



# Community Information & Support Cranbourne Inc



## 2020-2021 Annual Report

Inform | Support | Empower

## Table of Contents

Mission and Statement of Purposes.....	1
Committee of Governance .....	2
Volunteers .....	2
Staff.....	2
Services .....	3
President .....	5
Executive Officer .....	6
Program Manager .....	8
Counselling .....	11
Financial Counselling .....	13
COVID-19 Impacts .....	14
CASII Project .....	15
Advocacy Support .....	16
Back To School and Education Assistance .....	17
Cranbourne and District NILS Program .....	18
Cranbourne 'Infolink' .....	19
Co-located Services.....	20
Statistics Snapshot .....	21
Emergency Relief - A Volunteer's Perspective .....	23
Acknowledgements .....	24
Financial Reports .....	25



## Mission

Our mission is to provide an independent, free, impartial and confidential information, referral and support service to all members of the community, including those who are vulnerable and disadvantaged. Such services aim to uphold the dignity of all, respond to community needs, promote social justice and alleviate the impact of poverty and social isolation.

## 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 Governance

**President:** Simon Walliker  
**Vice-President:** Matt Hine  
**Secretary:** Di Mainwaring  
**Treasurer:** Eva Anderson

**Ordinary Members:**  
 Sue Owen Kevin Bradford  
 Maree Cullinan Barry Leeds  
 Sue Hopkins

## Staff

**Executive Officer:** Leanne Petrides  
**Program Manager:** Cathy Willmott  
**Administration Officer:** Nicole Atkinson  
**Roster Coordinator:** Sharon Mills  
**CfC Outreach Worker:** Ann Proud  
**CfC Outreach Worker:** Flora Warren  
**CfC CALD Worker:** Marzia Hamza

**Support Worker:** Doug Thompson  
**Advocacy Support:** Jenny McGowan  
**Counselling Team:** Joan Cavanagh  
 Doug Thompson  
 Natalie Waring  
**Financial Counselling:** Max Smart  
 Jenny McGowan



*CISC Volunteers*

## Volunteers

Susan Adam	Robin Dzedins	Ros Larke	Harley Meddings	Sue Owen	Teena Staib
Susan Arlove	Geraldine Haupt	Gabriele Lindemann	Sharon Mills	Mary Pagett	Judith Tapscott
Manfred Bocskor	Matthew Hine	Di Mainwaring	Amanda Moody	Emma Reid	
Gwenda Bunting	Susan Hopkins	Anne Manning	Sophie Munapenyi	Sonia Ruiz	
Ana Cantonjos	Ekta Kochhar	Anne McKeown	Linda Notman	Cheryl Sawyer	



## Services

### Information and Referral

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

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

When not in lockdown, Document Support Assistants are available by appointment, supporting clients with practical assistance including completing paperwork, writing letters, and accessing on-line information via a public access computer.

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

### Crisis Support

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

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

### Advocacy and Negotiation

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



## Services (continued)

### No Interest Loans Scheme (NILS)

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

### Education Assistance

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

### Tax Help

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

### Counselling and Financial Counselling

A generalist crisis intervention and counselling program is provided, with individual, couple, child, adolescent and family counselling offered. A financial counselling service is provided from Tuesday to Thursday. The CISC counselling services are free, and available to individuals, couples and families who live or work in the Casey South area.

### Volunteer Program

CISC volunteers undertake an extensive training program, including a nationally accredited course - "Assess Co-existing Needs", orientation, and a probationary period before becoming accredited community information workers.

A focus on personal development enables volunteers to further develop particular skills or interests in fields such as public relations, information management, research, administration and computers amongst many more.

### Co-located Services

In order to provide a one-stop-shop of service delivery, CISC has a number of co-located services that we work with to provide a holistic service to clients. These include WAYSS and South East Community Links. We hope to be joined next year by Gamblers Help.





## President

It is with great pleasure that I write this report in my capacity as President of the Committee of Governance to Community Information and Support Cranbourne Incorporated, referred to as CIS Cranbourne.

On behalf of the association, I would like to formally acknowledge the support we receive from our primary funding bodies - the City of Casey (who continued this year in facilitating a building upgrade and expansion project for us) as well as the Federal Department of Social Services (DSS) who together provide the majority of funding to CIS Cranbourne. We are very grateful for this support, as it has enabled CIS Cranbourne to continue to provide excellent services to the Casey South community. Additionally, I would also like to recognise Susan Magee and team at Casey North CISS for the role they play in guiding our Emergency Relief consortium of whom we continue to have a strong and effective working relationship. At the same time, we could not provide the services we do without the philanthropic support and donations we receive from a broad range of individuals, organisations, and community groups - please take the time to read the acknowledgements page in our Annual Report

A year of stops, starts, and hurdles, but right throughout, in one way or another, our doors have remained open. Our team has been resilient and adaptable in some of the most trying times, having some of the best staff both paid and unpaid that I have ever come across. Championed by the likes of Executive Officer Leanne Petrides and Program Manager Cathy Willmott who led our team and have got us to where we are today, and as such deserve our thanks and praise. The counselling team, the support workers, the financial counsellors, and our outreach team all work well in conjunction with the volunteers and our co-located services to provide a holistic service to clients in need.

Three years ago, CIS Cranbourne underwent a comprehensive Strategic Review. Two years ago we saw change of our organisational structure; last year we have seen change to the physical structure; whilst this year we continue the official relaunch of our new and inclusive branding.

For over 40 years from CAB to CISS to Community Information and Support Cranbourne we remain the same as always continuing to Inform – Support – Empower

**Simon Walliker**  
President



*Simon Walliker - President*

## Executive Officer

It is such an honour to be in a position to reflect on the twelve months to July 2021. It goes without saying that the COVID-19 pandemic has provided both opportunities and challenges for our agency and for our team. Indeed, when I reflect on the 22 years I have spent with this organisation, I can honestly say that this reporting period has been one of the most stressful, and one of the most rewarding. Throughout this report you will read many references to the impact COVID-19 has had on our community, our work, and our team of workers. It is inevitable that the pandemic has taken its toll on all of us in many ways. At the same time, it has also provided us with opportunities for growth in knowledge, skills and experience.

Over the last two years, with generous funding from both the City of Casey and the Department of Social Services, we serviced between 30,000 and 40,000 requests for information or support each year. This is a far cry from the 1,600 episodes of support I referred to in my first report in 1999! Of course, our funding has also increased to enable us to try to keep pace with that demand, and the inevitable effects of COVID on our community.

