

CRANBOURNE INFORMATION & SUPPORT SERVICE INC.



The screenshot shows the website for Cranbourne Information & Support Service Inc. (CISS). The header features the organization's logo and name. Below the header is a navigation menu with links for Home, Services and programs, About CISS, Volunteering at CISS, Resources and links, Acknowledgements, and Contact us. The main content area is divided into three columns. The left column contains 'MAKING NEWS' with a story about a tattoo artist donating 50% of their first month's business to CISS, and 'DID YOU KNOW?' with a link to a website for managing money. The middle column has a 'Welcome' message from Leanne Petrides, Executive Officer, and a 'QUICK CONTACTS - CISS' section with the address, phone number, and email. The right column features a portrait of Leanne Petrides. At the bottom, there is a 'GRANTS & DONATIONS' section.

MAKING NEWS

Heartfelt donation written in ink

Generous local tattoo artist Luis Varela donates 50% of first month's business to CISS, writes Hayley Soltanie of the Cranbourne Leader.

[Read the full story here.](#)
(Opens in a new tab.)

DID YOU KNOW?

Help to manage money

The federal government has a website designed to help people with budgeting tips, debt advice, and other debt and credit information.

[Click here to visit the Manage My Money website.](#)
(Opens in a new tab.)

GRANTS & DONATIONS

CISS is a registered charity and operates exclusively via grants and donations. If you would like to donate to CISS, please call or email so that we can discuss your contribution and personal preferences.

Welcome

Welcome to the new website of the Cranbourne Information & Support Service Inc (CISS).

CISS has been proudly providing a range of services to the Casey South community for over three decades, and I hope you will take the time to browse this website to learn about, or re-acquaint yourself with, some of these services.

I have been employed at CISS for nearly fourteen years, and have seen many changes in that time – our community has grown enormously in size, and the number of people accessing our agency for information, support or assistance has also grown. In response to the particular needs of our community, CISS now provides an increased range of services and programs, and has partnerships with many other organisations and groups in the Cranbourne area and beyond.

CISS could not operate as well as it does without the hard work, dedication, and generosity of the staff – both paid and unpaid, our supporters and our donors, and I would like to acknowledge their contribution to CISS, and to our community.

Leanne Petrides
Executive Officer

QUICK CONTACTS - CISS

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ANNUAL REPORT 2011 - 2012

TABLE OF CONTENTS

MISSION STATEMENT	1
STATEMENT OF PURPOSES	1
COMMITTEE OF MANAGEMENT	2
VOLUNTEER STAFF – 2011/2012	2
STAFF – 2011/2012	2
PRESIDENT’S REPORT	3
EXECUTIVE OFFICER’S REPORT	5
COUNSELLOR’S REPORTS	8
JOAN CAVANAGH	8
JENNY HYLAND	9
KAYE JONES	10
COUNSELLING STATISTICS	11
SUPPORT WORKER’S REPORT	12
COORDINATOR OF VOLUNTEERS	14
FINANCIAL COUNSELLOR’S REPORT	16
FINANCIAL COUNSELLING STATISTICS	17
CRANBOURNE ‘INFOLINK’ REPORT	18
NO INTEREST LOANS SCHEME (NILS) – CRANBOURNE SITE	19
BACK TO SCHOOL SUPPORT PROGRAM	19
SERVICES	20
FINANCIAL STATEMENTS	22
AUDITOR’S REPORT	22
STATEMENT OF FINANCIAL PERFORMANCE – GENERAL ACCOUNT	23
STATEMENT OF FINANCIAL PERFORMANCE – ER ACCOUNT	25
STATEMENT OF FINANCIAL POSITION	26
EMERGENCY RELIEF	28
STATISTICS	28
GRAPH	29
ACKNOWLEDGMENTS	30

MISSION STATEMENT

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

STATEMENT OF PURPOSES

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

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

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

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

To coordinate a local network of community information providers.

To facilitate the provision of counselling services.

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

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

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

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

COMMITTEE OF MANAGEMENT

President:	Kevin Bradford	Ordinary Members:	
Vice-President:	Ros Larke	Una McGuire	Dawn Wilson
Secretary:	Judy Symons	Di Mainwaring	Louise Morgan
Treasurer:	Julie Jones	Margaret O'Callaghan	Sue Hopkins

VOLUNTEER STAFF – 2011/2012

Anne Haylock	Louise Morgan	Gabriele Lindemann
Sue Hopkins	Una McGuire	Sharon Mills
Judy Symons	Susan Arlove	Dianne Bush
George Nicol	Julie Jones	Simone Peters
Ros Larke	Dawn Wilson	Jenelle Kamande
Di Mainwaring	Anne Manning	Lucinda Quick

STAFF – 2011/2012

Executive Officer:	Leanne Petrides
Administration Manager:	Cathy Willmott
Coordinator of Volunteers:	Michael Cooney
Counsellor:	Joan Cavanagh
Counsellor:	Jenny Hyland
Counsellor:	Kaye Jones
Financial Counsellor:	Robyn d'Argent
Support Worker:	Doug Thompson
CfC Outreach Information:	Ann Proud
CfC Outreach Information:	Flora Warren

PRESIDENT'S REPORT

It has been a pleasure to be involved with the Cranbourne Information & Support Service this last 12 months in my capacity as President of the Committee of Management.

The last 12 months has seen the demands on this organisation again increase from the previous year due to numerous factors resulting in many residents finding it even more difficult to make ends meet. We see so many families having to prioritise their bills and other outgoings to decide which need to be paid first.

This financial pressure, apart from causing its own issues has flow on effects such as the pressures placed on relationships within those families. As such, not only has the demand on financial support within CISS increased but also the numbers of families seeking individual and family counselling.

It is appropriate that I take this time to acknowledge the tremendous effort of all involved within this organisation including the administration and management staff, each of the dedicated Counsellors, and the many wonderful volunteers who give of themselves to assist those in need, with no thought to reward or accolades for themselves.

I am often amazed when I hear of the many difficulties some members of our community are faced with and who attend CISS seeking support. I am similarly amazed by the efforts of CISS workers, who afford as much assistance as is possible.

With the demand on CISS growing, comes the need for the Committee to always look at new ways to grow our organisation and a lot of that falls in the lap of our Executive Officer, Leanne Petrides. On behalf of the Committee, I would like to personally thank Leanne for all the long hours and dedication she shows in not only managing the day to day operations but always looking at new avenues of attracting additional sources of income.

Also, I would like to thank our Administration Manager, Cathy Willmott for all her hard work in assisting Leanne and for filling in for Leanne when needed.

