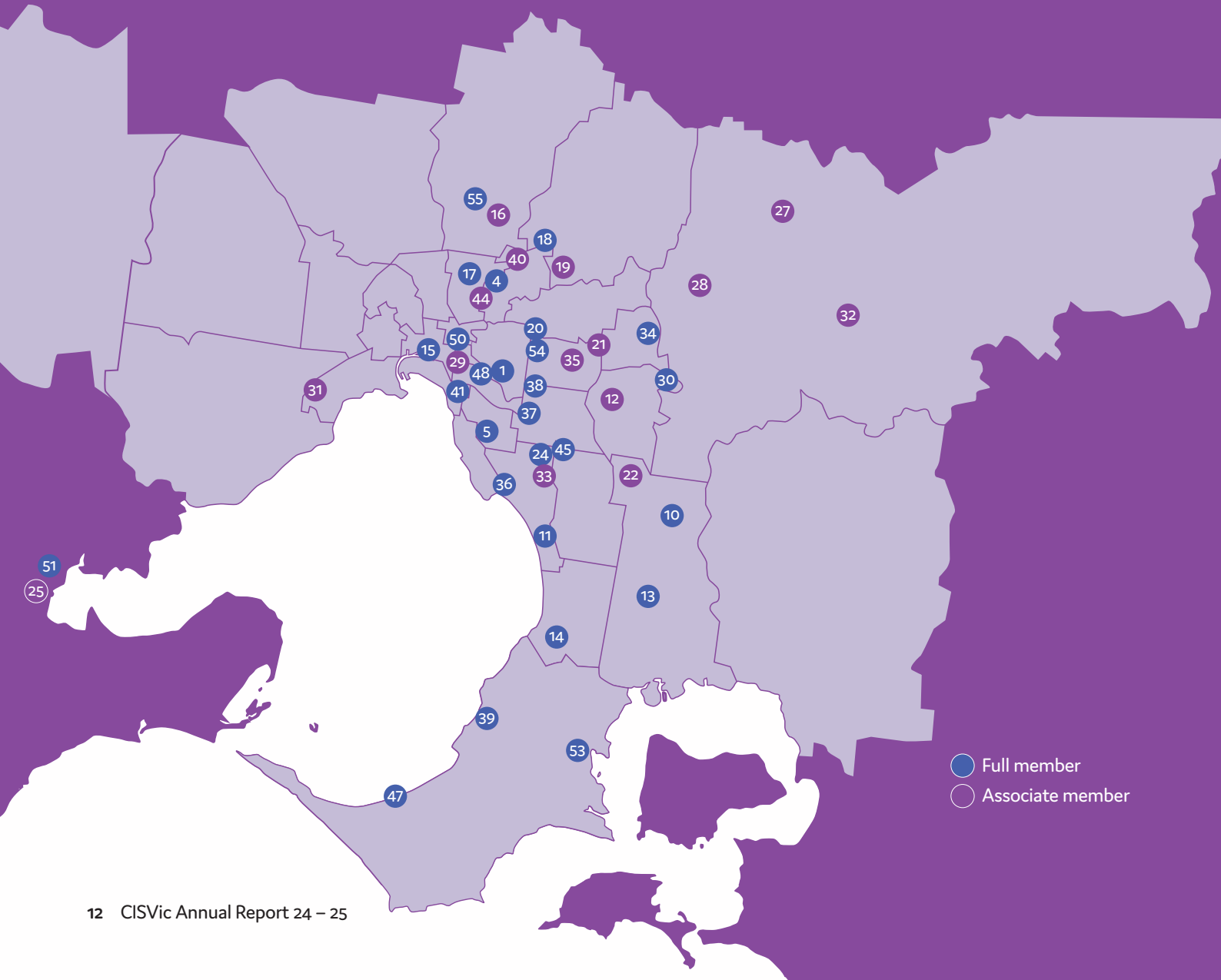
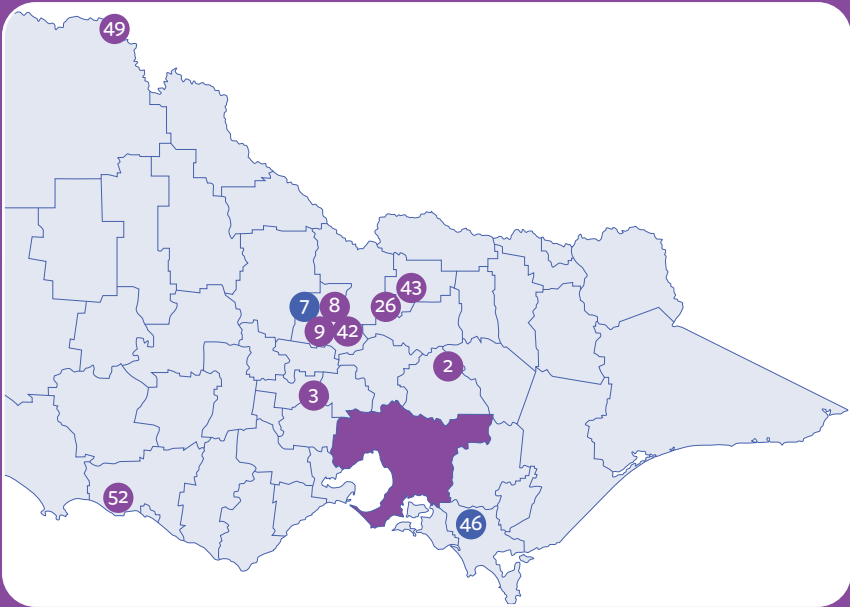


Kathy Hosie

Monash-Oakleigh Community Support and Information Service

Kathy Hosie is a dedicated leader whose commitment to community service has impacted the City of Monash and broader communities. She has worked with the agency since 2014, in roles as diverse as Community Support Worker, Vice President and President.

Our locations



- Full member
- Associate member

Community information and support members

- 1 Access Health & Community
- 2 Albury Wodonga Regional FoodShare
- 3 Ballarat Foundation
- 4 Banyule Support and Information Centre
- 5 Bayside Community Information & Support Service
- 6 Bellarine Community Support Register
- 7 Bendigo Family and Financial Services
- 8 Bendigo Foodshare
- 9 Bendigo Volunteer Resource Centre
- 10 Casey North Community Information & Support Service
- 11 Chelsea Community Information & Support Service
- 12 CityLife Community Care
- 13 Community Information & Support Cranbourne
- 14 Community Support Frankston
- 15 Council of Single Mothers and their Children
- 16 Countrywide Community Missions Victoria
- 17 Darebin Information, Volunteer & Resource Service
- 18 Diamond Valley Community Support
- 19 Diamond Valley Foodshare
- 20 Doncare
- 21 Eastern Emergency Relief Network
- 22 Endeavour Ministries
- 23 Friends for Good
- 24 Friends of Refugees
- 25 Geelong Food Relief Centre
- 26 Family Cares (Goulburn Valley Family Care)
- 27 Healesville Interchurch Community Care Incorporated
- 28 Holy Fools
- 29 IndianCare
- 30 Knox Infolink
- 31 Laverton Community Integrated Services
- 32 LinC Church Services Network Yarra Valley
- 33 Make a Difference Dingley Village
- 34 Maroondah Community Assist
- 35 Melbourne East Disability Advocacy
- 36 Mentone Community Assistance and Information Bureau
- 37 Monash-Oakleigh Community Support and Information Service
- 38 Monash Waverly Community Information and Support
- 39 Mornington Community Support Centre
- 40 North East Citizen Advocacy
- 41 Port Phillip Community Group
- 42 Regional Food Security Alliance
- 43 Shepparton Foodshare
- 44 Somali Australian Council of Victoria
- 45 South East Community Links
- 46 South Gippsland Citizens' Advice Bureau
- 47 Southern Peninsula Community Support
- 48 Stonnington Community Assist
- 49 Sunraysia Information & Referral Service Inc
- 50 Uniting Vic. Tas
- 51 Volunteering Geelong
- 52 Western District Food Share
- 53 Western Port Community Support
- 54 Whitehorse Emergency Relief and Support
- 55 Whittlesea Community Connections

-  Full member
-  Associate member

Our members

As the peak body for community information and support services in Victoria, our greatest strength lies in our members. Together, they form a statewide network dedicated to supporting people experiencing hardship, vulnerability, and crisis.

From small, volunteer-led centres to larger, multi-service community agencies, our 55 member organisations deliver vital frontline services with compassion and integrity. Individual members also contribute their expertise and leadership through our Board and working groups, helping to guide the strategic direction of the organisation and the sector.

Collectively, we share knowledge, amplify local voices, and advocate for systemic change – ensuring that community experiences inform policy and practice.

Delivering services across 45 local government areas and more than 60 service sites, our members are at the very heart of CISVic's mission: to build resilient, connected communities where every person is supported with dignity, respect, and hope.

CISVic member agencies continue to provide an extensive range of supports that respond to the complex and evolving needs of their communities. In 2024–25, information services (81%), referrals (74%), and emergency relief (72%) remained the most frequently delivered forms of assistance, reflecting the sector's role as a trusted first point of contact for people in need.

Over two-thirds of members (64%) engaged in client advocacy, ensuring that people experiencing hardship have their voices heard and their rights upheld.

Community development programs (43%), student placements (47%), and tax help (40%) also featured prominently, highlighting members' commitment to both capacity-building and practical support.

While financial counselling (11%) and family violence support (13%) were less common, many agencies worked closely with specialist providers to ensure clients could access these services. Other key areas of engagement included budgeting support (38%), case management (28%), and housing or homelessness support (19%).

Collectively, this data reflects a network deeply embedded in its communities – delivering responsive, person-centred support that meets both immediate needs and contributes to long-term wellbeing.



45
Victorian
LGAs



60+
sites



Our services are delivered by trained staff, many of whom are volunteers.
Services are confidential, respectful, and in a caring and compassionate manner.

Our Services



Information & Referral

Our members provide free information and referral services on topics such as housing, health, personal issues, families, education and much more. Referrals are made to the appropriate government or community services and other not-for-profit organisations.