In 2020, we signed a revamped Funding & Service Agreement with the City of Casey for an additional four years of funding, and further cemented our relationship which has grown stronger and even more collaborative through the pandemic and its impact. CISC continues to be thankful for the support we receive from Council, and from so many individuals and groups within our community, as well as from Susan Magee and her team at Casey North CISS – with whom we partner across the entire municipality.

For many years we spoke about the need for larger premises, and despite COVID lockdowns, that ambition was fully realised this year. After years of negotiation and consultation, and thanks to much advocacy, dedication, investment, and hard work from the City of Casey, this year the renovations were completed, and we have fully moved into our expanded premises. We will soon welcome the further expansion of co-located services, combining to extend our capacity to provide a comprehensive range of services via a one-stop-shop model which ensures that we remain responsive, and deliver meaningful, effective services to our clients in 2022 and beyond.

As well as successfully moving into the new premises, with no interruption to service delivery, CISC experienced several other positive events during this reporting period. In January we were told we had been nominated for a City of Casey Australia Day Award, and a small delegation attended Bunjil Place to accept and celebrate that nomination. We celebrated the birth of a healthy baby girl to our CALD Caseworker, Marzia, and we welcomed some new volunteers into the team. Two new workers joined our staff team, and it would be true to say that they have helped us get through some of the more difficult times. For the first time ever, we were able to create a permanent position of receptionist, and Harley has made that job his own – the skills he brings to that role have ensured a more streamlined, consistent response to clients, and great support to the volunteers and the paid staff. Nicole began working for us in November as Administration Manager and quickly and professionally fitted right into the organisation. They have both become invaluable members of staff.



*Leanne Petrides - Executive Officer*



## Executive Officer (continued)

As with non-pandemic years, we continue to see people struggling with the costs of housing, food, education, and transport. COVID has exacerbated and crystallised those needs for so many households, including people who may never have had to seek support before. Most people who present to CISC for support have complex needs, and may be experiencing financial hardship, relationship breakdown, social isolation, unemployment, housing stress, or homelessness.

We remain committed to connecting with those people to provide them with services, and we are also committed to speaking out against poverty and inequity to raise awareness and redress the imbalance in some way. The fact that we can assist people on a one-to-one basis through the provision of emergency relief, backed up with good quality information, support and advocacy, means we are also able to make small daily differences in people's lives.

I sometimes wonder how we will look back on the last couple of years – we have certainly proven that we can continue to support those in need even while having to adapt the way we work, and the way we deliver our support services. I believe that CISC – along with all our sister agencies – has proven the value of place-based, people focused support centres.

This year, more than any other, I would like to officially recognise the hard work and dedication of our wonderful staff - volunteer and paid – and our Committee of Governance. Many of our paid staff had to be redeployed into other roles while the volunteers isolated, and then when the volunteers returned, many of them commented that being able to come to work was their saving grace. And on almost a weekly basis, the volunteers are asked to undertake new tasks and learn new things – all

of which they just keep on doing. Without exception, our staff have responded professionally, with empathy and respect to all, and they have supported each other through what has been a difficult period. They will always have my admiration and respect – it is a privilege to work with them all.

This year has taught us that we can never be sure what lies ahead. This year has also taught us that we are strong, resilient, and adaptable and I know that we will continue to embody the values of our agency by “informing, supporting and empowering” those in our community who are disadvantaged in any way.

***Leanne Petrides***

Executive Officer



## Program Manager

As I reflect on the past twelve months, I'm often amazed by what CISC has achieved. Everyone, without exception, has responded to the additional demands requested of them, with flexibility, dedication, commitment, and resilience. The pandemic has at times brought out the worst, but most often the best, of human nature.

CISC entered the new financial year with a degree of optimism that some "normality" was not far away—how wrong we were! July was a very busy, but exciting month for us. Just as Melbourne entered its second lockdown, the staff who had remained in the building, packed up and moved out of the original CISC building and temporarily relocated to the newly renovated Old Shire Offices. This lovely old historical building was to remain our "base" for the following six months while works continued, slowly but surely within the CISC site. We moved into the OSO with minimum staff, as most of our volunteer team remained confined to their homes. Most days there were three or four people working on site, and on many occasions Leanne and I were the only people in these very spacious surrounds. After many years waiting for larger premises, the irony of the situation was not lost on us.

Emergency Relief continued to be delivered via our ever evolving telephone interview model, with voucher assistance provided to clients by email or text. For most of our paid staff, working from home was particularly difficult. Although our processes continued to be refined as we became more proficient with our use of Teams and on-line communication, technology was often a blessing but also a source of continuing frustration for all of us.

Demand for Emergency Relief increased significantly between August and October, with many people reaching out for support for the first

time in their lives. It's a credit to our wonderful team that professionalism and commitment was unwavering despite the restrictions that they faced. Minimum disruption to the delivery of support was experienced by our clients.

The easing of restrictions and lifting of lockdown at the end of October allowed some of our much missed volunteers to return to the office and enabled us to begin planning our annual Back to School Support (BTS) and Christmas programs. We continued with telephone based service delivery as we awaited the completion of the renovations. As per ER delivery, the BTS and Christmas programs underwent a necessary revamp and were delivered very differently than previous years. The BTS program was particularly challenging with no face-to-face client contact, but our team persevered and assisted 90 families with over \$18,000 towards their children's education expenses. Many thanks to Judith, Matt and Marzia for an outstanding effort.

Our amazing team of Christmas volunteers assisted 176 struggling families with pre-wrapped gifts and Christmas hampers. Special thanks are extended to Sue and Lyn particularly for the many, many hours of volunteer work that you provided over the Christmas period. Thank you also to the volunteers who worked as "Christmas Elves" throughout this period.

While other voluntary based services reported losing many volunteers over the course of the pandemic, and many CISC volunteers decided not to return, we are extremely fortunate to have welcomed three new volunteers – Sophie Munapenyi, Manfred Bocskor and Amanda Moody.



*Cathy Willmott - Program Manager*

## Program Manager (continued)

All have become invaluable team members, who have demonstrated commitment, compassion, empathy, and a willingness to learn and develop as Community Support Workers.

The employment of Harley as our full time receptionist in February has improved CISC's ability to respond consistently and professionally. Having a familiar face or calming voice at the first point of contact has made a huge difference to our service's ability to respond to the needs of our clients in a timely and appropriate manner. His support of the volunteer team and ability to adjust with the changing circumstances, all with ease and good humour, has become invaluable; we can't imagine being without him behind the desk. Thank you Harley.