Of course it's easy to gloss over the efforts of the members of the Committee of Management, and it shouldn't be forgotten that each of the Committee members volunteer their time to ensure that CISS maintains a high level of governance and a clear direction for the management team to follow.

I would like to especially thank all my fellow members of the Committee and for those members leaving the Committee this year, say a very big thank you, not only on behalf of the entire CISS organisation but the entire community.

For any new members of the community applying to become members of the Committee of Management, I say welcome and thank you for agreeing to become part of our family and I look forward to you valuable input.

The last 12 months has seen the Cranbourne Information & Support Service mature, with CISS to begin delivering its own No Interest Loan Scheme (NILS) later in 2012. There has been a great deal of work done to enable CISS to independently deliver this much needed service and I would like to thank all those involved in its delivery. I'm quite sure this service will grow from strength to strength in the coming years.

I would also like to welcome aboard our new Coordinator of Volunteers, Michael Cooney. Michael has brought to CISS a vast level of experience and no doubt he will only add to the professionalism of our management team.

So - where to from here for CISS? As I stated earlier, with demand growing on all of our services, be they financial or counselling services, so does our need for income to increase. The City of Casey and the federal department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) currently provide the majority of funding to CISS, which we are very grateful for and hope that this level of support continues in the years ahead. I feel we should not solely rely upon this source of income to ensure the future financial security of CISS.

In my opinion, it is imperative for the new Committee, along with its management team, to investigate and cultivate new sources of income to ensure the future is bright. I would love to see the day that CISS is financially independent to the point where reliance upon government funding is not so great - a day where we can truly 'independently' make decisions which will enable CISS to offer even greater assistance to those within our local community who are in need.

I look forward to working with the new committee and the management team to investigate ways to attempt to make this dream become a reality.

Kevin Bradford

President

EXECUTIVE OFFICER'S REPORT

It is with great pleasure that I present my fourteenth annual report as Executive Officer of the Cranbourne Information and Support Service. This has been our first full year of service delivery in our new building, and a time where we have seen the positive impact of employing a Coordinator of Volunteers. As a result, it has been a year that has seen possibilities for growth and change that I hope will be reported on in future years.

While we have settled comfortably into our expanded physical environment, I like to believe that CISS is not resting on its laurels, but rather embracing the challenge of stepping up and striving to be the most professional primary service organisation in the Southern Casey region. We are now truly able to provide our community with a holistic service in the form of a one-stop-shop model of service delivery. While we continue to provide our core services of information provision, advocacy, and crisis support, we have partnered with many agencies to now be able to deliver access to specialist anger management, sexual assault and family violence counselling, housing information and support, child support advice, and refugee support services from our premises. In conjunction with our own team of volunteers, counsellors, financial counsellor and support worker, it is imperative that we work together to halt the “cascade effect” that so many clients can be vulnerable to.

While CISS and its workers may be the frontline service delivery point and our faces are those seen by clients, our service delivery is really the end point of an unseen alliance. This alliance consists of the many funding bodies, stakeholders and community members that support our organisation in many ways. To this end, I would like to formally recognise and thank our funding bodies – in particular, the City of Casey for its generous financial support, provision of our amazing building, and support from various staff including Councillors, Sophia Petrov (Director Community Services), and the many hard-working staff who engage with us regularly to ensure the voices of our clients are heard. I would like to thank the federal Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA), and the Department of Justice for their continued funding and support of our staff and services. I would also like to thank the R.E. Ross Trust and The Salvation Army for their financial contribution to, and support of, our Back to School and Education Assistance programs.

We are so privileged to be supported by a broad range of individuals, small community groups, and other agencies – a real example of “community supporting community”. It is never possible to mention by name everyone who supports our agency, so please take the time to read the acknowledgements on the last page of our Annual Report. All of these groups and individuals contribute in meaningful ways to keeping CISS functioning well, and we recognise them all. We also plan to regularly update the acknowledgements page on our new website in order to recognise our donors and supporters year round.

Of course none of the work we all do could be done without the strong partnerships and connections that CISS has within our community. We continue to work closely with our sister agency – Casey North Community Information & Support Service, and our joint projects - the Casey No Interest Loans Scheme (NILS) and the low-income resource guide have continued for more than a decade. Our partnership ensures an approach that includes the whole municipality when developing programs, and delivering services. I would like to thank the Manager of Casey North CISS, Susan Magee for her invaluable support.

Amongst our many supporters, I must single out Councillor Kevin Bradford for his unstinting support and advocacy of CISS over many years.

Every year we continue to provide many services to those in our community who are most vulnerable, and this past year has been no different – a comprehensive breakdown of our statistics is available throughout our report. While the world experiences economic chaos and social upheaval on a massive scale, we continue to see families and individuals in our own community who struggle daily with social isolation, and with the ever-increasing costs of food, medicine and medical appointments, utilities, accommodation and travel. The financial support we can offer is minimal, but we continue to hope that our holistic response by both volunteers and paid staff makes some difference for some people.

Each year I report on some of the hardships faced by our community, and these hardships as described above have not diminished. This year I want to briefly mention some initiatives that we hope will mitigate some of these financial and social disadvantages experienced by our clients.

After more than ten years operating a No Interest Loans Scheme with Casey North CISS as the lead agency, CISS has been granted \$50,000 from the National Australia bank, and been accredited by Good Shepherd to begin delivering a stand-alone NILS in Casey South in the latter half of 2012.

As a result of the ever-increasing hardship placed on clients with chronic or acute illnesses or disabilities, and the costs associated with medical tests and specialist appointments, CISS will establish a Medical Discretionary Fund in the 2012/2013 financial year to assist eligible clients with some aid towards those costs.

One of our newer, and more informal partnerships, is with the newly established Cranbourne Uniting Church Food Van, which does an amazing job delivering food to the hungry and homeless in Cranbourne four nights a week. We are lucky enough to share a couple of volunteers, to have delivered training to their volunteers, and to partner with them to ensure that the homeless in our community at least have warm, dry bedding to sleep in. This latter initiative is able to be delivered as the result of our partnership with the organisation “Swags for the Homeless”, and the financial support we receive from City of Casey Councillors and groups like the Rotary Club of Cranbourne that enable us to purchase backpack beds to be given to clients who are referred by the Food Van volunteers, or who access us in other ways.

Our dedicated CISS volunteers continually inspire me with their capacity to tirelessly respond to people who are often vulnerable, disillusioned, angry or desperate. The volunteers deliver a huge range of services, and respond professionally, and with empathy and respect, to individuals and families in crisis across our community. I would like to officially recognise their continuing hard work and support of me, the agency, and of course, our community.