Advocacy

Our members can act on behalf of people to negotiate payments and discuss issues with a range of service providers, including:

- Utilities (gas, electricity, water)
- Telephone companies
- Centrelink
- Real estate agents
- Government departments

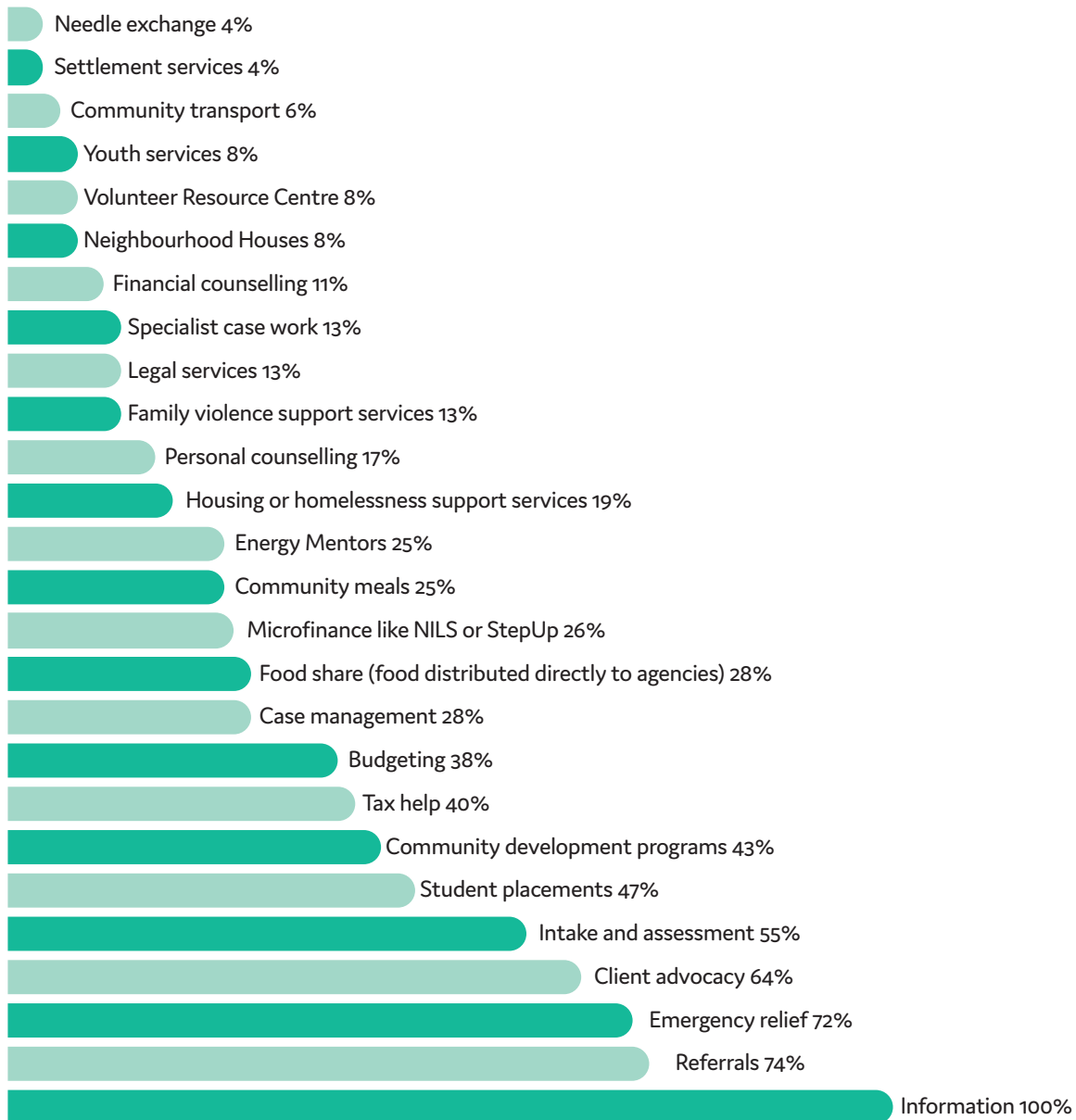


Emergency relief

Food, food vouchers and other assistance are provided to people experiencing financial hardship.

Other types of assistance can include help with household bills (utilities, medical expenses, transport, education costs) and material aid (toiletries, feminine hygiene products, clothing, swags, tents, sleeping bags).

Services Our Members Offer



We welcomed the following agencies as members in 2024 – 2025:

- Friends of Refugees
- Family Cares (Goulburn Valley Family Cares)
- Holy Fools
- Western District Food Share

Member engagement and capacity building

Over the year we provided a range of communications and opportunities for connection, ensuring members were well-informed and supported:



9 meetings with members comprising:



These provided members with regular updates, valuable peer learning, and opportunities to shape sector-wide conversations.

The accredited Community Support Worker program

In 2024 – 2025, we conducted 7 accredited Community Support Worker (CSW) courses in conjunction with our partner Registered Training Organisation, Eva Burrows College. The course is delivered to volunteers of community information support (CIS) agencies to equip them with knowledge and skills to:

- Work with people experiencing personal and financial hardship.
- Assess the diverse and multi-faceted needs of people accessing these CIS essential services.
- Determine the appropriate response required to meet those needs.

65 students from 24 agencies enrolled in the program.

In addition to our accredited Community Support Worker training program, over the year we also provided targeted training and direct support to build staff and volunteer capacity across the network. Two agency-based training sessions were delivered: Moral Distress, Empathy Fatigue and Resilience (Cranbourne), and Assisting Clients: A Holistic Response (Laverton). These sessions equipped staff with practical tools to manage the demands of frontline work, while also enhancing their ability to provide compassionate, client-centred support.



Credit: BayCISS

2024 Christmas Roundtable

In the lead-up to Christmas 2024, we convened a Christmas Roundtable with our member agencies to prepare for the heightened demand and unique challenges of the holiday season. The session provided a valuable space for collaboration, idea-sharing, and mutual support, as agencies explored practical ways to strengthen their Christmas programs and reach more people in need.

Together, we shared strategies for meeting the heightened demand for emergency relief, food assistance, and social support experienced by disadvantaged individuals and families at this time of year. The discussion highlighted both the generosity of our communities and the resource pressures faced by services, reinforcing the importance of collaboration, forward planning, and shared advocacy to ensure no one is left behind during the festive season.

The session provided a valuable space for collaboration, idea-sharing, and mutual support.

It is always helpful to see what other agencies are doing, which can then assist us with ways of either refining our program or making some changes or just knowing that we are doing a great job.

Westernport

I enjoyed listening to all the different ways agencies tackle the Christmas period for their community. I also learned about exciting opportunities of other places that you can utilise to get products or hampers from for free.

Knox

Really useful, so many great ideas, and it's given us a lot to think about in the way in which we deliver this program.

Merri-bek

I found it very interesting and useful attending the roundtable. I enjoyed hearing how other agencies delivered their Christmas program and became aware of some useful resources I had not previously heard of. I would attend another one.

Chelsea

It's great to hear how different agencies are approaching Christmas across the city. I found this very valuable, and it has started us thinking about how we can deliver Christmas to our community and clients.

Holy Fools

Always worthwhile to hear what everyone is doing and how they run the various programs. Yes to the Roundtable.

Mornington

It was helpful in understanding the different ways Christmas support is provided across the membership. Also helpful in gaining some new ideas and also new resources/contacts that we may not have otherwise heard about. I find the roundtable beneficial each year and am happy to continue to attend. A follow up snapshot of roundtable discussions will be great.

Whittlesea Community Connections



Education Costs Roundtable

In March 2025, the Victorian Council of Social Services (VCOSS) joined CISVic member agencies for an Education Costs Roundtable to explore the impact of the ongoing cost-of-living crisis on families and young people. The Roundtable included a focus on how it affects their ability to access and engage in education.

With the rising cost of groceries, utilities, and housing, thousands of Victorian families are finding it increasingly difficult to afford the essentials of schooling. Out-of-pocket expenses such as textbooks, both digital and printed, stationery, uniforms, calculators, excursions, camps, and voluntary parent contributions are placing additional pressure on already stretched household budgets.

The Roundtable provided a valuable forum for frontline workers to share their insights, experiences, and practical recommendations. Together, participants discussed opportunities to advocate for fairer education policies and more accessible systems and supports, ensuring that every child has the best possible chance to thrive at school.

The insights and experiences shared during this session will directly inform future advocacy efforts by VCOSS and CISVic, strengthening our collective efforts to make education more equitable and inclusive across Victoria.

Volunteer strategy and impact

In year two of CISVic's Five-Year Volunteer Action Plan work continued to effectively meet the needs of our members, support our volunteers, and enhance volunteer capacity within our sector.



The critical work of our volunteers to the community is acknowledged and adequately resourced.



Volunteers and agencies are supported with resources and training that strengthen and develop their knowledge, skills and practice.

Year two actions

Our priorities



Provision of benefits, resources and tools to our sector that help to increase inclusive, meaningful and flexible volunteering experiences.



Work in partnership with our members, their volunteers and other key stakeholders to ensure the ongoing sustainability of the volunteer sector.

Volunteer strategy and impact



How we are tracking against the plan's year two actions:

Training

- Delivered our Content Creation training program to a total of 45 individuals from 25 different CIS member agencies, with 41 successfully completing the training. With guidance from seasoned filmmaker Wes Alan, participants developed essential skills in video content creation.
- Covering essential topics in volunteer management, CISVic in collaboration with Volunteering Victoria delivered an all-day training session to member volunteer coordinators.

Our volunteers do amazing work with local vulnerable communities, and we wanted a way of sharing this with others in our community so they could see how rewarding volunteering with us could be. This was the perfect training for this need. I can see us using it for many aspects of our work. Thank you.