During February, Harley, Jenny and I moved back into the renovated and much improved CISC building and began preparations for the return of our volunteers to the new light, spacious and welcoming workspace. Finally, March saw the first volunteers welcomed back and they loved the new surroundings. Unfortunately, rolling lockdowns meant that telephone interviews continued for the remainder of the financial year even as the rest of our volunteers and paid staff returned to site.

CISC celebrated National Volunteer Week in May by inviting CISC volunteers to enjoy a special "thank you" afternoon tea. A local coffee van was arranged and, although the weather was against us, everyone enjoyed the opportunity to catch up with colleagues in a relaxed setting. For many who attended it was the first time they were able to see the beautifully restored building.

Many of the enforced changes that have taken place over the past twelve months will remain with us as we move into an increasingly

uncertain future. Paramount is the health and welfare of the people that CISC is here to support, those who are often the most marginalised and disadvantaged. This support would not be possible if it weren't for the outstanding care and dedication of the CISC volunteers. My sincerest appreciation extends to each of them – Volunteers are the heart of CISC and allow us to continue to provide much needed crisis support services to our community, and to INFORM – SUPPORT – EMPOWER.

**Cathy Willmott**

Program Manager





## CISC Volunteers



## Counselling

The CISC Counselling Service offers a professional service to people who live, work or study in the Casey South community and their families. All counsellors are professionally qualified and eligible for membership of a relevant professional Association and must abide by a Code of Professional Conduct.

The year was again dominated by COVID-19 continuing to challenge the Counselling Team and limit the services for much of the year, as staff could not see clients face to face. Thankfully, technology allowed the service to continue via the use of Zoom and also by telephone. Some clients chose to suspend their counselling sessions until after the restrictions are lifted, while others readily accepted telephone sessions and, if au fait with the technology, sessions via Zoom. Natalie made the observation that clients engaged for a longer period when attending counselling via phone, perhaps because of the ease of access to regular counselling, for example not having to travel. She also observed that counselling remotely has enabled parents to be more involved in their children's therapy. However home schooling brought enormous challenges and stressors for families.

Because of the COVID-19 restrictions, Natalie was unable to provide her usual outreach program at Devon Meadows, Lyndhurst and Cranbourne West Primary Schools, providing direct support to vulnerable children and their families, but we expect this service will resume when restrictions are lifted

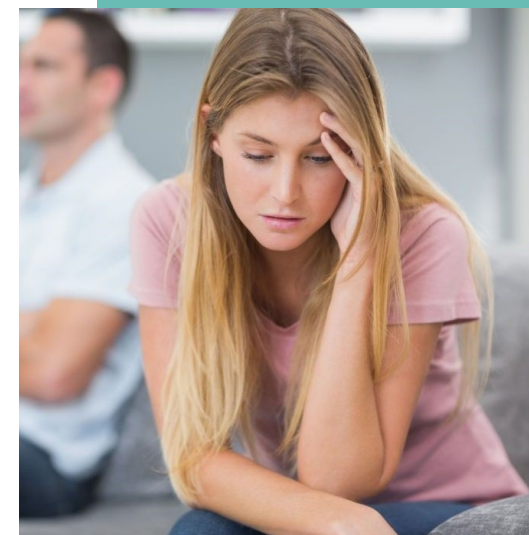
Doug's focus this year was on providing Support Services, including assisting with the provision of the Emergency Relief program, which took him away from most of his role in the Counselling program.

Family violence continued to be a common presenting issue and, in the month of July, for the first time, became the primary presenting issue. Not surprisingly there has been an increase in clients presenting with mental health issues - both children and adults. Fortunately, Professional Development was offered on-line to provide additional training in these fields. Natalie attended a workshop on Working With Domestic Violence. She also attended the workshops Tapping Into Relationships and Coaching People to Cope during COVID. Joan attended the workshops Culturally Responsive Mental Health Care During COVID and Men's Mental Health and Wellbeing. We are especially grateful for the professional development offered by the Mental Health Practitioners Network which offers high quality PD via Video link.

Other predominant presenting issues this year have included grief and bereavement, family breakdown, and trauma related issues. Again, this year, there was a decrease in the number of men presenting for counselling.

This has been a particularly difficult year for most of the counselling team both personally and professionally. Vicarious Trauma is always a concern because of the nature of the work but this year has been especially difficult because of world-wide bad news including the devastation COVID-19 has caused overseas, isolation from family and the challenges of home schooling. The fact that some 35% of counselling sessions booked were not kept is frustrating.

***Joan Cavanagh, Doug Thompson and Natalie Waring***  
Counsellors





### Counselling Case Study

Ishana is an 84-year-old woman who migrated from India in 2006 with her husband Arjun and eight children and became a permanent resident. Although she had left close family members in India, she adjusted well to life in Australia. Her husband had more trouble adjusting to the different culture and at one stage became severely depressed.

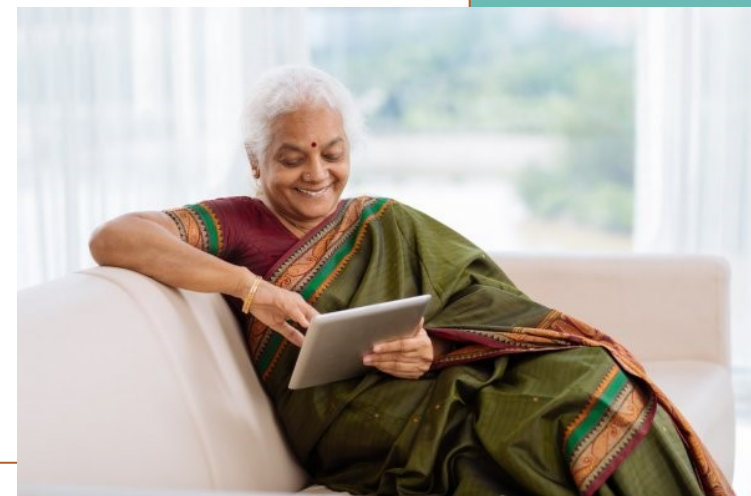
Ishana's children all thrived in Australia, completed their education and all have successful careers – some in different parts of the world.

After a chronic illness, Arjun died just at the time COVID-19 was taking hold in Australia. After over 60 years of marriage, Ishana had trouble dealing with the loss and grief following Arjun's death. Although he had been ill for some time and hospitalised at the time of his death, Ishana felt a great deal of guilt and remorse. She felt she should have done more to make his quality of life better during his last days. Her family linked her into the Counselling service at CISC and she attended sessions via Zoom (and in person when there was a break between lockdowns).