As well as delivering services to the community, we are committed to networking both locally and at a broader level. Our clients and community continue to benefit from CISS being represented on and involved in many consultative committees, projects, and groups. Indeed, a large part of my role is representing CISS staff and client issues in a variety of settings and to a broad cross section of stakeholders. One important outcome of this representation and advocacy is that CISS remains front and centre as an agency that understands, achieves and continues to move forward.

As always, I would like to extend my thanks and congratulations to the Committee of Management for their continued hard work and support. I would also like to take the opportunity to recognise our counselling team – Joan, Jenny, and Kaye and our financial counsellor, Robyn – most people would be unaware of the often extraordinarily difficult issues they have to work with. I would also like to acknowledge Doug, our Support Worker, who undertakes both casework duties and counselling, and Ann and Flora, the Infolink team. Cathy, our Administration Manager, always deserves a special mention for her commitment and dedication. I would like to formally welcome Michael, our Coordinator of Volunteers into the CISS family – his professionalism, humour, and positive contribution is already being felt by all. All of them continue to work extraordinarily hard, and their contribution to the agency and their support of the volunteers and me has been invaluable.

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

Leanne Petrides

Executive Officer

COUNSELLOR'S REPORTS

Joan Cavanagh

It is with pleasure that I present my twelfth Annual Report to the AGM of the Cranbourne Information and Support Service.

The CISS counselling service has had a good year and we continue to enjoy the luxury of our new offices. We welcome the arrival of Michael Cooney – Coordinator of Volunteers.

The work at CISS continues to be challenging and rewarding. I continue to be grateful for the working culture provided by CISS and for the generosity extended in providing outside supervision and professional development. It is commendable that the importance of supervision and professional development to the counselling role continues to be recognised and funded by the organisation.

Professional Development

During this year I continued to participate in weekly peer supervision with Jenny Hyland, Kaye Jones, Doug Thompson and Robyn d'Argent. I am always grateful for these meetings which are vital for good communication, good clinical practice, mutual support and simply a time to catch up.

I also continue to receive external supervision with Ann Garden, a family therapist and mental health practitioner.

Professional development programs I have attended this year included the *Pathways to Recovery* forum focusing on addiction and I also undertook some PD on *Autism Spectrum Disorder* as we find more and more clients with these Syndromes seeking our services.

Statistics

During the last financial year 296 counselling sessions were held (compared to 346) during the last financial year) with 68 clients attended appointments. As in previous years the issue of clients not attending counselling appointments continues to be a problem. As in other years the majority of my clients (61.76%) were female.

As is usually the case, the highest percentage of clients (36%) accessing our services are in the lowest income bracket. Again the second highest (34%) is the highest income bracket as has been the case in recent years.

Acknowledgements

Thanks as always goes to Leanne, Jenny, Kaye, Doug, Ann, Flora, Cathy, Robyn, Michael, Volunteers and to the Committee of Management for their role in supporting our work and for creating and sustaining a positive working environment. Thanks also to the SECASA counsellors who share our working space.

Joan Cavanagh
Counsellor

Jenny Hyland

I am pleased to present my eighth annual report to the AGM of the Cranbourne Information and Support Service where I work 17 hours a week on Tuesdays and Fridays. My CISS clients continue to be challenging and rewarding to work with. The issues with which they present are varied, stimulating and at times overwhelming. The richness of their life experiences continue to challenge and extend my knowledge, awareness and skills as a counsellor. It is always an honour to be invited into the client's world at such a personal level.

I continue my work as a counsellor at Chisholm for one day a week but will be resigning from that position in December 2012, after 21 years of service.

Professional Development

During the past year I have attended the following professional development sessions either through CISS or Chisholm:

- Youth Mental Health First Aid, Orygen Mental Health Research Centre (15 hours)
- Pathways to Recovery Conference, Stepping Up Consortium (7 hours)
- Autism Spectrum Disorders Workshop, La Trobe University (3 hours)

Statistics

During the last financial year 310 counselling sessions were provided to 246 clients. These numbers reflect a small increase in both the number of clients seen and the number of sessions conducted. It is pleasing to note that the number of "no shows" and cancellations have decreased. This number is largely represented by Emergency Relief clients who visit the centre in great distress and who are then referred for counselling by ER staff. Clients referred by WAYSS also regularly fail to attend their sessions. The needs of new clients have generally been met in a timely fashion.

Acknowledgements

CISS as always remains a terrific place to work. The service we provide here has real value and meaning for so many of our clients. Leanne as always sets an example which I believe is conducive to encouraging staff to give their best. She encourages a supportive and respectful workplace where each of us is valued. It is a privilege to be part of the counselling team from which I gain an enormous amount of support, help and encouragement. Volunteer and paid staff work very cooperatively and collaboratively as part of a well functioning team and are always ready to be of assistance. Thank you to all for the support you have given me throughout the year, especially Cathy for your IT and administrative help. It is good to now have Michael, our newest team member, on board. I would also like to thank the Committee of Management for their ongoing support of the counsellors' professional development needs and for their generosity in terms of the time they give to ensuring that CISS is a happy and efficiently run Centre. After eight years of employment at CISS, it is satisfying to still be truly grateful to be part of such a great team and workplace.

Jenny Hyland
Counsellor

Kaye Jones

It is with pleasure that I present my sixth annual report to the AGM of the Cranbourne Information and Support Service. I continue to work 20 hours per week over Mondays, Tuesdays and Thursdays.

Unfortunately surgery necessitated a little over three weeks off work and I am very grateful to CISS for the support given to me during my recovery.

Professional Development

Our weekly peer supervision group with Joan Cavanagh, Jenny Hyland, Robyn d'Argent and Doug Thompson continues to be an opportunity for sharing ideas, experiences and new information and also allows us to consult on any clients who are shared, e.g. someone seeing Robyn for Financial Counselling and also another counsellor for other issues, such as relationships, addictions, etc.

In March I attended a one-day seminar on *Brief Interventions for Grief & Loss* at the Australian Centre for Grief & Bereavement and a one-day seminar called *Pathways to Recovery*, which focused on the drug & alcohol counselling field. I also attended two evening (free) two-hour seminars on autism.

Statistics

In this past financial year 342 counselling sessions were provided to 213 different clients.

There has been an ongoing requirement for counselling for mothers who have been referred through the ADHD Support Group. These clients have children with ADHD of varying degrees and often this is combined with other conditions including Asperger's Syndrome, Opposition Defiant Disorder, Obsessive Compulsive Disorder, Auditory Processing Disorder, etc. Many of the parents live with continual high levels of stress, anxiety and frustration. They have all commented on how having counselling has helped them to cope.