Tap Edit Go Participant

617 volunteers are supported by Better Impact

Better Impact Pilot Project

CISVic has continued to support its members through the roll-out of the volunteer management software: Better Impact. CISVic is subscribed to the Enterprise edition and as of January 2025, and the following member agencies are now managing their volunteer workforce via Better Impact:

- Banyule Support and Information
- Bayside Community Information and Support
- Casey North Community Information and Support Service
- Diamond Valley Community Support
- Knox Infolink
- Mornington Community Support Centre
- Southern Peninsula Community Support
- Stonnington Community Assist

In addition, both CISVic branches and CISVic itself have sub-accounts of Better Impact.

Additionally, CISVic provided ongoing specialist technical support for the Better Impact roll-out for its member Food Share agencies: Albury Wodonga Regional Foodshare and the Shepparton Foodshare (140 volunteers supported by Better Impact).

Resources

- CISVic mapped volunteer ads from 52 members to inform recommendation that optimised their volunteer engagement.
- Creation of a sector specific Volunteer Agreement template.
- Social media volunteer recruitment campaign for National Volunteer Week.

Sector Engagement

- Ongoing support for the volunteer sector through continued engagement with Volunteering Victoria, participation in DSS Volunteer Resource Centre Forums and involvement in Volunteer Management Activity evaluation.

Our work on the action plan was supported by the Department of Social Services' Strong and Resilient Communities Activity Volunteer Grant and Volunteering Victoria's Volunteer Management Activity Funding.

We're going well with BI, it's a great way to access pretty comprehensive information about volunteers and I definitely think it has increased the numbers of people applying to volunteer here – we have a waitlist!

Member agency



Emergency relief

The Emergency Relief Consortia

The 2024–2025 financial year brought both remarkable achievements and significant challenges for the CISVic Emergency Relief (ER) Consortia. Agencies across the network continued to deliver vital support in an environment marked by economic pressures, housing stress, and rising living costs.

Operational challenges

One of the most significant operational challenges was the uncertainty over future federal funding. A five-month delay in the funding announcement brought about a prolonged uncertainty that weighed heavily on consortia partners, impacting staffing, planning, and service continuity.

Despite these difficulties, agencies continued to respond effectively to community needs, supporting tens of thousands of Victorians experiencing crisis.

**31% of all clients
identified as living
with a disability.**

Client reach and demographics

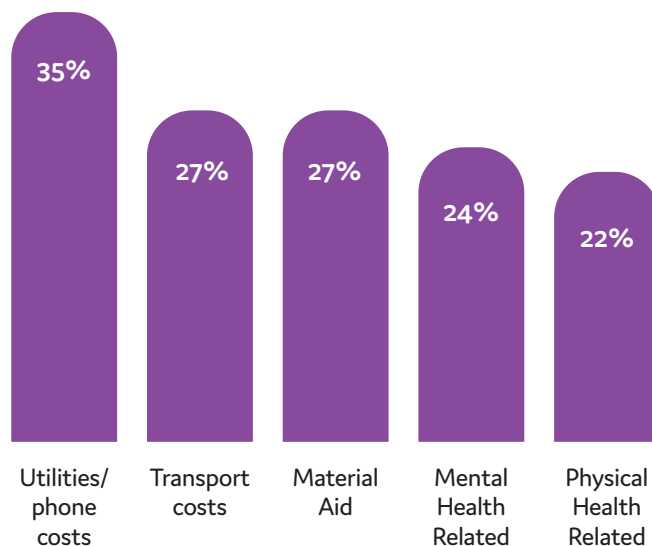
Over 23,100 individuals accessed emergency relief support through the Consortia. Of these, 39% were new clients, indicating that almost two in five people sought help from CISVic Consortia Partners for the first time. Of note:

- Areas where the number of new clients were highest: 62% of the Council of Single Mothers and their Children clients were new to the service, followed by Whittlesea Community Connections (53%), Mornington Community Support Centre (48%), and Cobram Family and Financial Services (47%).
- Across the consortia, 31% of all clients identified as living with a disability. This proportion varied significantly across Consortia partners, reflecting differing local demographics and referral patterns. The highest proportion was recorded at Knox Infolink, where over half of all clients (53%) identified as having a disability. Other agencies with notably high proportions included Southern Peninsula Community Support (46%), Monash Waverley Community Information and Support (44%), Mentone Community Assistance and Information Bureau (42%), and Community Information and Support Glen Eira (42%). This data highlights the ongoing importance of ensuring that emergency relief services are disability-inclusive and equipped with the training, resources, and infrastructure necessary to meet diverse access needs. These figures point to the intersection between disability, chronic disadvantage, and emergency relief needs.

Drivers for seeking help

Housing instability was the top driver for seeking help, with 44% of clients citing it, though this was down 11% from last year. Other significant factors included:

- Utilities/phone costs: 35% (no change)
- Transport costs: 27% (+1%)
- Material aid – household goods: 27% (+5%)
- Mental health-related needs: 24% (+17%)
- Physical health-related needs: 22% (+20%)



Household composition

There were minimal changes to the household composition for those seeking assistance, with single-person households (34%) remaining the largest group, followed by sole parents with dependents (20%) and couples with dependents (9%). Groups of related adults (10%) and unrelated adults (7%) were also represented, alongside 5% with no fixed address.

- **Single parents:** The Council of Single Mothers and Their Children had the highest percentage of clients as single parents with dependents (97%), followed by Cobram Family and Financial Services (32%) and Diamond Valley Community Support (26%). However, the Consortia Partners that recorded the highest number of single parents with dependents were Shepparton Family and Financial Services (392), Bendigo Family and Financial Services (314), and Southern Peninsula Community Support (298).

- **Living alone:** Stonnington Community Assist recorded the highest percentage of its clients living alone (54%), followed by Camcare (49%) and Whitehorse Emergency Relief and Support (49%). However, the agencies that recorded the highest number of people living alone were Shepparton Family and Financial Services (586), Bendigo Family and Financial Services (581), and Darebin Information Volunteer and Resource Service (516).
- **Sleeping rough:** Bendigo Family and Financial Services recorded the highest percentage of their clients as having no household (sleeping rough) with 19%, followed by Knox Infolink (13%) and Mentone Community Assistance and Information Bureau (13%). However, the agencies that recorded the highest number of people with no household/sleeping rough were Southern Peninsula Community Support (160), Western Port Community Support (101), and Knox Infolink (100).



Credit: DIVRS

Main income sources

Economic vulnerability was acute:

- 81% relied on government income support.
- 6% had no income at all.
- Only 5% were in waged employment, and 0.3% were self-employed.

This dependency highlights the role of CISVic Consortia Partners in supporting individuals on limited or insecure incomes.

Age profile

Demand was strong across all age groups, with some significant movements:

- 0–19 years: 188 clients (+58%*)
- 20–39 years: 6,656 clients (+5%) – a steady rise, reflecting cost-of-living pressures on younger adults.
- 40–64 years: 11,768 clients (-5%) – still the largest cohort but showing a slight decline.
- 65+ years: 3,842 clients (-2%) – stable but highlighting sustained need among older adults, often on fixed incomes.

*This increase is not a reliable indicator of increased need amongst younger people. A large proportion of this number includes data input errors.

Data and reporting enhancements

Each year, CISVic makes strategic investments to enhance the functionality and utility of the Client Management System, the CISVic Portal. These enhancements are driven by:

- Feedback and requests from consortia partners.
- Data quality concerns and improvement recommendations from DSS.
- Opportunities identified by CISVic to improve functionality, reporting, service planning, and advocacy capacity.

Enhancements made this financial year are expected to:

- Deliver higher-quality, more consistent data.
- Support more robust analysis at both agency and sector levels.
- Strengthen CISVic's capacity to use data for evidence-based advocacy and planning.

Engagement with the Department was less than in previous years due to the Federal Election caretaker period, the re-tendering process, and continued staffing changes within the Department. However, engagement included meetings with the Policy team to discuss the National Emergency Relief Network, fortnightly insights reports shared with the State and Policy team, agency visits to BANSIC with the Grant Agreement Manager and joining the team at DIVRS to meet with the new Minister, Tanya Plibersek, and Assistant Minister, Ged Karney, to showcase the benefits of student placements, holistic support, and casework, sitting alongside the provision of ER.

The 2024 – 2025 results demonstrate the critical role of CISVic and its Emergency Relief Consortia in Victoria's social safety net. The network's ability to adapt, sustain, and respond—despite unprecedented funding delays and increased complexity in support needs of those seeking assistance—reflects the dedication of staff, volunteers, and partners.

Looking ahead, the focus will be on:

- Stabilising services under the new funding arrangements.
- Strengthening partnerships with government, community organisations, and donors.
- Adapting to emerging needs, particularly in housing, health, and cost-of-living pressures.

The year's achievements underscore the resilience of the Consortia—and the importance of collaboration and secure, timely funding to sustain it.

The network's ability to adapt, sustain, and respond reflects the dedication of staff, volunteers, and partners.

Over 99,000 episodes
of support to a total of
23,109 unique clients.



39%
new to
the service

7%
Aboriginal and
or Torres Strait
Islander

34%
in private
rental

68%
born in
Australia



**8,251 episodes
of support on
average per month**

25%
in public
housing

83%
spoke English
as their primary
language

31%
identified
as having a
disability

15%
homeless

Top 10 underlying reasons for seeking assistance

- 1 Housing (44%)
- 2 Utility / Phone (35%)
- 3 Transport expenses (27%)
- 4 Material aid – household goods (27%)
- 5 Health – Mental (24%)
- 6 Health – Physical (22%)
- 7 Medical expenses (21%)
- 8 Social participation (20%)
- 9 Material aid – clothing (16%)
- 10 No income (12%)

Country of Birth (excluding Australia)	%
Afghanistan	8%
New Zealand	7%
Iran	5%
China (excludes SARs and Taiwan)	5%
England	4%
Others	71%

Main Language (excluding English)	%
Arabic	17%
Dari (Fasi)	8%
Persian (excluding Dari)	6%
Mandarin	5%
Russian	4%
Others	59%

Age Group	%
0 - 19	1%
20 – 39	29%
40- 64	53%
65+	17%

Gender	%
Man or Male	40%
Non-binary/Different Term	0.3%
Not stated	1.3%
Woman or Female	58%

Household Composition	%
Couple	7%
Couple with dependant(s)	9%
Group (related adults)	10%
Group (unrelated adults)	7%
Homeless/No household	5%
Not stated/Unknown	7%
Single (person living alone)	34%
Sole parent with dependant(s)	20%



Financial counselling programs

In 2024 - 2025, the CISVic Financial Counselling program experienced a significant rise in clients presenting with multiple and complex financial issues. Increasingly, people are arriving with mortgage and rental arrears, Buy Now Pay Later debts, car and personal loans, utilities arrears, ATO debts, and multiple credit cards—often all at once. This complexity means financial counsellors are supporting clients who are juggling not just one or two debts, but a web of interconnected financial pressures.

