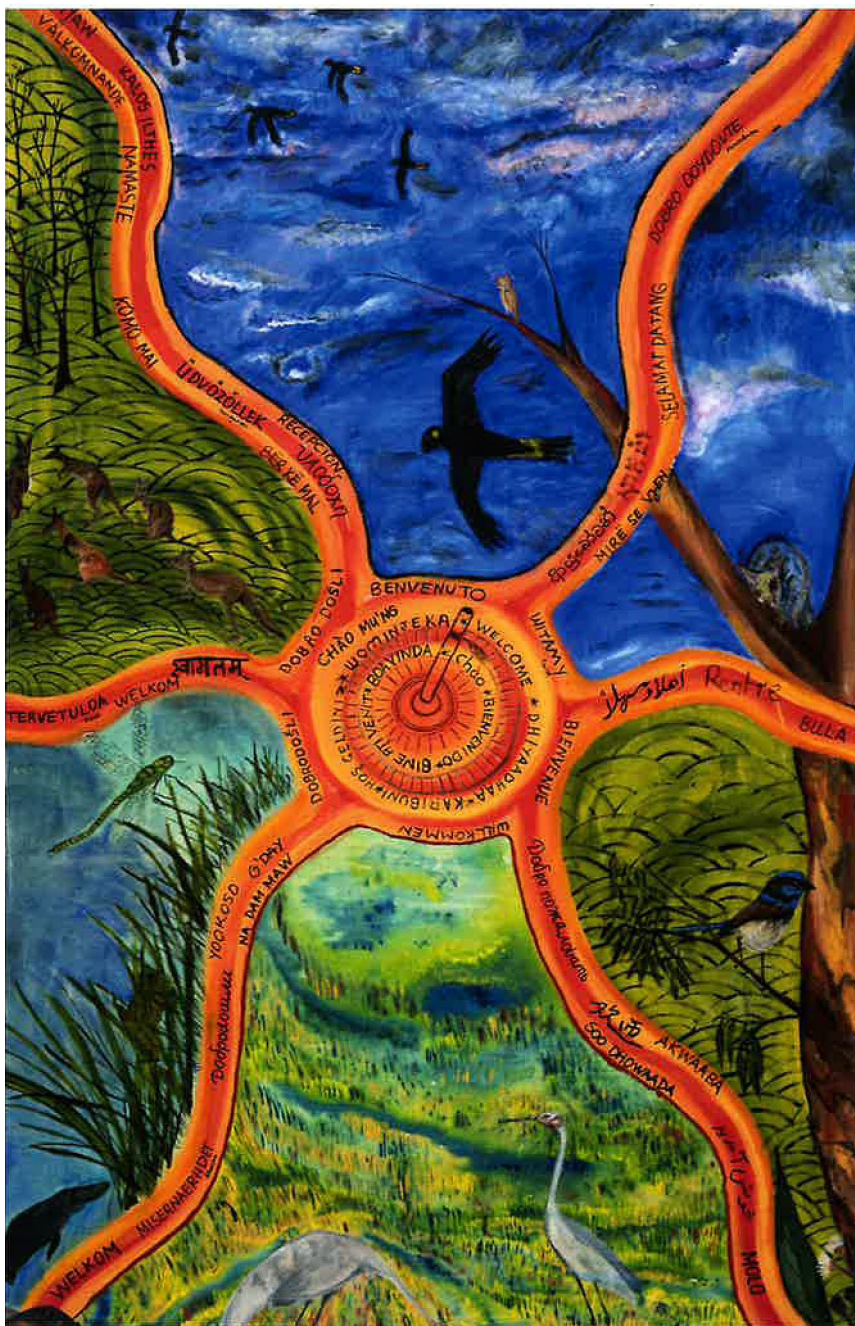


2024 - 2025



Casey North Community Information and Support Service Inc. (CNCISS)

Cover: The Meeting of Many Paths

September 2017

Permission to Publish and Reproduce the artwork

Painting by indigenous artist, Cathy Adams – 2001

The concept for the painting was developed by CNCISS Executive Officer Susan Magee and based on the Indigenous meaning of the local area known as Narre Narre Warren, where Aboriginal clans/tribes would meet to resolve various issues at the time.

With the City of Casey having the highest multicultural population, the more contemporary view of 'tribes' from all over the world settling in Casey was applied. The aim of the project was to promote the local cultural identity, both past and present and develop a united symbol of WELCOME to CNCISS.