Acknowledgements

I never cease to be grateful that I have the opportunity to work as a Counsellor here at CISS. The positive atmosphere and teamwork exhibited at CISS is, at times, extraordinary. The staff and volunteers are a dedicated and professional group who often assist the counselling team in various ways. It is gratifying to be in a workplace where everyone's effort is appreciated, problems are heard and resolved and everyone feels cared about.

My thanks go to Leanne for her exceptional management and to Cathy for her outstanding administration. Both of them are patient, caring and supportive in what can sometimes be difficult circumstances. Of course I also extend my thanks to my fellow counsellors – Joan, Jenny, Robyn & Doug - for their advice, support, understanding and ongoing assistance. We all feel that we have a very strong counselling team with strengths in various areas and a uniform attitude of consideration for the clients' welfare.

Kaye Jones

Counsellor

COUNSELLING STATISTICS

(Statistics in parentheses provide a comparison to the 2010/11 financial year)

Sessions by location	Number	Percentage %
Cranbourne	790 (916)	84 (86)
Within catchment	70 (86)	7 (8)
Outside catchment	88 (66)	9 (6)
TOTAL	948 (1068)	100 (100)

Sessions by income	Number	Percentage %
Pension or benefit up to \$20,000	340 (396)	36 (37)
Between \$20,000 and \$30,000	100 (158)	11 (15)
Between \$30,000 and \$40,000	117 (130)	12 (12)
Between \$40,000 and \$50,000	108 (174)	11 (16)
Over \$50,000	283 (210)	30 (20)
TOTAL	948 (1068)	100 (100)

Client Contacts by Type	Number	Percentage %
Males	142 (271)	27 (30)
Females	385 (636)	73 (70)
Couple sessions	151 (161)	16 (15)
Total number of clients	527 (907)	

Issues raised: -

1. Addictions: Drug, Alcohol, Gambling
2. Personal, Inc. Anxiety & Depression
3. Relationship
4. Separation / Divorce
5. Family
6. Domestic Violence
7. Anger Management
8. Childhood Sexual Abuse
9. Parents of children with ADHD / Asperger's Syndrome
10. Chronic Illness
11. Loss & Grief
12. Crisis Management
13. Other

SUPPORT WORKER'S REPORT

The number of sessions conducted during the last 12 months has increased slightly from those of last year (274 to 292).

The referrals to me have been from many different areas including for the larger part, the front-line CISS volunteers, also the other counsellors, Enhanced Maternal & Child Health, Connections, WAYSS, Schools, City of Casey and Centrelink.

While there has remained a need for financial help, ie through vouchers and discretionary funds, there is a large component of the assistance given as advocacy on behalf of the clients.

Again the months of December, January and part of February have been mainly devoted to working with Julie on our Back to School Program (BTS). The Educational Assistance Program (EAP) has also continued during the year, and from February to August, we saw 56 families, assisting them to the value of \$7,142, an increase over last year. Some of the assistance was given to students studying at the TAFE level.

Statistics (July 2011 - June 2012)

Clients

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
CLIENTS	14	26	27	30	20	24	13	22	14	11	15	20	236
SESSIONS	22	32	34	34	27	28	16	26	14	12	21	26	292
NEW	7	13	14	16	15	13	5	14	7	5	7	11	127

Location

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
3977	12	24	24	25	18	22	10	20	13	11	13	18	210
3976	1	2	3	1	2	1	3	1	1	-	1	-	16
OTHER	1	-	-	4	-	1	-	1	-	-	1	2	10

Gender

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
MALE	9	13	11	13	5	9	6	14	8	5	4	14	111
FEMALE	5	13	16	17	15	15	7	8	6	6	11	6	125

Counselling

This is the first full year that I have been doing counselling after John Lewis retired in 2010. The majority of my counselling has been with men, with some sessions being joint couples counselling with other counsellors. This has worked well.

In this year I have conducted 94 sessions for 33 clients, ranging from relationship issues, domestic violence, separation, self esteem, anger, suicide ideation, stress and depression. I have appreciated both the opportunity and the challenge in doing this part of my work.

Issues Presented

The main issues that are being presented are financial, housing problems, increased costs of rent and utilities and costs associated with medical expenses. For a lot of the clients coming in for assistance, the main problem is that the money coming into the household (ie Centrelink payments) doesn't cover their basic living costs for food and shelter. This includes young families through to the aged pensioner. Newstart base payment is \$489.70 per fortnight (ie \$244.85 per week) with some people paying \$180 to \$200 per week for a room in a rooming house.

By far, the largest group of Centrelink recipients seeking our assistance were Parenting Payment Single (PPS) and Newstart (NS) with Disability Support Pension (DSP) also being well represented.

The following are areas where assistance was given: -

Financial	Education	Advocacy
Bereavement	Immigration/Visas	Drug/Alcohol
Health Issues	Domestic Violence	Child Support/Separation
Centrelink Problems	Employment	Housing – Rental/Mortgage
Legal	Census	Assistance with Forms/Resumes

Professional Development

During the year I attended a number of courses, and also represented CISS at information sessions. These included: -

Homelessness Forum	Carers Week Information Session
Bridges Out of Poverty	ACGB Bereavement
CISVic meetings	Community Support Training
Pathways to Recovery	The Coronial Process, Coroners Court
Islam & Muslims in Australia Workshop	Post Grad bereavement course at ACGB
Representing CISS at CISVic Vulnerable Families meetings	

Doug Thompson

Support Worker

COORDINATOR OF VOLUNTEERS

It is with great pleasure that I present to the thirty third AGM of the Cranbourne Information and Support Service (CISS) my first Annual Report.

Since commencing duties in March 2012 as the CISS Coordinator of Volunteers, I have continued to relish the opportunity to be an active part of a positive and productive team. Both the volunteers and employed staff have consistently supported me in all my endeavours ensuring a smooth transition into the working environs of a busy Community Support Service.

Workplace Activities and Initiatives

The main focus of my activities has centred on recruitment, retention and training. Since April 2012, the existing volunteer pool has increased by four. In June of this year, the four volunteers, including myself, successfully completed the accredited volunteer training course titled, 'Assess and Provide Services for Clients with Complex Needs'. Since completing this course these volunteers are now rostered on regular basis at CISS. As a consequence of the recent influx of newly appointed volunteers, the pressure and commitment of existing volunteers has eased from a rostering perspective.

In support of the newly appointed volunteers, a revised formal induction program was further developed. The Induction Program now assigns selected mentors for each mentee and mentors are issued with a purposely designed 'Mentors Manual' which provides guidance during the mentoring process. Feedback from the mentors indicates that these manuals have been of significant value to them.

Professional Development

In the past four months I have successfully completed the following courses/programs;

- Volunteer Training Course – Assess and Provide Services for Clients with Complex Needs.
- Mental Health First Aid.
- NILS Introductory Program

In order to further build our capacity to recruit and train volunteers at CISS, I will be undertaking a Certificate IV Training and Assessment Course later in 2012.