Service demand and wait times

At Bendigo Family and Financial Services (BFFS), the average waiting time for financial counselling was 4–6 weeks. Where referrals were made by mental health services, wait times were reduced to 1–2 weeks, reflecting the service's strong partnership with specialist providers. These referrals often involve clients with significant mental health needs, requiring counsellors to slow the pace of service delivery to avoid overwhelming clients and to ensure engagement.



Credit: NECA

Client complexity and vulnerabilities

The program supported a diverse range of clients, including:

- Individuals with mental and physical health challenges.
- Survivors of family violence.
- Older women (55+) experiencing housing and financial insecurity.
- Working couples and families, many struggling to meet mortgage or rental commitments despite stable employment.
- Younger clients living with family due to financial hardship.

Financial Counsellors reported a sharp increase in families who were previously managing but are now unable to keep up with essential expenses such as utilities, debts, housing costs, and schooling needs.

Service delivery challenges

The complexity of cases has significantly increased the time required for intake and casework. While some clients initially present seeking budgeting support, face-to-face appointments often reveal multiple debts requiring urgent intervention. Tasks such as applying for Utility Relief Grants (URGs), negotiating payment plans, or advocating with creditors regularly take 90+ minutes per client. This lengthy delay further increasing stress for clients with health or mobility issues and extending the workload for counsellors.



313 individuals supported

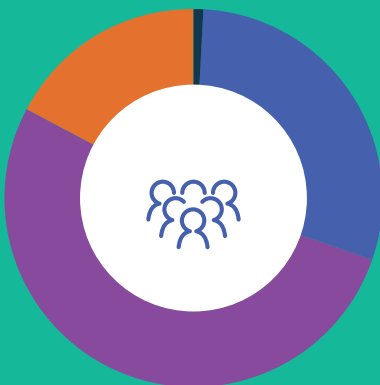


The busiest month
was July 2024

6% of people identified as
Aboriginal and or Torres
Strait Islander

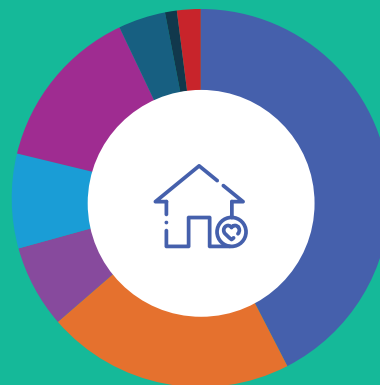
37% of people identified
as having a disability

Age profile



- 1% of people were under 19 years of age
- 31% of people were between 19 & 39 years
- 58% of people were between 40 & 64 years
- 10% of people were between 65 & 84 years

Household composition



- 42% - Person living alone
- 21% - Sole parent with dependants
- 7% - Couples
- 8% - Couples with dependants
- 14% - Group settings–related adults
- 4% - Group settings – unrelated adults
- 1% - Homeless / no household
- 2% - Not stated



Advocacy, policy and sector influence

This year, our advocacy work built on the strategic shift begun last year, emphasising quality, partnerships, and impact. Our focus remained on listening to the experiences of our member agencies and ensuring that their voices guided our priorities. By drawing directly on these frontline insights, we have continued to shape our advocacy agenda around the realities faced by people in crisis.

We strengthened and formalised our relationships with government stakeholders, presenting policy proposals, and advancing well-reasoned positions to Ministers, MPs and Departments. These efforts are contributing to CISVic's growing recognition as a trusted partner in policy discussions.

With demand for services continuing to increase while resources remain under pressure, we have sharpened our focus on sustainability. Exploring new funding and revenue streams has become a priority to ensure that our members can continue providing essential support. We have also participated in a Member Listening Tour, ensuring that member voices remain central to our work.

Working in partnership

Collaboration remains central to our advocacy. This year, we partnered with:

- **Everybody's Home** – national housing campaign
- **VCOSS networks** particularly on utilities hardship advocacy

These partnerships have amplified our impact and ensured that CISVic is part of a broader, coordinated voice for fairer and more compassionate systems.

Submissions and policy engagement

Our policy engagement this year has included submissions and contributions to a number of significant processes:

- **Energy Retail Code of Practice** – Essential Services Commission
- **Economic Reform Roundtable** – Productivity Commission
- **Victorian Parliamentary Inquiry into Food Insecurity**
- **Review of Financial Wellbeing and Capability Programs**



As part of our 2024–25 advocacy strategy, we developed a series of key reports and submissions, including:

- **2025–2026 State Government Budget Proposal Budget Submission 25/26**
- **The 2025 State of the Sector Report**
- **The Lay of the Land**
- **Food is Just the Beginning: Submission to the Victorian Parliamentary Inquiry into Food Insecurity Food Insecurity Submission Jul 24**
- **Mapping of Online Volunteer Recruitment**

As in previous years, member agencies played a critical role by amplifying our submissions through their own contributions. This unified approach ensures our collective voice remains strong and influential.

Looking ahead

As we move forward, we remain committed to a strategic and quality-driven approach to advocacy. By continuing to centre member voices, strengthen our relationships with government and sector partners, and explore sustainable funding pathways, we are positioning CISVic to respond effectively to the challenges ahead.

Our collective strength lies in collaboration—both within our network and with allies across the sector. Building on the foundations of this year, we are well placed to influence positive policy change, secure resources for our member agencies, and champion more compassionate systems for the communities we serve.

Collaboration

In addition to our local partnerships, CISVic actively contributes to a number of state and national networks and initiatives.

National Emergency Relief Network

The National Emergency Relief Network was established by CISVic in 2023 to create a national platform for collaboration among emergency relief providers across Australia. The Network brings together organisations of all sizes, from metropolitan hubs to regional and rural services, united by their shared commitment to supporting people in times of crisis.

The Network has provided a platform for DSS-funded emergency relief providers to build collective knowledge about what works in delivering effective and dignified support. It also provides a vital space to identify new and emerging trends in the emergency relief sector. The Network has demonstrated its value as a trusted forum for knowledge-sharing, sector development, and collaboration – laying the foundations for a stronger, more connected, and more resilient emergency relief sector across Australia.

RMIT Student Placement Program

In July 2024, we were pleased to commence a new partnership model with RMIT University, offering placements and professional supervision for social work students across the CISVic membership. In Semester 2, 2024 we placed 11 students across the sector, and in Semester 1, 2025, we placed 5 students.

RMIT Partnership Reference Group

This partnership group brings together RMIT University and industry organisations such as CISVic to strengthen collaboration around social work student placements. The meetings provide a forum to review placement processes, share feedback, address emerging challenges, and plan for future placements, professional development, and shared priorities.

35 organisations are engaged in the National ER Network nationally, spanning every State and Territory.



University of Melbourne Food Print Melbourne Advisory Group

Foodprint Melbourne is a research project that investigates ways of strengthening the resilience of Melbourne's food system to increase equitable access to fresh, healthy foods and promote sustainable production and consumption for current and future generations.

During this period, the project focused on developing a comprehensive and user friendly **toolkit** to support communities and organisations to plan for more resilient food systems.

During the next phase of the project, Foodprint Melbourne will scope a multi-year collaborative initiative aimed at progressing implementation of the human right to food in Victoria for a just and climate resilient food system. The project will focus on co-developing this initiative with a diverse range of civil society groups and government stakeholders involved in building equitable and resilient food systems.

Our CEO continues to actively contribute to this project, participating in a core working group of partners who will steer the project and co-development of the proposal.

Other networks and forums that CISVic represents the Victorian community information and support sector at include:

- Energy and Water Ombudsman Victoria's Community Consultation Group
- Essential Services Commissioner Roundtables
- Regional Food Security Roundtable
- VCOSS Peaks and Statewide Network Forum

Australian Institute of For-Purpose Leaders

Our CEO is part of the Victorian branch of the Australian Institute of For-Purpose Leaders (AIFPL), a national body that inspires, connects, and builds the capacity of leaders across Australia's for-purpose sector. Through AIFPL's professional development, mentoring, and networking opportunities, we share practice insights and strengthen leadership across the community services sector.

Strategic projects

Reconciliation Action Plan

In 2024–2025, CISVic proudly continued our commitment to reconciliation by actively engaging with the principles and objectives outlined in our **Reflect Reconciliation Action Plan (RAP)**. This foundational plan represents our organisation's first formal step in strengthening relationships with Aboriginal and Torres Strait Islander peoples and embedding culturally safe, respectful practices across all areas of service.

Key actions undertaken this year included:

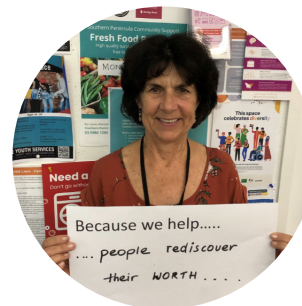
- Providing staff and volunteer training in Indigenous Cultural Awareness and Acknowledge This! training, enabling more informed and respectful engagement with First Nations clients and communities.
- Continuing to acknowledge Country at internal meetings and public events, promoting shared respect and acknowledgement.
- Reviewing our policies and procedures against measures including cultural safety, inclusiveness and alignment with RAP principles.

Looking ahead, we remain committed to progressing our reconciliation journey beyond reflection and into sustained, practical action.

