

## Volunteering

Job roles include NILS, data entry and working as an Information and Support Worker providing information, referral, advocacy and other forms of material aid to clients in need. Both positions are interesting and rewarding and full training will be provided. Half day or full day ongoing volunteering commitment is required.

## Seasonal Programs

### Tax Help

Free assistance to help with completion of Tax Returns. This program runs between July and October each year.

Eligibility criteria applies.

### Winter Coats

Good condition winter coats, scarves and beanies are available, one per person.

### Christmas Program

By invitation only.



Interpreter Service  
Available 131 450

## WHERE ARE WE?

**Suite 2**  
**30-32 Verdun Drive**  
**Narre Warren**  
**VIC 3805**

**Time: 9.30am - 4.30pm**  
(Monday/Tuesday/Thursday/Friday)


**Time: 12.00pm - Till Late**  
Wednesday

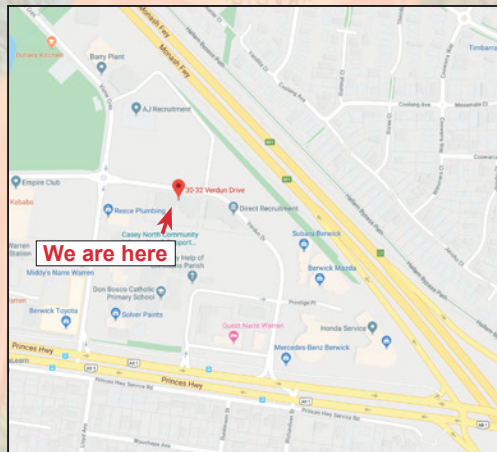
**Phone: (03) 9705 6699**

**Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)**

**Web: [www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)**

 **[facebook.com/caseynorthciss](https://facebook.com/caseynorthciss)**

 **[linkedin.com/company/caseynorth-community-information-and-support-service](https://linkedin.com/company/caseynorth-community-information-and-support-service)**



# CASEY NORTH COMMUNITY INFORMATION & SUPPORT SERVICE

We are here to assist the local  
community any way we can...



## Who are we?

**Casey North Community Information & Support Service (CNCISS)** provides a range of support programs and information services, staffed by both professional workers and trained volunteers. All services provided are free and confidential. Areas covered vary from program to program, see below;

## Emergency Relief

Assistance provided to households in severe financial hardship and unable to purchase essential items such as food, medicine and other essential services. Shower packs and vouchers also available for the homeless.

*Available to residents in the north of the City of Casey.*

## Support Program

### Social Work/Case Work

Provides support to people in crisis or needing assistance with complex issues.

### Counselling

Crisis response (4 sessions) available to people needing support through difficult issues and/or situations.

Appointments required.

*Available to residents in the north of the City of Casey.*



## Advocacy & Negotiation

Workers are available to assist with a range of issues including help with utility and telecommunication companies, consumer affairs, Centrelink, etc.

*Available to residents in the north of the City of Casey.*

## Financial Counselling

Financial Counsellors are qualified professionals who provide assistance to people experiencing financial hardship. If you feel you are getting into difficulties call to make an appointment, as we can help with information, options and advocacy.

*Available to residents in the Casey, Cardinia, Mornington Peninsula and Frankston local government areas.*

## Financial Literacy

Workshops can be tailored to suit any group; Money management/budgeting, saving money on utility bills, debt and consumer credit, fines, your rights, resources & assistance available. Showbags provided.

*Available to residents in the Casey, Cardinia, Mornington Peninsula and Frankston local government areas.*

## No Interest Loan Scheme

Casey NILS enables eligible people on low incomes to apply for a small loan to purchase essential household items, pay some medical expenses, help toward education costs and for the purchase of new tyres or to register their car. There are no fees and no interest is charged.

To enquire about eligibility please call a Microfinance worker to discuss.

## Community Information

Where to go? Need help?

Contact us for information on a range of resources and services in your area, including;

- Housing & Tenancy
- Legal
- Education & training
- Complaints
- Recreation
- Health
- Multicultural
- Entitlements
- Consumer issues
- Other services, groups and organisations
- And much more

*Available to everybody.*

## Resource Guides available;

### Making Ends Meet

- Services & resources available for households on a low / tight budget.

### Stay on Track

- (now available in English & Dari)
- Financial information & advice

All of the above guides are available from our office and also on our web site;

**[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)**