On successful completion, this qualification will allow me to provide training on an as needs basis, allowing us to be more responsive and timely with recruitment, training and induction of volunteers.

Training and Individual Development

It is my aim to conduct regular staff meetings and training days for volunteers that will assist in the ongoing education of volunteers and assist them in delivering their services to the community. This will include speakers from DHS (formerly Centrelink) and access to specialist training such as Applied Suicide Intervention Skills (ASIST) through Windermere.

I also plan to run a “bus tour” in conjunction with The Cranbourne Salvation Army to enable volunteers to have a “hands-on” experience of some of our other local services. This may become a regular fixture on the training calendar.

Arrangements are also in place to begin conducting Individual Performance Appraisals with volunteers, commencing in December 2012.

Future Development

Currently, on behalf of CISS, I am in negotiations with the DHS (Cranbourne branch) to develop a Memorandum of Understanding (MoU) between the two agencies. The aim of the MoU is to set out the terms and conditions when DHS refer clients to CISS who are in need of assistance in completing a range of official documentation. Generally, these clients have English as a second language, struggle with literacy, or have learning difficulties. It is intended to develop an appointment system for referred DHS clients. This system will be managed by CISS volunteers. For this purpose, consideration is being given to create a new volunteer role known as the ‘Document Support Volunteer’. It is envisaged that this dedicated role will assist in easing the current demand placed on volunteers.

Negotiations are in place with Max Employment Agency, located in Cranbourne for the purposes of establishing a referral program for unemployed clients who wish to develop their communication and administrative skills in a community working environment, by becoming volunteers at CISS.

Essential to the success of CISS is the ongoing recruitment and retention of its volunteers. There is an anticipation that the demand for our services will continue to grow, and we need to position ourselves to be able to meet this demand. It is therefore imperative that the right kind of volunteer is attracted to CISS. We need people who are not only committed to the services that we provide, but also able to confidently and competently deliver this service. It is my responsibility to recruit suitably qualified volunteers and develop appropriate retention strategies.

Identifying necessary and relevant training needs for our volunteers will also form a significant factor in my consideration in the future development of CISS.

Michael Cooney

Coordinator of Volunteers

FINANCIAL COUNSELLOR'S REPORT

I am pleased to present my second report to the AGM of the Cranbourne Information Support Service.

I have been with CISS now for two years and it has been an extraordinarily busy time, working with vulnerable people and families in the Cranbourne and surrounding areas.

The volunteers and paid staff have been consistently referring approximately two clients per day, which has kept me booked out well into four weeks in advance.

I am still getting a lot of referrals from other agencies in our area, including WAYSS, Windermere, Oz Child, Department of Human Services, Office of Housing, SECASA, Integrated Care Centre, New Hope, Connections, Good Shepherd, Money Help, Migrant Resource Centre, Local Churches, and even local Real Estate Agents who have phoned me with concerns regarding their client's financial well being.

Professional Development

I have been undertaking a Professional Development Course for Supervision over the last six months – a requirement of the Financial & Consumer Rights Council (FCRC).

My ongoing training as a Financial Counsellor has included one day training every three months with the Financial & Consumer Rights Council.

Additional training included: -

- Engaging in Effective Bereavement Support
- Mental Health First Aid
- Property-Mortgage stress

Acknowledgements

May I say thank you to all the staff and volunteers for an enjoyable place to work and thank you to the Committee of Management for all your ongoing support.

Robyn d'Argent

Financial Counsellor

FINANCIAL COUNSELLING STATISTICS

New Clients

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
NEW CLIENTS	11	16	29	18	17	12	17	28	30	14	20	22	234
MULTIPLE SESSIONS	39	29	20	20	15	9	17	20	12	13	18	10	222

Location

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
3977	40	30	29	24	25	15	26	36	35	26	31	27	344
3976	9	15	20	14	7	6	8	12	7	1	7	5	111
OTHER	1												1

Issues

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
CREDIT CARD	33	25	35	28	19	14	27	32	29	18	29	15	304
ADVOCACY	43	38	45	36	31	22	31	32	41	26	35	25	405
BANKRUPTCY	10	5	10	7	8	5	7	9	16	4	15	5	101
MORTGAGE	21	18	25	23	17	7	17	13	12	12	15	13	193
CAR LOAN	15	7	8	10	3	5	9	4	21	5	8	7	102
PHONE	27	21	29	24	21	14	24	18	20	16	25	26	265
UTILITIES	26	18	32	26	21	12	25	26	20	18	25	20	269
RENT ARREARS	8	5	3	2	5	5	5	3	4	4	10	3	57
U.R.G.	8	11	10	12	6	7	13	6	10	7	13	10	113
CENTRELINK	9	11	11	12	5	3	8	4	9	8	10	11	101
FINES	9	9	15	17	9	1	10	10	8	7	7	10	112
RATES	17	9	15	17	9	5	9	11	10	3	8	9	122
ACCESS SUPER	4	6	6	6	1	1	2	5	3	4	2	8	48
FAMILY ISSUES	15	18	26	19	13	5	16	20	19	15	18	11	195
MENTAL HEALTH	30	19	27	25	22	10	22	16	17	14	12	8	222

CRANBOURNE 'INFOLINK' REPORT

The last financial year was one of exciting ventures with weekly outreach visits to the Cranbourne Centrelink Office being established after many months of negotiation with Centrelink staff and the Australian government. This has resulted in an increased flow of information and referral between the two offices (CISS & Centrelink) which has had a positive effect on not only our shared client base, but for the staff of both organisations.

Following the establishment of this outreach service, we recommenced our "behind the scenes" tours of CISS. Staff from Centrelink and other agencies who attend report being impressed with the professional manner of staff, and the new office, adding to the overall positive impact of our ever expanding service. Their experience was enhanced by seeing our food cupboard, having the opportunity to speak with our Counselling and Financial Counselling staff and learning of the comprehensive volunteer training that is a compulsory and extensive component of being a volunteer at CISS.

Centro is as always a necessary and positive service with 410 clients seen for 495 enquiries over the financial year. Our ADHD Support Group is still going strong with an average of 10-12 participants at each monthly meeting. We were fortunate to receive a donation of \$300 which was used in part to purchase a most beneficial DVD on Challenging Behaviour. We would like to thank the CISS counselling team for their ongoing support to the members of the support group, especially Kaye Jones who sees many clients from the group, and takes the time to attend occasionally.

Flora continues to provide information to Cranbourne day care centres and kindergartens when required.