Future directions include:

- Deepening relationships with local Aboriginal organisations, Elders, and community members to co-design culturally responsive support pathways.
- Increasing First Nations representation among staff, students, and volunteers.
- Integrating cultural protocols into our day-to-day operations, client engagement, and governance.
- Continuing training and dialogue to ensure reconciliation is a living, evolving commitment within our organisation.

We remain committed to progressing our reconciliation journey beyond reflection and into sustained, practical action.



Strengthening our internal capability

These internal improvements reflect our commitment to building a resilient, future-ready organisation that is equipped to meet growing community needs while supporting our staff, volunteers, and leadership with modern tools and systems.

Implemented a modern Intranet, using SharePoint

We successfully implemented a centralised SharePoint environment to improve internal knowledge sharing, streamline document management, and support remote collaboration across locations. Dedicated private portals were created for the Board and the Finance Subcommittee, ensuring secure, real-time access to governance materials and reducing reliance on email and third party products for critical document distribution and collaboration.

Organisation-wide Teams-based phone system

To improve communication across our geographically dispersed teams, we transitioned to a unified Teams-based phone system. This upgrade enables staff to connect seamlessly, enhances our responsiveness to clients, and ensures greater continuity of service. The change has resulted in a more efficient phone experience for service users.

Marketing strategy development

A new marketing strategy was developed and adopted to strengthen our public presence, improve digital engagement, and better communicate our impact to stakeholders. This included identifying key messages, refreshing content across platforms, and identifying future areas of focus.

All staff training on inclusive leadership

We brought staff together from across the organisation to participate in an all day session on inclusive leadership. The session explored the intentional actions required to foster diversity, equity and inclusion in leadership. Participants examined the importance of psychological safety. Outcomes for participants included increased awareness of bias and privilege, practical tools to lead with empathy and openness, and a clearer understanding of how to cultivate inclusive team cultures.

Exploring the role of AI

We continued exploring the potential of artificial intelligence (AI) to support staff efficiency, content development, and data analysis. While still in early stages, this work is helping us identify how AI tools can be used ethically and effectively to enhance internal processes and reduce administrative burden.



Spotlight on CIS Glen Eira

CIS Glen Eira is a free and confidential information and support service dedicated to residents of the City of Glen Eira. Operating as a place-based generalist service and a proud branch of CISVic, we provide a welcoming first point of contact for people seeking help.

We support people experiencing personal or financial hardship by providing compassionate, practical assistance. Our services and programs are designed to meet the unique needs of our local community, ensuring that individuals and families have access to the right help at the right time.

Programs are delivered by:

- Two part-time staff members
- 25 dedicated volunteers and students undertaking placement.

Together, we aim to create a warm, respectful, and inclusive environment for everyone. Our model relies on community volunteers who are trained to listen, guide, and connect people to practical assistance and relevant services.

Services provided

Our current programs and services:

- **Information, advocacy and referral:** Helps people connect with the right services and support for their individual needs.
- **Emergency relief:** Immediate assistance for people experiencing financial hardship, including:
 - Fresh, frozen, and non-perishable food
 - Supermarket gift cards
 - Toiletries, period products, pet food, bedding, and other essential items.
- **Weekly Market Stall:** Provides regular access to food for community members experiencing severe forms of food insecurity.
- **Weekend food access:** In partnership with St Agnes Anglican Church, Glen Huntly, offering basic food items to individuals and families over the weekend.
- **Pharmacy:** Support with the cost of essential medications and out-of-pocket medical expenses.
- **Public transport assistance:** Provision of Myki cards to ensure people can travel to important appointments, work and services.
- **Energy Assistance Program:** Helps households manage rising utility bills, apply for government grants and access financial supports.
- **Energy Compare Program:** In partnership with Carnegie Library, this program helps people compare and switch to better energy plans to reduce costs.
- **No Interest Loan Scheme (NILS):** Financial assistance of up to \$2,000 for essential items like whitegoods, car repairs, medical bills, or school needs- with no fees and no interest charged.
- **Education costs support:** Practical assistance with school related costs for children attending Victorian State Schools.
- **Tax Help:** Assistance to lodge a simple tax return online.
- **Volunteers of Glen Eira:** Helps local people find a volunteer role that matches their skills, interests and schedule.
- **Bolton Clarke Homeless Person Case Worker:** Outposted at CIS Glen Eira one day per week, this program provides case management and health support for people experiencing homelessness or housing insecurity.
- **Student Placement Program:** Opportunities for students to gain hands-on experience in a community setting whilst supporting CIS Glen Eira's work.

Together, these programs aim to strengthen community wellbeing, provide practical support, and ensure everyone feels connected and empowered.

Provides regular access to food for community members experiencing severe forms of food insecurity.

CIS Glen Eira's impact in 2024 - 2025

2,617
general enquiries
answered



Over **4,251** community
members supported

2,523
emergency
relief visits



More than **175** community
members accessed NILS,
Tax Help and Energy
Compare programs

3,226
food parcels
provided



Just under **2,000** visits to the Fresh Food
Market were made, demonstrating its vital
role in providing community members with
regular access to fresh produce.

576
weekend food
parcels provided



316 one on one volunteer matching
interviews conducted and **1,285** volunteer
engagements received via volunteer
positions posted on Viktor.

Highlights of the 2024 – 2025 year

CIS Glen Eira continued to be a vital source of support for residents across the City of Glen Eira in 2024–2025. Rising living costs, housing stress, and food insecurity shaped much of our work, and our response was to provide flexible, client-centred services designed to meet people where they are.

Emergency relief

Emergency Relief has remained at the centre of our work, ensuring our community has access to essential supports such as food parcels, supermarket gift cards, material aid, weekend food access, and fresh produce and staple groceries through our Weekly Fresh Food Market. These programs not only provide immediate relief but also serve as a vital entry point, connecting people with longer-term solutions. Our close partnerships with our amazing donors and food rescue organisations make this essential work possible.

The story of P, a recently arrived humanitarian visa holder, reflects the impact of this work. With limited English and a family under visa stress, P turned to us for support. We provided food relief, helped him access clothing and utility support, and referred him to English classes. Over the year, his confidence and language skills grew, and his family achieved greater stability — demonstrating how immediate relief can open pathways to resilience.

Dear Manager and Glen Eira Volunteers,
thank you for being there in my hardest
times and for the consideration you have
put in. It means so much to me.

Emergency Relief Client

Expanding pathways for stability

CIS Glen Eira's strength lies in our openness to exploring additional partnerships and developing new programs that strengthen our ability to support and empower the community.

In addition to emergency relief, we offered clients a range of additional supports through programs such as Energy Assistance and Energy Compare, Tax Help, NILs, Bolton Clarke Homeless Persons Service, and short-term case work. Just as importantly, our team provided something less tangible but deeply valued: a welcoming presence and a listening ear. By being available, compassionate, and approachable, we created a safe space where people felt heard, respected, and supported—often the first step toward building resilience and hope.

Our programs play a vital role in helping people reduce financial stress, manage essential bills, and build pathways toward greater independence and stability. By offering both practical assistance and emotional support, we empower individuals and families to navigate challenges with confidence and dignity.

For Erin, an 86-year-old living alone, this made all the difference. Over six months she attended more than 25 appointments, receiving regular food parcels, help with utility bills, and referrals for social support. Though cautious about engaging with new services, Erin expressed her gratitude for the respectful and consistent approach that allowed her to remain independent.

As another client put it: "Today the Community Support Worker helped me talk through my issues and concerns so she could work out the best way forward. She was absolutely brilliant and made me feel extremely comfortable in sharing my hardships ... so greatly appreciated."



Connecting the Glen Eira community to fresh food and increased access points

Our Weekly Fresh Food Market has become a cornerstone of our service, and our Weekend Food Access Program, run in partnership with St Agnes Anglican Church- Glen Huntly, ensures support extended beyond weekdays.

Our Weekly Fresh Food Market:

- Supported an average of 45 individuals and families each week.
- Accessed just under 2,000 times over the financial year, demonstrating strong community reliance on the program.
- Expanded through donations from multiple sources, enabling greater reach and sustainability.
- Provided regular access to fresh food, reducing immediate hardship while supporting community wellbeing.
- Continued to grow in scale and resources to meet increasing community demand.

With generous donations from a range of supporters, we have been able to expand this program to better meet the growing needs of the community.

The Fresh Food Market has been particularly important for long-term clients like Craig, who manages his diabetes while caring for his brother. With our help, he has accessed food, essential medication, refurbished phones, and utility relief. This consistent support has enabled him to manage his health, continue caregiving, and feel less isolated.

Thank you so much for being this kind and making others happy. Please keep continuing this – it makes our lives better.

Client



Local people supporting local people

Over the past year, our 28 active volunteers have generously contributed more than 4,000 hours of their time, skills, and compassion. Their dedication has been central to our ability to support individuals and families, creating meaningful and lasting impacts in the lives of those they assist. We simply could not operate without their invaluable contribution.

We also continued to host TAFE and university students undertaking placement, giving the next generation of community service professionals a chance to learn through real-world practice. Their involvement not only enriched their studies, but also brought fresh perspectives, ideas, and up-to-date skills into our service. Over the year, we proudly hosted a total of **12 students**, strengthening both their professional development and our capacity to respond to community needs.

Thank you for your sensitive attitude to everyone who turns up for help. You are doing a great job.