Through counselling and the support of her loving family, Ishana was able to work through the grieving process

following the death of her husband and her feelings of guilt abated. She coped with the lockdowns by immersing herself in hobbies including handcrafts. However, she was also troubled by the images of India being ravaged by COVID which she saw on the media and feared for friends and family she had left behind, feeling a great sense of helplessness and survivor guilt. Ishana is a person of strong religious faith which she found helped her during the difficult times.

Ishana is an example of older people who were able to adapt to the increased reliance on technology during COVID-19 lockdowns. She is also an example of the resilience we saw in many clients during the difficult times of 2021.





## Financial Counselling

The CISC Financial Counselling program experienced a decline in referrals from July 2021 with many previously vulnerable clients receiving increased payments from Centrelink [Services Australia] in the form of increased JobSeeker (previously Newstart) payments and JobKeeper payments.

During lockdowns it became increasingly difficult to communicate with clients and exchange paperwork without the opportunity to have face-to-face appointments. Many clients did not have a computer, scanner or printer and utilise their phone to manage their finances. This often made getting debt paperwork and signed authorities to speak to creditors on their behalf a challenge.

Financial counselling clients often have one debt that is an immediate concern. It is very common that at a first appointment this will be discussed and just before they leave [or at a second face to face appointment] they will mention other issues/debts. Phone counselling tends to limit how open some clients are without the opportunity for face-to-face rapport and engagement.

Without a face-to-face appointment most clients who require an interpreter find it very difficult to start a financial counselling relationship. It is one thing to come to a face-to-face appointment and have a 3-way discussion with a financial counsellor and a phone interpreter, but to be rung by an interpreting service and have a 3-way phone conversation with people you haven't ever seen can be quite confronting. Add to this the fact that it is very difficult to be sure that the interpreter actually understands [and conveys accurately] what the financial counselling information/issues/advice actually are.

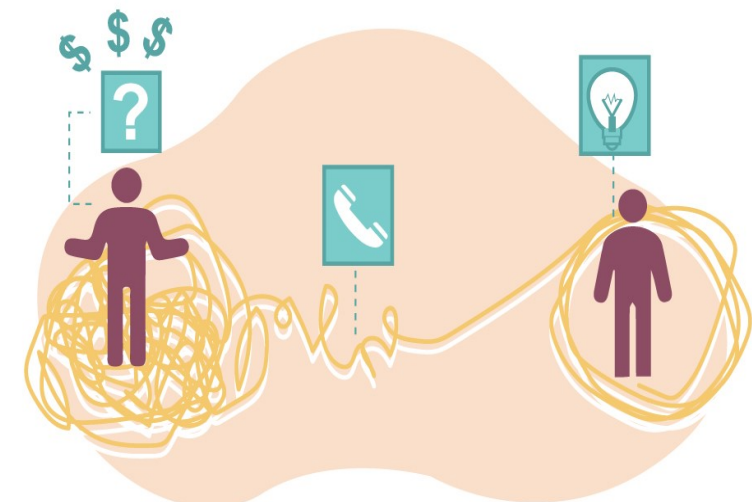
We started to work from home in August which further complicated trying to get things done. We were very fortunate that we each had a modern and very portable PC and office linked phone which we could just plug in at home and everything worked reasonably smoothly. It was great to be able to speak to Leanne and Cathy from home using the office handset and have a mobile phone as back-up. Any teething problems accessing the client database were quickly rectified. We improved our capacity to enter data into the CISC database and had time to do it as referrals continued to be low.

During the financial year a total of \$128,698 debt was waived for clients. This figure is considerably reduced on last year as a result of fewer clients, larger Centrelink payments, less debt collector activity during lockdowns, and extended financial hardship arrangements offered by banks etc. on mortgages, personal loans and credit cards.

Extremely low interest rates, generous financial hardship arrangements and escalating house prices have reduced the pressure on mortgage holders for the time being. Looking ahead, clients who have lost employment as a result of COVID will really struggle if they cannot find employment, house prices decline and/or interest rates start to increase.

**Max Smart and Jenny McGowan**

Financial Counsellors



## COVID-19 Impacts

Throughout this report, COVID-19 has been alluded to many times. The impact of this pandemic rippled through our organisation in many ways – from the way we worked as a team, to the way we provided services to clients. It also meant we had to adapt and learn quickly, and to deal with stressors we had not previously come across.

With much of this reporting period spent in lockdown, many months were devoted to delivering vouchers to clients electronically and providing support services via phone, emails and Zoom. For much of the year, most of our volunteers were staying safe at home, and our paid staff were redeployed to answer phones, interview and assess clients in need, and provide the support they required. Many of our staff were working from home, utilising our computers and phone systems to do so. During those times between lockdowns, we slowly welcomed our volunteers back on site, and were able to deliver services to clients face-to-face – something that was appreciated by clients and workers alike.

The impact of restrictions on the staff team cannot be underestimated – many were living home alone and unable to work or visit family and friends. And on their return to the office, all had to learn and implement new ways of operating. Without fail, every one of them stepped up to the challenges and supported each other through what has become known as “COVID-normal”. We made sure that staff still felt connected with the organisation, even if they could not be on-site – we offered regular training and meetings and set up a private Facebook page to keep people connected with information, as well as opportunities to engage in some fun activities.

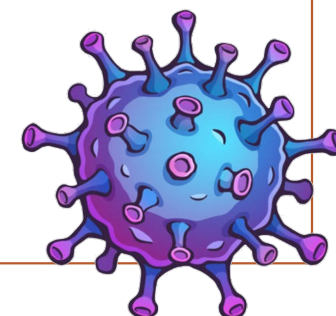
CISC increased its collaboration with the City of Casey and participated in fortnightly meetings focused on supporting our community through COVID-19 relief and recovery.

During COVID, we saw many new clients whose income had reduced because they were put on JobSeeker or JobKeeper payments which were significantly less than their pre-COVID wages. We also supported people living locally who had no income at all – primarily international students and people on Bridging Visas or from New Zealand who have lost work and are not eligible for any benefits.

Some of our clients who were on JobSeeker prior to COVID-19 reported being able to meet both living expenses and debt repayments because of the doubling in the JobSeeker payments. This was welcomed, and reduced stress as well as debt, but their ability to continue to do so when the additional payments wound back was limited.

During this period, we also found ourselves working with more victim survivors of Family Violence, and families struggling with the pressures of remote learning. We supported a number of homeless people in partnership with Wayss. Due to restrictions, local motels were used for housing, and we were able to provide assistance with food for people living in them, and for people living in rooming houses.

As we look ahead and move into the recovery phase, we anticipate seeing an increase in the number of clients experiencing financial hardship post COVID.