Ann Proud & Flora Warren

'Infolink' Team

Statistics

ENQUIRY ISSUES

Information & Referral	279
Crisis Intervention	12
Family Counselling	18
Financial Counselling	13
Advocacy Negotiation	13
Volunteer Register	2
Volunteer Training	8
NILS	4
Family Relationships	4
Housing	15
Health Wellbeing	68

Benefits Concessions	7
Education Training	13
Employment Needs	2
Consumer Problems	5
Community Issues	21
Other	11
Total Enquiry Issues	495

GENDER

Male	112
Female	298
Total	410

No Interest Loans Scheme (NILS) – Cranbourne Site

The Casey No Interest Loans Scheme commenced operation in April 2001 at Casey North Community Information & Support Service Inc. The Cranbourne Information & Support Service Inc was invited to assist deliver the program across the southern suburbs of Casey, and we have delivered this program in partnership ever since.

NILS enables approved low income earners obtain affordable credit for essential household goods such as washing machines, fridges, computers, heaters and furniture.

In the financial year 2011-2012, 27 loans were issued from the Cranbourne site, totalling just over \$20,500. Clients are able to utilise Centrepay to repay their loans at an affordable rate without placing additional strain on the household budget.

Back to School Support Program

The Cranbourne Information & Support Service Inc (CISS) delivered its sixth Back to School (BTS) Support program between the months of November 2011 and March 2012, in conjunction with The Salvation Army Cranbourne Community Support Services.

The Salvation Army Cranbourne Community Support Services contributed \$14,000 towards this program. A further \$26,000 was received from The R.E. Ross Trust, and \$2,000 was provided through CISS from various sources including CISS funding and donations. An additional \$14,000 from The R.E. Ross Trust was provisioned for use towards educational needs that present throughout the year.

The money was used to assist families in the Casey South community with the costs of sending children to school, and covered items such as non-voluntary fees, textbooks, stationery, shoes, uniforms, and sundry items like lunch-boxes and bags, etc.

A total of 262 families were assisted, which consisted of 579 children (108 being VCE students), attending 56 schools. Of the 262 families seen, 40% were new to the program, and 99% of families were in receipt of Centrelink payments.

Julie Jones

Back to School Program Coordinator

SERVICES

Information and Referral

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

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

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

Crisis Support

An intervention service is provided for people in crisis. This can include a 'listening ear', support, practical assistance (such as filling in forms or writing letters), information, and referrals to appropriate specialist supports. Demand for our crisis support service grows each year as increasing numbers of people present with complex needs and numerous issues.

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

Counselling

A generalist crisis intervention and counselling program is provided, with individual, couple, and family counselling offered; and specialist counselling is also available for adolescent and adult males. The service is free and available to individuals, couples and families who live or work in the Casey South area.

Advocacy and Negotiation

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

Casey No Interest Loans Scheme (NILS)

The Casey No Interest Loans Scheme (NILS) offers low-income earners an accessible source of credit for the purchase of essential household goods with an achievable repayment plan that does not compromise the household budget.

NILS is jointly operated by CISS and Casey North CISS, and commenced in April 2001 with a small amount of capital. Since inception, the program's capital has increased significantly, which has allowed us to respond more effectively to the need of the Casey community.

This scheme continues to grow, with many clients now on their second or third loans.

Share Accommodation Register

A register for people looking, or offering to share accommodation is available on site. Sharers are resourced with a "Sharing Kit", and staff can act as mediators in establishing share arrangements. Sharing can be an economical and practical way of finding accommodation in the local area, and this free service has enabled many people find suitable, affordable housing, and is a useful community resource.

Tax Help

Volunteer staff are trained by the Australian Taxation Office to assist people fill in simple tax returns. This service is offered to people on low incomes, the aged, people with disabilities, people whose primary language is not English, Aboriginals and Torres Strait Islanders, young people, pensioners, unemployed, and people with literacy or numeracy difficulties. CISS is the only agency providing Tax Help in the Casey South area, and the demand is such that many people cannot be assisted.

Volunteer Register

A register of service providers and community groups who offer opportunities for people interested in volunteer work is available on site.

Volunteer Program

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

CRANBOURNE INFORMATION & SUPPORT SERVICE INC.

(CITIZENS ADVICE BUREAU)

AUDITOR'S REPORT
For the Year Ended 30th June 2012

This audit has been conducted in accordance with Australian Auditing Standards. I have examined the financial statements for Cranbourne Information & Support Service Inc. for the year ended 30th June 2012. The records examined are free from any material misstatement and in my opinion the accounts show a true and fair view of the financial position of the incorporated association during and at the end of its last financial year.

On the basis of that examination we advise that we are satisfied that the accompanying financial statements accurately reflect the transactions of the Cranbourne Information & Support Service Inc. as recorded in those books of accounts, and that of the bank reconciliations for the year ended 30th June 2012.

Furthermore, the 'balancing adjustments' figure in the equity section of CISS' statement of financial position is due to a depreciation entry journalled in the 13th period of the 2009 financial year. It must be noted however, that the omission doesn't affect the net figures provided in the statement of income and expenditure for 2012.

Our audit is limited to an examination of those books of accounts, and is not a verification of the day to day activities of the Cranbourne Information & Support Service Inc. for the year ended 30th June 2012. It is not practical for the agency to establish control over income for certain fund raising activities prior to its initial entry in the accounting records, nor is it practical for me to perform audit procedures to satisfy myself that all such income has been received and recorded.



Anthony Karadeas FIPA
Insight Accounting Pty Ltd
Shop 5, Corner High & Sladen Streets
CRANBOURNE, VIC 3977
October 8, 2012



STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2012

GENERAL ACCOUNT

	2012	2011
<u>INCOME</u>		
Grants		
- City of Casey	329,394	312,222
- City of Casey ER Network	2,638	2,500
- Ian Potter Foundation	9,889	17,556
- School Holiday Activities	3,500	-
- VG Funding Administration	1,200	-
- Vulnerable Groups	9,940	11,481
- Windermere Volunteer Training	4,916	-
- Windermere CfC Infolink	65,000	59,751
Financial Counsellor Funding	20,000	42,177
Interest Received	790	7,320
Long Service Leave Adjustments	-	12,331
Miscellaneous Income	265	155
Other Reimbursements	10	1,571
Services Provided	182	364
Room Hire	19,190	5,405
TOTAL INCOME	466,915	472,832
<u>EXPENDITURE</u>		
Administration Expenses	15,949	13,737
Advertising	931	636
AGM Expenses	295	151
Audit Fees	680	620
Bank Charges & F I D etc	88	154
Bad Debts	227	-
BTS Coordinator Expenses	2,844	2,400
Case Worker Expenses	16,172	16,200
Computer Software/Hardware	3,000	940
Computer/Printer Supplies and Maintenance	1,152	1,740
Manager Expenses	45,794	43,798
Counsellor Expenses	74,967	85,271
Depreciation Expenses	4,989	2,932
Electricity	11,120	5,734
Equipment and Furniture	108	2,937
Financial Counsellor Expenses	47,199	41,296
Workcover	4,387	3,297
General Employment Expenses	49,041	59,671
Fringe Benefits Tax	3,785	3,462
Ian Potter Research Expenses	4,575	16,911
Insurance	1,266	-