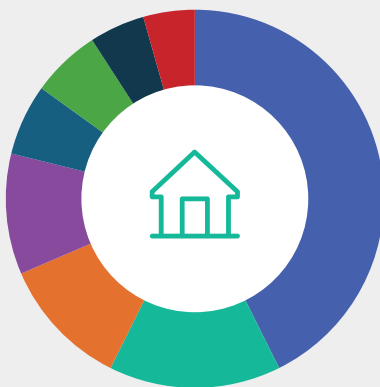
One client summed it up beautifully

28
active
volunteers

4,000
hours
of time

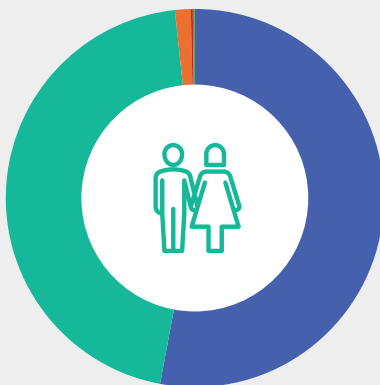
Focus on CIS Glen Eira's Emergency Relief program

Clients by Household Composition



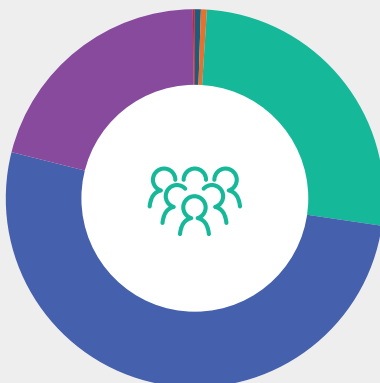
Single (person living alone)	42.64%
Sole parent with dependant(s)	14.72%
Group (unrelated adults)	11.17%
Couple	10.32%
Group (related adults)	6.09%
Couple with dependant(s)	5.92%
Homeless / No household	4.74%
Not stated / Inadequately described	4.40%

Clients by Gender



Woman or Female	52.95%
Man or Male	45.36%
Not stated	1.35%
Other	0.17%
Non-binary	0.17%

Clients by Age



0-1	0.51%
13-19	0.51%
20-39	26.31%
40-64	51.60%
65+	20.91%
Other	0.17%



The Top 4

- **Accommodation types:** Single person living alone, Sole parent with dependents, Group arrangement with unrelated adults, couple, couple with dependents
- **Reasons for seeking assistance:** Material aid – food, medical expenses, utilities, transport expenses, health
- **Suburb by residence:** Carnegie, Glen Huntly, Bentleigh East, Caulfield South, Murrumbeena
- **Languages spoken at home:** English, Russian, Spanish, Ukrainian, Mandarin

Volunteers of Glen Eira

The Volunteers of Glen Eira program, funded by Glen Eira Council, is a dedicated initiative that connects individuals with meaningful volunteering opportunities tailored to their availability, skills, and interests.

Over the past 12 months, the program has supported a wide range of community-focused organisations with finding and placing volunteers, enabling participants to contribute in ways that not only enrich their own lives but also strengthen the broader Glen Eira community. Through this work, the program continues to foster engagement, inclusion, and a stronger culture of volunteerism across the municipality.



Stream 1-One-on-One Volunteer Matching (316 sessions)

As part of this support, we provided personalised one-on-one volunteering matching sessions for individuals who require additional assistance to explore suitable opportunities. These 30-minute sessions are conducted face-to-face, over the phone, or via online platforms such as Zoom or Microsoft Teams.

This tailored support is particularly beneficial for:

- People living with a disability
- Individuals with limited IT skills
- Community members from culturally and linguistically diverse (CALD) backgrounds

Over the past financial year, we provided 316 one-on-one volunteer matching sessions, ensuring that more community members were able to engage meaningfully in volunteering.

Stream 2 – Volunteer Opportunities on Viktor (1,285 engagements)

We regularly liaise with volunteer organisations and post their opportunities on the national volunteer recruitment platform, Viktor. Over the past 12 months, 1,285 people have engaged with these roles, helping to connect community members with meaningful volunteer experiences and strengthening the capacity of local organisations to involve volunteers.



Spotlight on CIS Merri-bek

CIS Merri-bek provides free and confidential information and support services for residents of the City of Merri-bek who are experiencing personal or financial hardship. They are a place-based generalist service, operated as a branch of CISVic. The small team of two part-time staff, with service delivery supported by 19 volunteers and 16 students on placements, that assists individuals and families experiencing financial hardship, housing insecurity, and other challenges.

Through emergency relief, case management, and a range of practical supports—including food and fresh produce, utility bill assistance, and advocacy—we work to strengthen community wellbeing and resilience. We also provide student placements, contributing to the training of future community service professionals.

One client assisted with support accessing the Utility Relief Grant, going on a payment plan and being assisted to find a better plan with his utilities retailer said, “I can’t ring them on my own, I don’t know what to say and what to ask for and I just don’t understand what to do. Having your workers help me, means that I can get the help I need. Without you I just wouldn’t be able to do it.”

I was very overwhelmed when I came to CIS Merri-bek for help. I didn’t know where to start to help me with all my problems. It was so helpful having someone who took the time with me over several weeks to refer me to services to help me, help me pay my bills and provide me with food and support to get me back on my feet.

Services provided

Information, advocacy and referral

Providing guidance, support, and connections to specialist services to help residents navigate complex systems and access the right assistance.

Emergency relief

- Fresh food, pantry staples and supermarket gift cards.
- Material aid including essentials for daily living.
- Utility bill assistance and brokerage for urgent expenses.
- Christmas hampers in partnership with community donors.

Case management

- Individual support for clients experiencing housing insecurity, financial stress or health challenges.
- Ongoing advocacy to help residents access housing, health, legal, and community services.
- Coordinated, longer-term support for people with complex or multiple needs.

Financial and practical support

- Assistance with applications for Utility Relief Grants and other hardship program.
- Referrals for No Interest Loans (NILS) and other financial supports.
- Brokerage used to cover urgent costs such as rent arrears, car registration, and medical expenses.



Education support

- Assistance for school-aged children and their parents with costs related to education.
- Support with school essentials such as uniforms, textbooks, technology, and excursion fees.

It has been so hard for my son to do his schoolwork without the technology he needs. I did not know that this help was there for our family. He can now do his studies like the other children.

Student placement program

Student placements from RMIT, Kangan Institute and Swinburne University, supporting the training of future community service professionals.

Ali's story

Coming from another field and feeling unfulfilled in his previous work, Ali decided to pursue his passion for helping others by enrolling in a Diploma of Community Services. His first hands-on experience in the sector began during his student placement at CIS Merri-bek.

Throughout his placement, Ali developed practical skills in completing client intakes and assessments, providing advocacy and referrals, and offering direct support to community members in need. He also gained valuable experience in communicating with people from diverse cultural backgrounds, including learning how to work effectively with interpreters.

Ali reflected that the encouragement and mentoring he received from fellow students, volunteers, and staff was crucial to his learning journey. At his final placement review, he shared that his time at CIS Merri-bek had been "invaluable in putting theory into practice and strengthening my confidence in working with at-risk communities." Ali is now looking forward to completing his Diploma and beginning his career in the community services sector.

CIS Merri-bek's impact in 2024 - 2025

5,516+
community members
supported



3,524 conversations providing
information, support,
advocacy and assistance

3,467
emergency
relief visits



40,340 of meals to
households through food
provided through our fresh
food program

16
student placements
provided

19
local volunteers providing
assistance to the community



Over **775** households
supported with
emergency relief



Community members
supported from **56** countries
and **33** languages spoken

Highlights of the 2024 – 2025 year

CIS Merri-bek remained a vital source of support for residents across the City of Merri-bek in 2024–2025. Food insecurity in Merri-bek continues to be a key reason people seek our assistance. Through our partnership with Merri-bek City Council we coordinate the Merri-bek Food and Material Aid Network Meetings, supporting service providers in the area with their valuable work supporting community members in need.

Emergency relief and support

Emergency Relief was at the heart of our service, providing food parcels, supermarket gift cards, fresh produce, utility bill assistance and material aid. At Christmas, 50 hampers donated by the Melbourne Basket Brigade were distributed to families and individuals in need. These supports eased immediate pressures while linking clients with longer-term solutions.

I have received help a few times from your service and I have always been so grateful for the fantastic food service and the helpful, supportive, friendly staff you have. Thank you.

Support in practice

Mary lives alone and did not have support networks to assist her with day to day living and navigating issues at home when they arise. She initially contacted CIS Merri-bek for help filling in a form. During her appointment, our Community Support Worker noted that Mary had been feeling tired, overwhelmed, was not eating well and that she was having trouble remembering details needed to complete the form. In addition to helping her to do that, Mary was happy to work with us to access assistance at home through My Aged Care. To support Mary whilst she was waiting for assessment, she was provided with weekly food deliveries of fresh produce, pre-cooked meals, pantry produce and well-being checks by her worker. After several weeks Mary was seen by My Aged Care and provided with support while waiting for her package to be approved. Several months later Mary reported that she was receiving the support that she needed at home and was very grateful to the Community Support Worker who supported her through this process.

Expanding pathways for stability

Beyond immediate relief, clients accessed case work support, advocacy, and assistance with applications for hardship grants. Staff and volunteers worked alongside people facing housing stress, helping them navigate complex systems and secure longer-term supports.

Our impact is recognised not only by clients but by the wider community. As one Local MP expressed: "I have heard from countless constituents who have told us of the care and compassion they have received when seeking help from CIS Merri-bek and I just wanted to say thank you to you and your team for that as well."

Local volunteers helping local people

Our volunteers were at the heart of our service, with 19 active volunteers contributing their time and skills. Their work, from welcoming clients at the front desk to helping distribute food, made an enormous difference to community members in need.

A current volunteer said "Volunteering at CIS Merri-bek is a wonderful experience. Everyone here is so kind and supportive. It is a great to be able to give something back to your community and also to be given so much through this experience too."

Learning in action

Through our commitment to supporting the learning and development of our sector we have provided opportunities for 16 placements for Mental Health, Community Service and Social Work students from Kangan Institute, RMIT and Swinburne University. The strong partnerships we have with these learning institutions ensures that we are able to provide valuable services to our community and support the next generation of workers in our sector.

A Partner TAFE organisation stated "The experience that our students get at CIS Merri-bek is highly valued. Students get to work with a diverse group of clients, in a supportive learning environment and put all of their theory into practice. We highly value CIS Merri-bek as a partner supporting our students in their learning journey"

Responding to community needs

This year brought ongoing challenges, including safety concerns at our premises. Despite this, CIS Merri-bek continued to respond with resilience, compassion and creativity. Together with our volunteers, students, and partners, we remained a place of dignity, respect and hope for people in our community.