## Community Activation & Social Isolation Initiative (CASII) Project

From January 2021, Community Information & Support Cranbourne collaborated with Casey North CISS on the Community Activation & Social Isolation Initiative (CASII) Project. Funding for this project was provided by the Victorian Government to the City of Casey, who then funded the two Community Information and Support Centres to deliver the Project.

The aims of the project included building sustainable service responses and strengthening inclusive referral pathways for Casey's culturally and linguistically diverse (CALD) communities, particularly around COVID-19.

We hired two bicultural workers to support the City of Casey's response to COVID-19 relief and recovery with the aim of specifically targeting disengaged communities. Raju Maharjan was employed as the Community Development worker, who connected with local CALD networks and community leaders/champions to distribute information and to hear from them what their communities needed most. Arfa Sarfaraz Khan was employed as the Case Manager and worked across both organisations to provide casework support to vulnerable clients from CALD backgrounds.

Raju worked closely with many community leaders and groups to increase their knowledge about services available to their communities in Casey. He produced a flyer about the services provided by the two CISS's, and they were printed in five community languages including Dari, Hindi and Arabic. These served to assist CALD community members establish relationships with relevant services, and supported community leaders and other organisations by providing information around access to information, food medication and other essential needs.

In the period 1 January to 30 June 2021, Arfa supported a number of vulnerable families and individuals who struggled with a range of complex needs including lack of income, lack of employment, family violence, uncertainty and misinformation about COVID-19, and the need for extensive financial support. She also worked with members of Cranbourne's Women's Friendship Café face-to-face when it was able to run between lockdowns, and by phone at other times.

Both workers aim to continue their work, and the project plans include hosting a Seminar for Casey's CALD communities and the workers who work with them, and to produce an Information Guide for workers.





## Advocacy Support

This year has been very different for me in the way I have assisted clients. I was redeployed from my substantive role during the long lockdown and worked primarily to deliver Emergency Relief telephone interviews. Despite this, I still dealt with clients who had other, more complex issues and so my Advocacy Support and my Financial Counselling roles merged - often in the one interview. Once I was permitted to see clients face-to-face, initial appointments were usually in person, with follow up appointments delivered over the phone when appropriate.

Due to COVID, there were many new clients who had never had major difficulties with their basic household bills contact us for both ER and advice. A lot of these clients were happy to advocate for themselves once they knew who to contact and what to ask for. This included energy retailers, South East Water, banks and other creditors. I also directed clients to other services or Government departments, with rental grants being the most requested. Surprisingly, I needed to recall my Kindergarten teaching knowledge to share hints and activities for young children for parents trying to support their children who were struggling with learning from home.

Clients with family violence issues increased with many having the perpetrator still actively harassing them by damaging property, changing payment arrangements or making false reports to Centrelink which has the outcome of suspending income payments.

International students, some visa holders and New Zealand citizens also were also hit hard by the lockdown restrictions.

This group of clients became dependant on charities and community groups to get food, groceries and assistance with household bills. Even before COVID restrictions hit, they had limited or no Government support and were often employed in casual hospitality or cleaning roles that suited their study or family commitments. If unexpected life events occurred (illness, job loss, etc) this group is rarely eligible for government income support. Some wanted to return home but due the restrictions in their home country could not leave.

I have seen fewer clients with fines (Eastlink, parking and traffic) and pay day loan issues but an increase in utility, debt collectors and bank issues (mortgage, credit cards and personal loans).

I was able to negotiate \$53,387 (\$32,085 to family violence clients) in waivers. Just over 25% of clients had family violence in their background and I received more referrals from outside agencies than internally this year.

### **Jenny McGowan**

Advocacy Support Worker



*Jenny McGowan - Advocacy Support*

## Back to School and Education Assistance Programs

As part of our undertaking to provide services to the most vulnerable members of our community, Community Information and Support Cranbourne once again delivered the Back to School Support Program from November 2020 to February 2021. This program provides information and funding options to assist local families with items such as non-voluntary school fees, textbooks, stationery items, shoes, and uniforms.

This year the program was affected heavily by COVID restrictions and hampered by the need to deliver the program via electronic means only. This means that all interviews were conducted by phone and clients were required to provide information via email if possible. Occasionally, we received information via mail and were able to respond accordingly. This meant that there were inevitable barriers for families who spoke English as a second language, or who had limited access to technology. We made as much use as possible of the Telephone Interpreter Service to help us deliver this program to our clients from CALD backgrounds.

With all of these restrictions, the number of families we assisted in the reporting period decreased from the previous one and we aided 90 families with 217 children in all year levels, with the highest proportion of children in VCE or Year Seven.

Of the families supported, almost 40% were new to the program, and most were in receipt of Centrelink payments.

Funding from the City of Casey's CSO grant enabled us to improve the awareness of educational assistance within our own team and

improve staff capabilities in delivering this service. It has also allowed us to audit the program and ensure we can improve delivery based on those learnings.

We anticipated increased challenges in delivering this program over the 20/21 period, both with the impact of COVID-19, and the cessation of our primary source of funding for this program. We remain grateful to The Salvation Army Cranbourne Support Services for their financial contribution to this program each year—it is wonderful to be able to deliver services to local families in partnership with other organisations.

Our agency was lucky enough to be identified by CISVic to participate in the Better Access, Better Education (BABE) pilot program. This enabled us to partner with State Schools Relief (SSR) to make direct applications to SSR for uniform support, without families having to request that referral from the schools their children attend. This program was highly successful and relieved pressure on both schools and families, and had a positive impact on our limited budget. We hope to continue working within this partnership model.

The families we were able to assist were very grateful to receive the assistance from us and along with the advocacy support, we believe the families are now better educated on the processes around this often-stressful time of year.

### **Judith Tapscott**

Back to School Program Worker



*Judith Tapscott - BTS Program*

## Cranbourne and District NILS Program

In 1981, Good Shepherd Sisters in Collingwood started the now successful NILS Program, which is delivered right across Australia.

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

No Interest Loans break the cycle of financial exclusion to people on low incomes, most of whom are on Government Benefits. This takes them away from fast cash options of payday loans or rent-to-buy schemes which have high interest payments and fees, which thrust people into even more financial disadvantage.

In November 2017, Good Shepherd changed the way NILS was delivered across Australia. As a result, Cranbourne and District NILS was accredited as a NILS Client Support Provider. Our role is to engage effectively with clients- to respond to initial enquiries, interview clients, and gather all relevant documentation. We submit the loan applications to a Loan Provider which then assess the loans for approval and organises payments. This system also allows for clients living out of Casey area to apply for loans at CISC.