Making Ends Meet Guide	1,719	2,130
Miscellaneous	1,414	1,643
Other Training	1,183	1,333
Pest Control	880	490
Postage	1,710	3,485
Photocopying, Printing and Stationery	7,708	6,242
Provision for Annual Leave	23,305	22,774
Provision for Equipment Replacement	2,000	7,000
Provision for ER Support	-	7,000
Provision for Long Service Leave	11,600	10,696
Provision for FC Wages	-	20,000
Repairs and Maintenance	843	-
Resources	230	700
School Holiday Activities	3,983	-
Security	890	623
Staff Amenities	199	410
Staff/Volunteer Lunch Fund	1,475	1,479
Stay on Track Guide	1,089	-
Subscriptions & Memberships	2,943	2,338
Telephone, email and Webpage	12,548	7,089
Volunteer Support Coordinator Expenses	14,023	-
Vulnerable Groups	9,860	9,391
Water Charges	237	177
Windermere CfC Infolink Expenses	57,208	56,089
Windermere Volunteer Expenses	4,916	-
Working with Children Checks	80	76
TOTAL EXPENSES	<u>450,612</u>	<u>463,054</u>
OPERATING SURPLUS/(DEFICIT)	<u>16,303</u>	<u>9,778</u>

STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2012

EMERGENCY RELIEF FUNDING ACCOUNT

	2012	2011
<u>INCOME</u>		
Back to School Program		
Cranbourne Arthritis Support Group	2,000	2,000
Hunt Club Community Grant	-	998
Miscellaneous	-	6,350
R.E. Ross Trust	26,400	19,000
Rotary Club	-	3,000
Salvation Army Funding	14,000	14,000
Lawson Poole	-	2,000
CISS ER Support	7,000	4,000
COC Ward Funds Grant	2,000	-
Donations	25,928	13,030
Grant - City of Casey	10,000	10,000
Grant - FaHCSIA		
Emergency Relief	129,839	139,886
Vulnerable Groups	5,000	5,881
Storm Affected Areas	-	5,000
Interest Received	8,788	33
TOTAL INCOME	<u>230,955</u>	<u>225,178</u>
<u>EXPENDITURE</u>		
Back to School Program		
CISS Support	-	3,000
Hunt Club Community Grant	990	998
Other BTS Donations	2,000	13,350
R.E. Ross Trust	26,400	19,000
Salvation Army Funding	14,000	14,000
Bank Fees	15	-
Case Worker Expenses	-	3,000
Christmas Support Expenses	-	2,965
CISS Vouchers	10,017	-
COC Ward Funds Grant	2,000	-
Client Relief - Chemist	6,203	6,968
Client Relief - Supplies	11,808	15,534
Discretionary Fund Expenses	3,000	-
Discretionary Fund Expenses - Medical	2,000	-
Met Tickets	3,000	3,000
Miscellaneous	1,475	115
Nappies	660	447
Storm Relief Vouchers	-	4,093
Vulnerable Groups Vouchers	5,000	5,833
Relief Food Vouchers	129,839	139,890
Ward Fund Donations	500	-
TOTAL EXPENSES	<u>218,908</u>	<u>232,192</u>
OPERATING SURPLUS/(DEFICIT)	<u>12,047</u>	<u>(7,014)</u>

STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2012

	2012	2011
<u>CURRENT ASSETS</u>		
CBA General Account	20,014	112,081
Petty Cash	100	100
Term Deposit	200,000	200,000
Trade Debtors	385	2,120
Emergency Relief Account - CBA	49,534	40,033
Undeposited Funds	-	100
Furniture & Fixtures at Cost	26,471	24,621
Computers - Cost	10,135	10,135
Furniture & Fixtures/Computers	14,148	14,148
Less Accumulated Depreciation	(31,661)	(26,672)
Input Tax Credit Control	2,503	4,217
	<hr/>	<hr/>
TOTAL INCOME	291,629	380,883
<u>CURRENT LIABILITIES</u>		
Healthy Families Project	1,500	1,500
Education Assistance Program	12,366	15,426
Key Deposits	150	-
Minor Capital Works	1,000	-
Provision for Annual Leave	40,182	34,399
Provision for Back to School Fund	-	3,000
Provision for Discretionary Fund	797	600
Provision for ER Support	-	7,000
Provision for FC Wages	-	20,000
Provision for Long Service Leave	56,661	47,000
Provisional for Medical Discretionary	2,000	-
Provision for Staff Backfill	12,856	12,856
Provision for Metcards	963	-
Provision for Equipment Replacement	8,960	8,662
Provision for Computers	-	2,000
Provision for Staff Training	689	703
Provision for Webpage	2,000	-
PAYG Tax Payable	3,208	3,872
Grant Liabilities	-	92,357
GST Payable Control	16,576	20,707
Salary Sacrifice Payable	5,127	4,235
Superannuation Payable	7,256	6,414
VGF Discretionary Fund	-	19
Temporary Holding Account	496	-
Trade Creditors	3854	14,575
Windermere Volunteer Training	1,084	-

TOTAL CURRENT LIABILITIES	<u>177,724</u>	<u>295,326</u>
TOTAL LIABILITIES	<u>177,724</u>	<u>295,326</u>
NET ASSETS	<u>113,905</u>	<u>85,556</u>
 <u>MEMBERS' FUNDS</u>		
Accumulated Surplus/(Deficit)	117,850	89,501
Historical Balancing	(3,944)	(3,944)
<u>TOTAL MEMBERS' FUNDS</u>	<u><u>113,905</u></u>	<u><u>85,556</u></u>

EMERGENCY RELIEF

Many of our clients are dealing with complex personal and financial issues that dominate their lives. Almost 14% of clients attending our agency for assistance with emergency relief are approaching us for the very first time, reflecting both the growth in population, and the number of families in our region living below the poverty line, and therefore increasingly dependent on the welfare system to survive.

It is important to note that all people accessing our service receive a comprehensive and holistic service, often receiving a range of support services in addition to material aid. Some people requesting emergency relief may only require assistance once, but generally, families in this area need further support during times of crisis or prolonged hardship. Requests for assistance with transport costs (both petrol and public transport expenses) have increased substantially from the previous year, and the need for assistance with medical and pharmaceutical costs also remains very high.