The Aboriginal message stick is in the centre of the work, and the 'paths' all contain a message of WELCOME from the different cultural groups that have visited the organisation. It remains a work in progress as new cultural groups visit and add their sign of WELCOME.

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Casey North Community Information and Support Service respect and honour Aboriginal and Torres Strait Islander peoples and their Elders past, present and future. We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together

President's Report

Since the foundation of Casey North Community Information and Support Services in 1997, we have lived by our mission of assisting people suffering any form of disadvantage or severe financial hardship.

The organisation has grown, and we are in the process of moving to a larger, Council owned building. The work we do continues to evolve but remains person-centred, where everyone has the right to be a valued member of the community in which they live.

We continue to support people and communities in Casey north, Cardinia, Pakenham and parts of the Mornington Peninsula. We maintain a healthy relationship with other support centres, especially our sister organisation in Cranbourne.

Our experience with those seeking help reflects the cost-of-living pressures faced by the wider population. We also face increasing cases of aggression by some community members. The Board is particularly concerned about the well-being of our staff and volunteers and has supported the Executive Officer, Helen Small, in providing necessary training to staff in dealing with aggressive clients and adding to our physical security measures.

We face increasing demand which leads to longer wait times and stress for our staff and volunteers; again, the Board has supported our Helen in providing appropriate training and counselling.

We can only exist due to funding by the City of Casey and the Department of Social Services. We also obtain valuable funding from philanthropic and community organisations as well as schools and individuals listed at the back of the Annual Report. We are most thankful for their generosity.

Helen and the finance officer ensure that our limited financial resources are closely and accurately managed. Our Treasurer, Tom Gyles advises the Board and works with Helen and finance to ensure that we direct funding to support our mission and to meet our regulatory requirements.

We thank Helen for her leadership of the organisation as all staff and volunteers for their dedication and commitment; they provide the compassionate face of CNCISS to those who come to us for help.

Early in the financial year we welcomed Melanie Pitzer and Shari McPhail as new members of the Board, both adding valuable professional knowledge and experience.

Unfortunately, Kay Morland had to step down from the Board due to other commitments. We thanked her for her good counsel and her outstanding support for the organisation. I am also stepping down as President but will continue as Vice-President in the short term.

..... thank you to everyone

This Report provides a brief account of our programs and sets out our financial position.

Louis Hebrard (President 1/7/24 to 16/10/24)

It is my privilege to contribute to this report as the President of Casey North Community Information and Support Service. I must acknowledge the contribution of Louis Hebrard who has been a fantastic President of the Board over the last decade. I am humbled to be following on from Louis and will endeavour to continue to support Casey North to work with our community.

The past year has been one of both immense challenge and extraordinary resilience. As the community continues to face financial hardship, housing stress and emergency needs, our organisation has remained a steadfast source of hope and support. Our staff and volunteers have continued to go above and beyond to assist those in need and do so with compassion and a non-judgemental approach. As outlined by Louis, the safety of our staff and volunteers is of paramount consideration and we are hopeful that our relocation to a Council building will assist to provide a safe and welcoming environment for everyone.

We are grateful to our funders and supporters who allow us to deliver our services to the community, as well as our outgoing Treasurer Tom Gyles who has always ensured we are able to meet our financial obligations. The Board has welcomed Melanie Pitzer as Treasurer and we look forward to her contributions.

The Board acknowledges the leadership within Casey North, particularly Executive Officer Helen Small, and recognises the departure of a longtime and dedicated Program Manager Julie Leonidis who has been with the organisation in many roles over 17 years. The Board thanks Julie for all her work with Casey North and wishes her all the best.

Natalie Pearce (President 16/10/25 & Current)

Executive Officer's Report

The past year has been one of growth, collaboration, and resilience for Casey North Community Information and Support Service (CNCISS). Despite rising demand and an increasingly complex social environment, the organisation continued to deliver responsive, compassionate support services.

Strengthening Our Foundations

Throughout 2024, the leadership team focused on securing long-term stability through new funding and service agreements. A significant joint tender with Community Information & Support Cranbourne was submitted to the Department of Social Services for Emergency Relief funding and we applied on our own for Financial Counselling funding for the 2025–2030 period. Both tenders were successful.