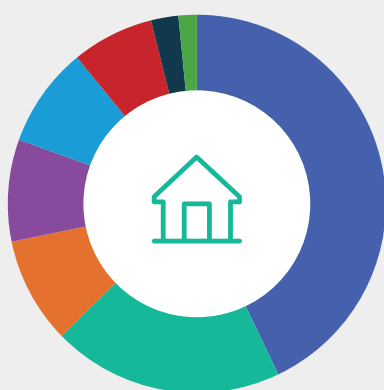


I have heard from countless constituents who have told us of the care and compassion they have received when seeking help from CIS Merri-bek and I just wanted to say thank you to you and your team for what you do for our community.

Local MP

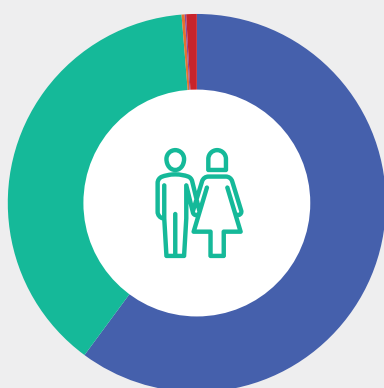
Focus on CIS Merri-bek's Emergency Relief program

Clients by Household
Composition



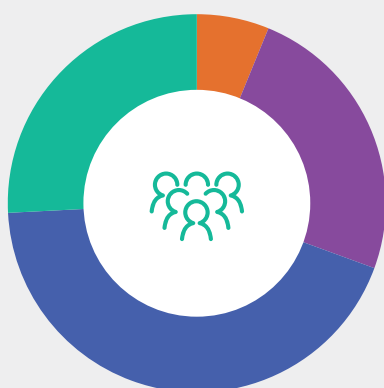
Single (person living alone)	42.91%
Sole parent with dependant(s)	19.77%
Group (related adults)	9.10%
Couple with dependant(s)	8.71%
Group (unrelated adults)	8.58%
Couple	7.02%
Not stated / Inadequately described	2.34%
Homeless / No household	1.56%

Clients by Gender



Woman or Female	60.13%
Man or Male	38.58%
Non-binary	0.26%
[They] use a different term	0.13%
Not stated	0.90%

Clients by Age



13-19	6.19%
20-39	24.39%
40-64	43.61%
65+	25.81%



The Top 4

- **Accommodation types:** private rental, public rental, owner (not mortgaged), owner (mortgaged), supported accommodation
- **Reasons for seeking assistance:** food insecurity, help with household goods, cost of and issues paying for utility bills, housing costs, clothing
- **Suburb by residence:** Coburg, Brunswick, Glenroy, Fawkner, Brunswick West
- **Languages spoken at home:** English, Arabic, Italian, Persian, Urdu

Strong partnership

Merri-bek City Council's continued support of CIS Merri-bek through continued financial support for operational funding, providing training opportunities for our staff and partnership support has ensured that we are able to provide high quality services through our programs to the community.

Addressing food insecurity through our emergency relief program continues to be one of the main challenges in our community. We have been grateful for partnerships we have had with; Foodbank Victoria, OzHarvest, Halal Foodbank and Alex Makes Meals to address food insecurity in our area.

Providing material aid to our community has been a key component of our emergency relief program. We are grateful for the support of Pets of the Homeless, Share the Dignity, KOGO, StreetSmart, The Nappy Collective, Big Group Hug. The Les Twentyman Foundation, Thread Together and Good360 for their contributions and partnerships.

Acknowledgements

CISVic thanks all of the wonderful organisations that support the work we do:

Alex Makes Meals	Lushart Design
Amplify Australia	Melbourne Basket Brigade
ATN Business Services	City of Merri-bek City Council
Australian Council of Social Services	Moorabbin Lions Club
Bendigo Bank	MP David Southwick
Bentleigh Moorabbin Central Rotary Club	MP Nick Staikos
Big Group Hug	MP Zoe Daniels
Bolton Clarke	Mr Gavin O'Dee
Bright Sparqe	Ormond Anglican Church
Bunurong Land Council Aboriginal Corporation	Oz Harvest Melbourne
Carnegie Library	PCs for Kids
Carnegie Lions Club	Pets of the Homeless Australia
Caulfield Gardening Club	Rotary Club of Bentleigh Moorabbin Central
Caulfield South Community House	Share the Dignity
Connecting Up	Souper Kitchen and Bistro
Ego Pharmaceuticals	State School Relief
Eva Burrows College	StreetSmart Australia
Foodbank Victoria	The Bread Roll Shop- Ormond
FoodFilled inc	The Glen Eira Community
Freemasons Community Relief	The Holland Foundation
GIVIT	The Les Twentyman Foundation
City of Glen Eira Council	The Nappy Collective
Glen Huntly Anglican Church	The Posh Op Shop
Glen Huntly Community Pharmacy	The Queen's Fund
Glen Huntly Woolworths	The Reconnect Program
Good 360	The Sourdough Man
Halal Foodbank	Thread Together
Infoxchange	Uniting Church Bentleigh
John Wurzel and Co.	Victorian Council of Social Services
Joining Threadz	Victorian Managed Insurance Authority
Kogo	Volunteering Victoria
Lions Club of Moorabbin	WIZO VICTORIA – Masada
	Women and Leadership Australia

CISVic acknowledges the funding received from these Government Departments:

Victorian Department of Energy, Environment and Climate Action

Victorian Department of Families, Fairness and Housing

Commonwealth Department of Social Services

Thank you to the people and organisations that donated funds to CISVic and our branches:

Ecumenical High Tea

Inner North Community Foundation

Magistrates Court Victoria

Oscar L

Parish of St John

South East Water

StreetSmart Australia

The Walter and Eliza Hall Trust

Tim R

Yarra Yarra Golf Club

Our volunteers

We are deeply grateful to our dedicated volunteers, whose time, skills and compassion are at the heart of everything we do. Your commitment ensures that every person who comes to us is met with kindness, dignity and support.

Glen Eira

Alan

Amy

Belinda

Cathy

David

Deborah

Derek

Isabelle

Kate

Kay

Lane

Lyn

Maree

Michael O

Michael G

Meenakshi

Peter

Rhona

Riaz

Ruth

Simone

Susan

Talilah

Tan

Zuzana

Merri-bek

Carolyn

Jean-Paul

Ian

Jane

Keiko

Kerry

Laura

Lenora

Luis

Madeleine

Melisa

Olivia

Patricia

Rianne

Sarah

Sayaka

Sean

Valentin

Wenting



Credit: Western Port Community Support

Financial statements

Treasurer's Report

In my capacity as the recently appointed Treasurer of Community Information & Support Victoria, it is with genuine pride that I present my first Treasurer's Report reflecting on the year ended 30 June 2025.

This past financial year has been extremely challenging for so many sectors of our society. The impacts of relatively higher inflation and interest rates in Australia has continued to create significant financial pressure. People reach out to CISVic and its member agencies for support with complex issues during times of insecurity and emotional strain. It has been refreshing to be associated with an organisation focussed on providing critical support and services to those experiencing such hardships.

Within CISVic, there is clear evidence of a number of years of financial discipline, targeted focus on services to the community, and a commitment to transparency and accountability.

For the 2024 - 2025 financial year, CISVic's funding from government department grants increased by \$602,456 or 14.2% compared to 2023 - 2024, with the majority of funding from the Department of Social Services ("DSS") consortia arrangement. Further funding has been sourced from the Department of Families, Fairness and Housing, the Department of Energy, Environment and Climate Action and local councils. We were also fortunate to receive more than double the amount through donations in 2024 - 2025 compared to the previous year – A reflection of the great reputation and exceptional work being performed by CISVic.

With the rise in available funding, CISVic increased DSS consortia distributions by \$378,472 or 13.7%, and client support services by \$23,226 or 16.5%. These represent two of the three largest expenditure areas of the association. The other main expense area for

CISVic is payroll and staffing costs. Whilst direct payroll costs dropped 4%, there has been resources allocated to staff training and development and the engagement of external personnel, including a Marketing Consultant and Advocacy and Policy Advisor.

CISVic generated a surplus for 2024 - 2025 of \$355,220 (compared to \$76,318 in 2023/24), which has further strengthened the financial stability and solvency of CISVic. The amount owing to external suppliers reduced significantly at 30 June 2025 compared to the same time last year and our cash holdings have continued to increase, providing excellent liquidity and ongoing viability. This has given CISVic options to generate more income through low risk financial instruments which in turn can be used to maximise support for member agencies.

I would like to acknowledge the integrity and efforts of the CISVic management team. Despite a challenging economic environment, the Board has achieved an excellent financial result for 2024 -2025 and continued to deliver a range of critical services to the community.