During this reporting period, we had to cease providing NILS interviews face-to-face due to COVID restrictions. With many clients receiving increased government support payments, requests for NILS loans decreased. We were also limited in terms

of what we could offer through NILS, as I was redeployed to provide support to the Emergency Relief program. Our program has a very good relationship with NILS Cockatoo, which is our Loan Provider. We were able to direct any urgent enquiries for NILS loans to them for processing until we were able to return to face-to-face interviews.

While we were able to answer queries, provide information and refer on, our numbers of actual loans significantly decreased. From July to December 2020, we received 13 enquiries, with only one loan approved for a total of \$880. From January to June 2021, we processed 90 enquiries with eight loans approved for a total of \$6,151.

The NILS team would like to thank the Back to School and Education Assistance Program workers with whom we work very closely, as well as the CISC staff and volunteers for all their hard work supporting our program.

### **Sharon Mills**

Cranbourne and District NILS



*Sharon Mills - Cranbourne & District NILS Program*



## Cranbourne 'Infolink'

The Cranbourne Infolink Project was originally funded by the Federal Government in 2006 under the Communities for Children (CfC), Stronger Families and Communities Strategy, and Community Information & Support Cranbourne (CISC) has been delivering it since that time.

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

With the on-going lockdowns we continue to support our long-term support groups of ADHD and the Women's Friendship Café both via Zoom, emails, and phone calls. We have re-established our connection with Cranbourne Park Shopping Centre and to date have only been able to attend with one outreach session providing three information tables at which time we assisted 25 customers with 32 referrals/information requests. Two additional sessions were cancelled due to further lockdowns.

Due to Government requirements both Federal and State we are unable to re-establish our Outreach Service to, Services Australia ( Centrelink) Cranbourne and Monash Health which are no longer allowed to accommodate a third-party presence in either office. Cranbourne Bunnings only allow outside contact in their carpark which is not suitable for the type of service we provide.

YMCA (Casey Race) are only able to have a limited number of customers into the pool area when open and no customers during lockdown. We do still provide a phone service to both these sites if needed.

When not in lockdown we found that parents were extremely keen to participate in groups we were running—particularly the ADHD group and the Women's Friendship Café. Unfortunately, with rolling lockdowns, these could not be sustained and we hope that they will pick up later in 2021.

Marzia, who works as a CALD caseworker with us, took parental leave from January 2021, and her services to our vulnerable clients who speak English as a second language have been sorely missed. We were lucky enough to work for part of the year with Arfa from CISC's CASII Project to help support vulnerable women from CALD backgrounds. We continued to chair bi-monthly CALD Network meetings that often see 50 workers and community leaders attend.

We have been liaising with potential new sites and hope that in 2022, we will be delivering outreach services to three of our busiest community centres—Balla Balla, Merinda Park, and Cranbourne West.

Once again, we wish to thank all the CISC staff for their continual support, as well as the staff from Windermere Child and Family Services CfC Program.

**Ann Proud, Flora Di Biase and Marzia Hamza**  
Cranbourne Infolink Project



*Marzia Hamza, Ann Proud, and  
Flora Di Biase - Infolink Team*

## Co-located Services

In order to provide a one-stop-shop of service delivery, CISC has a number of co-located agencies that we work with to provide a holistic service to clients. Many agencies utilise our offices on an ad hoc basis providing services to clients requiring support with mental health issues, addiction, legal matters and many others. We are regularly approached by organisations wishing to co-locate with CISC, but space restrictions have prevented this until now

Wayss and South East Community Links have permanent offices in our building. They are integral services in our community and having them co-located with CISC means that clients can access a range of essential support under one roof, and in a place they feel comfortable.

Unfortunately another service, SE Centre Against Sexual Assault left our building during this reporting period, but we have already been approached by Gamblers Help who wish to offer services on-site, and Wayss which is keen to expand

### Wayss

Over the past Financial Year, Wayss has continued to respond to people within the local community who are experiencing homelessness or at risk of homelessness. Wayss clients have benefited from the service being co-located in the centre of Community Information & Support Cranbourne (CISC).

The close working relationships between CISC, Wayss and other agencies located at CISC have benefited clients accessing services.

Clients are regularly able to walk through the door seeking a service response relating to one area of their life and then find they are able to receive a referral, support or emergency relief for other issues impacting them.

Wayss had to move out of Cranbourne and back to their head office in Dandenong in March due to COVID-19. Despite this, Wayss has responded to thousands of families, young people and adults who are facing homelessness and/or family violence to address their housing and support needs over the past year, and looks forward to extending service delivery from the Cranbourne site.

Visit [www.wayss.org.au](http://www.wayss.org.au) to find out more.



## Statistics - a snapshot

### Food and Vouchers

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



**\$419,900**

food and petrol vouchers

**225**

food parcels provided

### Flexible Support

With our flexible support, people on low incomes are able to receive assistance towards the cost of specialist appointments, and essential medication for acute or chronic illnesses and diseases.

**\$6,000**

medical assistance

Flexible support also allows CISC to provide assistance towards expenses like short term car registration which may be critical to obtaining or maintaining employment, a child's education or medical appointments.



**\$3,250**

car registration

### Education Assistance

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



**90**

families assisted

**\$18,200**

provided

## Statistics - a snapshot

### Community Information

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



# 23,266

requests for support or information

# 1,201

referrals made

# 220,482

website visits

### Counselling & Support Work

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

# 119

individuals, couples and families counselled

# 201

parent counselling sessions



### Financial Counselling

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



# 182

clients supported

# 82

new clients

# \$128,698

debt removed



## CISC—A Worker's Journey

Three years ago, due to injury, I took the opportunity to return to studies as a mature age student and pursue my passion by enrolling in Certificate IV in Mental Health.

For most of my adult life, I felt that I was meant to do more, to have a purpose. To my surprise, being a good listener, having empathy and life experience would be qualities I could offer someone in need.

This is when I found Community Information & Support. Part of my studies required placement within an organisation that was relevant to my field of study. From day one I was amazed by everyone there. The balance of professionalism, kindness and empathy from both paid and voluntary workers. I had never before experienced such a warm and welcoming workplace.

During my time on placement, I was mentored by some amazing people, and was able to observe and learn many aspects of the organisation. I must admit that on occasion, I became very emotional by some of the journeys people have had. So many people facing and experiencing so many struggles and personal issues. All this within an area that I considered as a "safe little bubble". I was quite naive up until this. I was truly humbled by the strength these individuals have. Not only due to their everyday battles, but also actually asking for help. Which from personal experience, can be the hardest thing of all.

After completing Certificate IV, I decided to continue my studies with the Diploma of Mental Health, which also required a placement element. I was lucky enough to be able to return to the "CISC" family, where once again I had the privilege of being mentored by some amazing people in many areas within this fantastic organisation.