The team also maintained ongoing engagement with Casey Council, working collaboratively on the 2025–2029 Funding and Service Agreement (FASA) and the relocation project at Webb Street. Council's architects incorporated CNCISS's design and safety recommendations into detailed plans, including improved duress systems, security cameras, and technology points. We hope to move to our new building early in 2026.

Supporting People in a Time of Need

Demand for emergency relief, casework and financial counselling remained high across all programs. Financial Counselling waitlists reached up to 18 weeks—reflecting both population growth and escalating cost-of-living pressures. The team triaged clients to prioritise the most urgent cases, with a focus on face-to-face engagement to overcome barriers of language, literacy and access.

Emergency Relief continued to meet growing needs through food, fuel and crisis assistance. CNCISS worked with a number of partners, donors and philanthropic trusts to build the funds needed to provide material aid – there is a list of all those who provided support over the year later in this document.

A special thanks must go to Abbey Madden and her wonderful team, who undertook two creative and well thought out functions, raising many dollars that we were able to use to support women escaping or experiencing family violence.

The annual Volunteer Christmas Brunch celebrated the people at the heart of the organisation—volunteers who remain vital to our service model. Thankyou all for your continued and ongoing support.

Casework and social work programs adapted to shifting community challenges, from complex multi-family households to aggressive or distressed client presentations. New protocols and training were provided to help staff manage high-risk situations safely.

Partnerships and Community Engagement

CNCISS continued to build strong relationships across the sector. Collaborative projects with WAYSS, Melbourne City Mission, Bolton Clarke, and Cranbourne CIS expanded access to housing, health, and social support. A new Reconciliation Action Plan progressed, led by Dorianne Oliver, with guidance from local Aboriginal organisations and students exploring how CNCISS can better serve First Nations communities.

Engagement also extended into advocacy. A joint briefing paper to the Hon. Amanda Rishworth MP and a press release in October 2024 highlighted the growing inequity in funding allocations across the South East region, calling for greater recognition of local service demand and the value of place-based financial counselling.

Resilience, Reflection, and Renewal

Internally, CNCISS strengthened its foundations through staff development, performance reviews, and the continued use of the Employee Assistance Program. The team also began reviewing internal systems, including upgrades to the Intranet and website.

The year closed with cautious optimism. As 2025 began, collaboration deepened across the sector. Discussions with SECL, CISVic, and Peninsula services laid the groundwork for a more coordinated, equitable approach to financial counselling delivery.

We have been instrumental in the establishment of the Southeast Homelessness and Housing Alliance (SEHHA) —a partnership of Cardinia Shire, City of Casey, Greater Dandenong Council, Casey North and Cranbourne Community Information Centres, Eastern Region Mental Health Association, Launch Housing, Southeast Community Links, Southern Homelessness Network, Wayss, and Windermere. SEHHA members share a commitment and willingness to develop and drive meaningful, coordinated action that will address the hidden and growing crisis of homelessness in our region.

Looking Ahead

The 2025/26 year commenced with a sad farewell to our long-time Program Manager Julie Leonidas, we wish Julie all the best in her retirement.

Challenges of the past year have underscored the community's need for responsive, local support. CNCISS looks to the future with renewed purpose—committed to advocacy, collaboration, and compassionate service delivery that meets people where they are.

Through teamwork, strong governance, and unwavering community partnerships, Casey North CISS continues to be a trusted and vital presence in the lives of thousands of residents across Melbourne's south-east.

Helen Small
EXECUTIVE OFFICER

Staff

Executive Officer: Helen Small

Program Manager: Julie Leonidas and Linda Harper-White

Administration Manager: Marita Hodges

Administration Assistant: Alexis Taylor

Reception

Charmaine Roncon,

Funda Balkaya (July 2024 – June 2025),

Hannah Parr (June 2025)

Financial Counsellors

Lisa Hansen (Coordinator)

Alysa Coleman

Dorianne Oliver

Lauren Booth

Vivian Rea

Casework Team

Lidia Gruszka

Patricia Osses

Vanessa Shillito

John Reardon (Commenced Jan 2025)

Volunteer Coordinator

Funda Balkaya (June 2025)

Abbey and her amazing Team
from A Night to Stand For



By Ethan Benedicto

An entire theatre was filled to the brim on Tuesday 20 August as local residents gathered to raise funds in support of mothers and children suffering domestic violence within the City of Casey.

A total of 167 people poured into Cinema 5 of Village Cinemas at Fountain Gate Shopping Centre to watch the new adaptation of Colleen Hoover's novel *It Ends With Us*; raising a total of \$5600 for the Casey North Community Support and Information Service.