David Farrugia
Treasurer

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2025

	Note	2025 (\$)	2024 (\$)
Revenue			
Grant income	4	4,833,040	4,230,584
Fees & charges		57,904	5,814
Donations		103,659	48,266
Interest		12,681	18,334
Members fees		17,000	15,150
Sale of goods		-	3,171
Other income		-	22,388
Total Revenue		5,024,284	4,343,707
Expenses			
DSS Consortia distributions		(3,138,420)	(2,759,948)
Wages expense		(770,410)	(802,500)
DEECA projects distribution		(40,728)	(85,039)
Client support services		(163,738)	(140,512)
Superannuation		(86,229)	(89,488)
IT expense		(118,785)	(141,545)
Accounting fees		(35,280)	(34,839)
Telephone & internet expense		(13,739)	(11,060)
Advertising expenses		(7,356)	(13,432)
Printing & stationery		(9,254)	(12,789)
Staff training		(43,950)	(22,471)
Audit fees		(12,000)	(12,000)
Other expenses		(19,477)	(27,773)
Fees & permits		(2,446)	(555)
Cleaning expenses		(11,355)	(11,732)
Professional fees		(107,080)	-
Insurance		(19,471)	(46,965)
Rental expense		(7,743)	(16,531)
Utilities expense		(32,389)	(2,928)
Staff expenses		(5,132)	(4,576)
Depreciation	7	(19,707)	(24,733)
Repairs & maintenance		(4,077)	(5,044)
Bank fees		(298)	(629)
Bad debts		-	(300)
Total Expenses		(4,669,064)	(4,267,389)
Surplus/(deficit) for the year		355,220	76,318
Other comprehensive income			
Other comprehensive income		-	-
Total comprehensive income for the year		355,220	76,318

Statement of Financial Position

As at 30 June 2025

	Note	2025 (\$)	2024 (\$)
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	1,603,383	1,508,933
Trade and other receivables	6	11,583	8,540
Other assets	8	39,731	34,009
TOTAL CURRENT ASSETS		1,654,697	1,551,482
NON-CURRENT ASSETS			
Property, plant and equipment	7	34,004	31,140
TOTAL NON-CURRENT ASSETS		34,004	31,140
TOTAL ASSETS		1,688,701	1,582,622
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	49,296	158,514
Employee benefits	10	55,118	65,681
Income in advance		284,814	406,173
TOTAL CURRENT LIABILITIES		389,228	630,368
NON-CURRENT LIABILITIES			
Employee benefits	10	-	8,001
TOTAL NON-CURRENT LIABILITIES		-	8,001
TOTAL LIABILITIES		389,228	638,369
NET ASSETS		1,299,473	944,253
EQUITY			
Accumulated surplus		1,299,473	944,253
TOTAL EQUITY		1,299,473	944,253

Statement of Changes in Equity

For the Year Ended 30 June 2025

	Accumulated Surplus (\$)	Total (\$)
2025		
Balance at 1 July 2024	944,253	944,253
Surplus for the year	355,220	355,220
Balance at 30 June 2025	1,299,473	1,299,473
2024		
Balance at 1 July 2023	867,935	867,935
Surplus for the year	76,318	76,318
Balance at 30 June 2024	944,253	944,253

Statement of Cash Flows

For the Year Ended 30 June 2025

	Note	2025 (\$)	2024 (\$)
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts in the course of operations		5,036,898	5,155,002
Interest received		20,760	10,284
Payments to suppliers and employees		(4,940,636)	(4,428,513)
Net cash provided by operating activities	16	117,022	736,773
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		(22,572)	(45,001)
Net cash used in investing activities		(22,572)	(45,001)
Net (decrease)/increase in cash and cash equivalents held		94,450	691,772
Cash and cash equivalents at beginning of year	5	1,508,933	817,161
Cash and cash equivalents at end of financial year	5	1,603,383	1,508,933

Notes to the Financial Statements

For the Year Ended 30 June 2025

The financial report covers Community Information & Support Victoria Inc. (the 'Association') as an individual entity. Community Information & Support Victoria Inc. is a not-for-profit Association, incorporated in Victoria under the *Associations Incorporation Reform Act 2012*.

The functional and presentation currency of Community Information & Support Victoria Inc. is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of the Board, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*.

The financial statements have been prepared in accordance with all of the recognition and measurement requirements of the Australian Accounting Standards, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

2 Material Accounting Policy Information

(a) Revenue and other income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (Continued)

(a) Revenue and other income (Continued)

Specific revenue streams

The revenue recognition policies for the principal revenue streams of the Association are:

Grants

Grants are recognised over the period in which they relate to where the grants are sufficiently specific and fit the recognition requirements of AASB 1058. Any grants that do not meet that criteria are treated as revenue when they gain control of the money or they have met the conditions to receive the funding.

Fees for Service

Fee for service revenue is recognised over the period in which the service relates to.

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

(b) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

Depreciation

Property, plant and equipment is depreciated on a straight-line basis over the asset's useful life to the Association, commencing when the asset is ready for use.

Fixed asset class	Depreciation rate
Office Equipment	25%

Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (Continued)

(d) Financial instruments

Financial instruments are recognised initially on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs.

Financial assets

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses.

Financial liabilities

The financial liabilities of the Association comprise trade payables.

(e) Leases

Lessee accounting

The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

The right-of-use asset is measured using the cost model, depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

Exceptions to lease accounting

The Association has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Association recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(f) Employee benefits

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Notes to the Financial Statements

For the Year Ended 30 June 2025

3 Critical Accounting Estimates and Judgments

The Board make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - employee benefits

As described in the accounting policies, employee benefits provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

4 Grant Revenue

	2025 (\$)	2024 (\$)
Commonwealth Grants		
Department of Social Services	4,044,734	3,366,884
State Grants		
Department of Family, Fairness & Housing	411,307	386,672
Department of Environment, Land, Water and Planning	–	201,308
Department of Energy, Environment and Climate Action	84,647	252,718
Department of Industry	–	19,961
Total State Grants	495,954	860,659
Local Grants		
Glen Eira City Council	136,887	143,383
Merri-bek Council	50,000	53,369
Yarra Ranges City Council	–	66,260
Total Local Grants	186,887	263,012
Other Grants		
Other	105,465	43,033
Total Grants	4,833,040	4,533,588

5 Cash and Cash Equivalents

	2025 (\$)	2024 (\$)
Cash on hand	750	750
Bank balances	1,068,326	994,497
Term deposits	534,307	513,686
Total Cash and Cash Equivalents	1,603,383	1,508,933

Notes to the Financial Statements

For the Year Ended 30 June 2025

6 Trade and Other Receivables

	2025 (\$)	2024 (\$)
CURRENT		
Trade receivables	11,583	8,540
Total current trade and other receivables	11,583	8,540

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

7 Property, plant and equipment

	2025 (\$)	2024 (\$)
Office equipment at cost	90,608	68,036
Accumulated depreciation	(56,604)	(36,896)
Total office equipment	34,004	31,140
Total property, plant and equipment	34,004	31,140

Movements in carrying amounts of property, plant and equipment

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Office Equipment (\$)	Total (\$)
Year ended 30 June 2025		
Balance at the beginning of year	31,139	31,139
Additions	22,572	22,572
Depreciation expense	(19,707)	(19,707)
Balance at the end of the year	34,004	34,004

	Office Equipment (\$)	Total (\$)
Year ended 30 June 2024		
Balance at the beginning of year	10,871	10,871
Additions	45,001	45,001
Depreciation expense	(24,733)	(24,733)
Balance at the end of the year	31,139	31,139

8 Other assets

	2025 (\$)	2024 (\$)
Prepayments	39,731	25,959
Interest receivable	-	8,050
	39,731	34,009

Notes to the Financial Statements

For the Year Ended 30 June 2025

9 Trade and Other Payables

	2025 (\$)	2024 (\$)
Trade payables	3,154	10,657
GST payable/(receivable)	(3,775)	99,619
Credit cards	698	1,753
PAYG payable	15,105	16,615
Superannuation payable	34,114	26,145
Accrued expenses	-	3,725
	49,296	158,514

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

10 Employee Benefits

	2025 (\$)	2024 (\$)
Current liabilities		
Annual Leave	42,179	40,591
Long service leave	12,939	25,090
	55,118	65,681
Non-current liabilities		
Long service leave	-	8,001
	-	8,001

11 Auditors' Remuneration

	2025 (\$)	2024 (\$)
Remuneration of the auditor, LDAssurance:		
Auditing of the financial statements	10,000	10,000
Preparation of the financial statements	2,000	2,000
Total Auditor's Remuneration	12,000	12,000

12 Contingencies

In the opinion of the Board, the Association did not have any contingencies at 30 June 2025 (30 June 2024: None).

13 Key Management Personnel Remuneration

The Association has one key management person and is exempt from disclosing remuneration.

Notes to the Financial Statements

For the Year Ended 30 June 2025

14 Related Parties

All Board members of Community Information & Support Victoria Inc act in an honorary capacity. No Board member received or was entitled to receive a fee solely by virtue of their position as a Board member.

15 Economic Dependency

Community Information & Support Victoria Inc. is dependent on the Department of Social Services and the Department of Family, Fairness & Housing for the majority of its revenue used to operate the Association. At the date of this report, the Board has no reason to believe that there will be any changes to this support.

The current funding agreements with the Department of Social Services is for Financial Counselling services for approximately \$3,507,445, until 31 January 2026. The second agreement is for Emergency Relief services for approximately \$537,288, until 28 February 2031. The current funding agreement with the Department of Family, Fairness & Housing is for Social and Community Services for approximately \$411,306, until 30 June 2028.

16 Cash Flow Information

Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2025 (\$)	2024 (\$)
Surplus for the year	355,220	76,318
Non-cash flows in profit:		
Depreciation	19,707	24,733
Changes in assets and liabilities:		
(Decrease)/increase in trade and other receivables	(6,817)	249,807
(Increase)/decrease in other assets	(5,722)	5,900
(Decrease)/increase in trade and other payables	(105,443)	74,588
Increase/(decrease) in income in advance	(121,359)	360,881
Increase/(decrease) in employee benefits	(18,564)	(55,455)
Cash flows from operating activities	117,022	736,772

17 Statutory Information

The registered office and principal place of business of the Association is:

Community Information & Support Victoria Inc.
1134 Glen Huntly Road
Glen Huntly, VIC, 3163
Australia

Board's Declaration

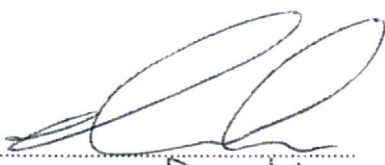
For the Year Ended 30 June 2025

The members of the board declare that in their opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable, and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulations 2022*.

Board member

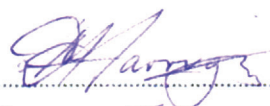


Benjamin Smith

Dated

30/09/2025

Board Member



DAVID FARRUGIA

30 SEPTEMBER 2025



CISVic is the peak body for the Community Information and Support sector in Victoria. Member agencies assist people experiencing personal and financial difficulties by providing information, referrals and support including Emergency Relief.



Community Information
& Support Victoria

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