I was so touched by the work "CISC" does, that I stayed and became a volunteer. To have the opportunity to make a positive change in someone's life, as small as it may be. This was especially the case when the opportunity of a lifetime became available and I was offered a paid position at Reception.

My paid role involves so much more than just admin and reception duties. I am the first point of contact for anyone that requires our services. Greeting people with a smile and polite, calm voice, while making them feel safe and valued. Not only do I greet them, but I also assist in linking them with the assistance they require. At times, all that is required is someone they can talk to, an empathetic ear to actually listen to what they have to say, and for that split second, providing some "normality". Some days I have to pinch myself just to make sure that I'm not dreaming. I feel so grateful to get paid to do something that is such a love and passion of mine.

CISC is not just an organisation that assists people with Emergency Relief. It is an extended family, a place where people can come to be themselves, a safe space with no judgement. I really do consider myself to be fortunate to be part of such an amazing team. To be part of a family that makes small changes in people's lives every day.

**Harley Meddings**



## Acknowledgments

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

City of Casey Administrators and Staff  
Department of Social Services (DSS)  
Casey North Community Information & Support Service  
Community Information & Support Victoria  
Windermere Child & Family Services  
The Salvation Army Cranbourne Support Services  
Magistrates' Court of Victoria  
DHS Centrelink - Cranbourne

For their support of the CISC Emergency Relief Program:

Rotary Club of Cranbourne  
Mark Guthrie and Staff -  
Ray White Cranbourne  
Cranbourne Arthritis Support Group  
Inner Wheel Club of Cranbourne  
Balla Balla Community Centre  
Commonwealth Bank Cranbourne  
Blue Hills Rise Retirement Village  
Ulysses Club Shearwater Branch  
Cranbourne Baptist Church

Share the Dignity  
Beaconhills College  
Kiwanis Club  
Robin and Arnis Dzedins  
CWA Casey Dinner Branch  
Greenridge Properties Pty Ltd  
Change Parts Pty Ltd  
P&S Carpenter  
Hampton Park Baptist Church  
Anonymous Donors



*Each year we like to recognise our donors, benefactors and supporters, Without them we could not deliver our services to the community.*

*These past twelve months have been difficult for charities and service clubs who rely on public events and other opportunities for fundraising. With much of this period spent in lockdown, there were few face-to-face meetings, no sausage sizzles, no stalls, no BBQ's and no cake sales. It is testament to the groups who have continued to support CISC this year that they have jumped straight back into fundraising events every time a lockdown was lifted. The dollar figure of donations may have decreased, but the commitment of these groups to our organisation and the broader community certainly has not.*

**Blue Hills Rise Retirement Village** – for many years, CISC has been supported in a variety of ways by residents of Blue Hills Rise Retirement Village. First and foremost, we have a contingent of active volunteers who work on site interviewing clients, and working on the Committee of Governance.

*Throughout the year, they run fundraising activities in the village, and at the end of the year, a donation is made to the CISC program that needs it most. Previous years have seen the donation of Officeworks vouchers for scientific calculators for VCE students, Christmas hampers, and vouchers for meat from a local butcher. The team organise bags of goodies for new Mums, and backpacks of essential items for homeless people for the volunteers to give out. Pre-COVID, they curated racks of clothing in each interview room for people who needed coats and other items.*

*Each year, the Blue Hills Rise team fill a garage with toys and gifts, which they wrap and sort into categories. From the first week of December, they are in the office early each morning filling Christmas toy orders ready for distribution. This year we would like to pay tribute to their unstinting devotion and incredible hard work. and thank them for all they do for the community.*

# STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2021

## GENERAL ACCOUNT

<b>INCOME</b>	<b>2021</b>	<b>2020</b>
Grants		
- City of Casey	573,024	545,736
- CSO Funding	-	9,225
- Quick Response Grant 1	-	1,778
- Quick Response Grant 2	-	1,855
Expansion— - CISS Expansion - IT/PC (FASA)	-	69,902
Expansion— - CISS Expansion - FFE (FASA)	-	43,710
- CASII 2021 Grant	64,515	-
- Windermere CfC Administration	10,000	10,000
- Windermere CfC Infolink	103,747	98,227
Adjustment for Prior Year	422	-
Interest Received	1,801	4,650
Miscellaneous Income	129	2,642
NILS Funding	4,500	9,000
Room Hire	15,579	23,545
<b>TOTAL INCOME</b>	<b>773,459</b>	<b>820,271</b>
<b>EXPENDITURE</b>		
Advertising	-	315
AGM Expenses	-	480
Audit Fees	800	800
Bank Charges & F I D etc	44	52
CASII Project Expenses	64,515	-
CISS Expansion – IT/PC (FASA)	-	69,902
CISS Expansion – FFE (FASA)	-	43,710
Computer/Printer Supplies and Maintenance	5,046	561
Depreciation Expense	928	600
Electricity	9,014	15,448
Employment Expenses	540,332	465,026
Equipment and Furniture	318	72
Insurance	2,001	1,819
Making Ends Meet Guide	3,418	-
Miscellaneous	3,522	1,654
Moving - Storage and Removalist Expenses	4,356	-
NILS Expenses	189	-
Postage	534	489
Photocopying, Printing and Stationery	6,163	7,975
Provision for Annual Leave	39,892	34,875
Provision for Long Service Leave	12,337	11,021
Quick Response Grant 1	295	1,484
Quick Response Grant 2	194	1,574
Repairs and Maintenance	794	366
Security	22	470
Staff Amenities	1,337	769
Subscriptions and Memberships	3,994	3,309
Telephone, Email and Webpage	9,971	8,089
Training	673	2,040
Water	879	1,074
Windermere CfC Infolink	103,747	98,227
Workcover	9,141	9,590
Adjustment for Prior Year	324	-
<b>TOTAL EXPENSES</b>	<b>824,780</b>	<b>781,792</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>(51,321)</b>	<b>38,479</b>