Once again, we are proud to acknowledge the support of many local organisations and individuals who donated to our Emergency Relief program throughout the year. We received donations from Ulysses Club Shearwaters Branch, Inner Wheel Club of Cranbourne, Rotary Club of Cranbourne, Cranbourne Arthritis Support Group, Cranbourne Country Women's Association, Hampton Park Uniting Church, Trios Taberet, Balla Balla Community Centre, Mr Bruce Greenland, various anonymous donations and the City of Casey.

During the last financial year, almost \$200,000 was distributed in emergency relief on almost 6,000 occasions, and a further \$47,000 was distributed through the Back to School/Education Assistance Programs. This would not have been possible without the federal department of Families, Housing, Community Services & Indigenous Affairs, The R.E.Ross Trust, The Hunt Club Community Fund, The Salvation Army Cranbourne Support Services and the Dandenong Magistrates Court, as well as additional support from local churches, donations from the Ritchie's Stores Community Benefit Card, and the afore-mentioned groups and individuals. We also received and distributed \$7,000 of Telstra vouchers.

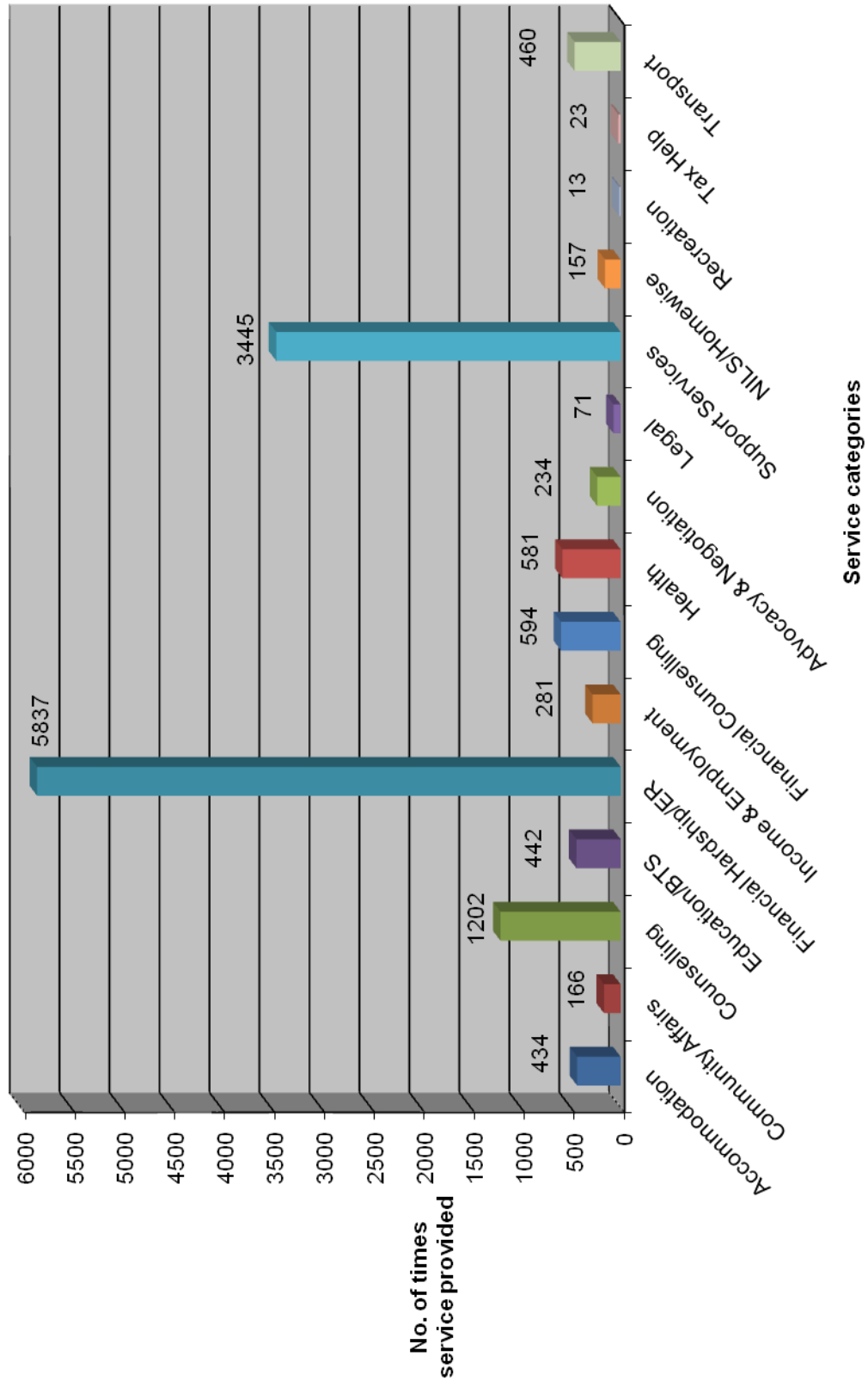
STATISTICS

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

We provided some type of assistance on almost 14,000 occasions to almost 8,000 households. As usual, emergency relief was our most utilised service, with almost 6,000 requests for assistance. This was a slight decrease from the previous year, and translated to a total of 6,785 adults and 6,736 children who benefited in some way from our emergency relief service. The majority (49%) of people attending our agency were aged between 25-39 years, with a further 36% aged between 40-59 years. Eight percent of clients were under 24 years of age, and six percent were aged 60 or over.

We believe the slight decrease in the number of people seeking assistance for ER (particularly those in receipt of Parenting Payment) was due to the Federal Government's roll out of the Carbon Tax Offset payments and School Kids Bonus in May and June.

CISS Statistics 2011/2012



ACKNOWLEDGMENTS

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

City of Casey Councillors and Staff

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Department of Justice Victoria – Southern Courts Fund

Community Information & Support Victoria

Woolworths Limited

Ritchies Stores Ltd – Cranbourne

Windermere Child & Family Services

The Salvation Army Cranbourne Support Services

The R.E. Ross Trust

St Vincent's de Paul Society

Techdeck Computer Service

Pharmore Pharmacy

Centrelink - Cranbourne

Australian Taxation Office – Tax Help Program

For donations to CISS Emergency Relief Fund –

- Ulysses Club Shearwaters Branch
- Inner Wheel Club of Cranbourne Inc
- Rotary Club of Cranbourne
- Cranbourne Arthritis Support Group
- Cranbourne Country Women's Association
- Hampton Park Uniting Church
- Balla Balla Community Centre
- Trios Taberet
- Mr Bruce Greenland
- Anonymous donations