# STATEMENT OF FINANCIAL PERFORMANCE

For the Year Ended 30 June 2021

## EMERGENCY RELIEF FUNDING ACCOUNT

<b>INCOME</b>	<b>2021</b>	<b>2020</b>
Back to School Program		
- R.E. Ross Trust	-	25,000
- Commonwealth Bank	500	1,000
- Salvation Army Funding	18,000	5,000
- Other BTS Donations	7,010	6,500
Donations	13,205	18,148
Grant - City of Casey	10,000	10,000
CNCISS Emergency Relief Grant	304,126	262,828
CNCISS SACS Supplement	23,461	15,800
CNCISS Emergency Relief Grant COVID-19	92,291	112,835
CNCISS SACS Supplement COVID-19	7,723	4,428
DHHS Flu Awareness Project	-	161
Interest Received	305	671
Other Income	-	80
<b>TOTAL INCOME</b>	<b>476,621</b>	<b>462,451</b>
<b>EXPENDITURE</b>		
Back to School Program		
- R.E. Ross Trust	-	25,000
- Commonwealth Bank	500	1,000
- Salvation Army Funding	18,000	5,000
- Other BTS Donations	7,010	6,500
Bank Fees	62	125
Christmas/Holiday Program Expenses	1,200	-
CNCISS Emergency Relief Grant - Vouchers	318,000	196,773
CNCISS Emergency Relief Grants	17,310	81,855
CNCISS Grants COVID-19	92,292	116,140
Client Relief - Chemist	3,105	8,558
Client Relief - Food/Pantry	2,114	6,110
Client Relief - Day Pass	-	2,722
Client Relief - Nappies	-	429
EOFY Expense Provisions	15,000	-
Flexible Support	-	17,115
Miscellaneous	258	1,384
<b>TOTAL EXPENSES</b>	<b>474,849</b>	<b>468,710</b>
<b>OTHER INCOME</b>		
Adjustment for prior years	5,287	2,459
<b>TOTAL OTHER INCOME</b>	<b>5,287</b>	<b>2,459</b>
<b>OTHER EXPENSES</b>		
Campion LOC Expended	1,896	-
<b>TOTAL OTHER EXPENSES</b>	<b>1,896</b>	<b>-</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>5,164</b>	<b>(3,799)</b>



# STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2021

<b><u>CURRENT ASSETS</u></b>	<b>2021</b>	<b>2020</b>
Bendigo General Operating	90,846	48,632
Bendigo General Investment	200,744	154,213
Bendigo Debit Card	500	467
Bendigo Term Deposit	200,000	200,000
Bendigo ER Operating	19,698	2,665
Bendigo ER Investment	117,305	37,518
Bendigo ER Debit Card	10,405	2,252
Petty Cash	100	100
Clearing Account - ER	-	57
Trade Debtors	-	(58,786)
Campion Education LOC (BTS)	7,914	10,000
Computers - Cost	10,135	10,135
Furniture & Fixtures at Cost	28,578	26,998
Furniture & Equipment/Computers	14,148	14,148
Less Accumulated Depreciation	(46,256)	(45,329)
<b>TOTAL ASSETS</b>	<b>654,116</b>	<b>520,643</b>
<b><u>CURRENT LIABILITIES</u></b>		
Education Assistance Program Provision	16,244	6,576
CNCISS ER Grant	72,031	-
CNCISS CSW Training	1,860	1,860
Back to School Program Provision	5,000	-
City of Casey Grant	57,038	2
COVID-19 Re-Opening	9,853	12,083
Flexible Support Options Provision	10,000	-
Food Parcels Provision	5,000	-
Key Deposits	150	150
Lynbrook Hotel Grant	-	3,570
Provision for Office Refurbishment	-	5,000
Provision for Leave Entitlements	207,161	171,674
Provision for CISC Outreach Program	-	2,502
Provision for Database Development	-	38
Provision for Functions	1,458	1,510
Provision for Friendship Café	-	130
Provision for Information Technology	-	380
Provision for Making Ends Meet Guide	-	23
Provision for Periodical Cleaning	-	900
Provision for Equipment Replacement	14,756	20,093
Provision for Signage	600	600
Provision for Staff Training	1,366	1,366
PAYG Tax Payable	15,362	11,152
GST Payable Control	36,405	31,452
COVID-19 ATO Cash Flow Bonus	47,725	35,678
Salary Sacrifice Payable	-	(300)
Superannuation Payable	7,793	3,961
Trade Creditors	6,951	5,090
Sundry Creditors	474	(371)
Windermere CfC	(7,649)	9,829
NILS Funding	-	5,000
<b>TOTAL LIABILITIES</b>	<b>509,576</b>	<b>329,946</b>
<b>NET ASSETS</b>	<b>144,540</b>	<b>190,697</b>
<b><u>MEMBER'S FUNDS</u></b>		
Accumulated Surplus/(Deficit)	148,484	194,641
Historical Balancing	(3,944)	(3,944)
<b>TOTAL MEMBER'S FUNDS</b>	<b>144,540</b>	<b>190,697</b>

## Schedule 1

Regulation 15

### Form 1

#### *Associations Incorporation Reform Act 2012*

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

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

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

We, Sue Owen and Matthew Hine, being members of the Committee of Community Information & Support Cranbourne Inc., certify that the statements attached to this certificate give a true and fair view of the financial position of Community Information & Support Cranbourne Inc. during and at the end of the financial year of the association ending on 30 June 2021.

Signed:



Dated:

25.10.2021

Signed:



Dated:

25.10.2021.

## **Community Information & Support Cranbourne Inc.**

**ABN 81 873 703 886**

### **Independent Auditor's Report**

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## **Report on the Audit of the Financial Report**

### **Opinion**

We have audited the accompanying financial reports of the Community Information & Support Cranbourne Inc. (the Association) which comprises the Statement of Income and Expenditure, Statement of Financial Performance, Statement of Financial Position and the Statement of Cash Flows and associated Bank Reconciliation(s).

In our opinion, the accompanying financial report presents fairly, in all material respects, the transactions of the Association as recorded for the year ended 30 June 2021 in accordance with Australian Accounting Standards.

### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Responsibilities of the Committee for the Financial Report**

The committee of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and for such internal control as the committee determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

In this instance, I draw your attention to a minor matter whereby due to the infrequency of bank statements, some reconciliations were completed to the end of the available statements rather than to the end of the month. The relevant transactions have been included in the reports and any outstanding amounts have since been cleared.

**Community Information & Support Cranbourne Inc.**

**ABN 81 873 703 886**

**Independent Auditor's Report**

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Please note that we have not verified the 'Petty Cash' nor 'Undeposited Funds' account balances as at 30 June 2021.

In addition to our audit of the accompanying financial reports, our office has conducted a limited examination of various sample transactions by way of presented receipts and payments, amounts of which are included in the financial statements. It is not, however, a verification of the day to day activities of the Community Information & Support Cranbourne Inc. for the year ended 30 June 2021.



Signed on : 8 September 2021

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Mark Carusi, B.Bus (Acc) NTAAF

MPC Consolidated Pty Ltd

Level 1, 63B High Street, CRANBOURNE VIC 3977