Abbey Madden, alongside friend Kiam Couchman organised the fundraiser in light of recent statistics seeing Casey with a 5.3 per cent incident rate per 100,00 residents in 2022-23.

Due to the novel and movie's context, touching on domestic violence and the journey of the main character, Lily Bloom, on resilience, empowerment and breaking free from toxic patterns, both Abbey and Kiam decided on a whim to host a fundraiser.

The full article about this event can be read at [News - Cranbourne Star News - 29th August 2024 by Star News Group - Issuu](#)



Above: The CNCISS Team with a few extras



Left: The ad for the marvellous Berwick CWA Fashion Show which raised money for our Christmas Appeal



Right: A Collage of Julie posted on Facebook which we repeat here to thank her for all that she did at CNCISS during her time here.

Volunteers

Emergency Relief & Data Entry

Connie Spiteri

Peter Knol

Cele Leach

Jillian Watcher

Aniela Wilson

Giliane Frederic

Beverley Nicholls

Sabina Jones

Sasikarn Wongpanya

Graham Dodd

Marg Ryan

Sue Willan

Charlotte George

Bev Lamb

Genie Abramov

Ying Bai

Board

Natalie Pearce (President)

Louis Hebrard (Vice President)

Melanie Pitzer (Treasurer)

Tom Gyles

Bert Rae

Aniela Wilson

Michael Gonsalves

Gus Dominguez

Madeleine Edwards

Shari McPhail

Gladys Ireland

Hard Times

Soloman (not his real name) was referred to Casey North Community Information and Support Service by the maternal health nurse, who had been visiting the family home.

Solomon is supporting his wife and four young children, including his newborn son Isaac. Isaac was born at 5.5 months gestation, and post a harrowing five months in hospital, was discharged home requiring a continuous oxygen supply to survive.

Solomon's wife Mia was greatly affected by the early birth and Isaac's prolonged and uncertain battle for life. She developed a deep depression leading to extreme lethargy and general disinterest, rendering her incapable of caring for the other children in an effective way.

Solomon became the primary carer for his family and for his wife. With no ability to work and little savings, he successfully applied for a JobSeeker benefit.

A year ago, Solomon could not have anticipated that he would be where he is. He and Mia and their three children were looking forward to welcoming the 'new addition' to their family in some months' time, Mia was actively involved and busy caring for three children under five, Solomon was employed on a full-time basis in a job he enjoyed. While there was little money left after paying bills and the mortgage, he felt he was on the right track and knew things would get easier as they built equity in the house.

Everything changed when Mia went into early labour. Solomon's leave entitlements were quickly used, and while his new son battled for life and his wife slipped further into inertia, Solomon sold his home and moved into a private rental close to the hospital where Isaac was receiving care. He waded through Centrelink red tape, moving costs and hospital bills while supporting his wife, newborn and three children who could not understand what had happened and why their mother was not able to look after them anymore.

The family was under immense financial pressure. Their Centrelink income only just covered rent and some food, leaving them unable to meet other essential needs. The children had no beds and were sleeping on the floor.

The family made the difficult choice not to use their household heater, fearful of further inflating their already unaffordable electricity bill due to the life support machine that was saving Isaac's life. Instead, they adapted by layering extra clothing and sharing blankets to keep warm through the colder months. Solomon shared his deep distress at not being able to provide for his family. Both he and his wife felt guilt and a sense of failure. He described feeling that he was "not a capable man or provider" and disclosed he was suffering significantly without support. In desperation, Solomon reached out to us for help.

Initially, he was reluctant to engage, but when he finally opened up, you can only imagine our concern. We provided immediate food and petrol vouchers, helped with some critical medications and provided nappies, sheets and toiletries. We placed him on the URGs (Utility Relief Grant) list. A PSB (Power Saving Bonus) appointment was arranged for the following day. Solomon was assisted with the URGs program, and his circumstances were explained to the company who told the client they would send him Life Support Concession forms to complete so they can consider and assist him. This was a huge weight taken from the client's shoulders and for the first time, there was a smile on his face.

We put in an order with a service that provides baby essentials, and they supplied a double pram (for baby and the youngest children), nappies, and other 'baby essentials'.

A fellow community service was contacted and were able to provide two single beds for the older two children and offered ongoing support for the family.

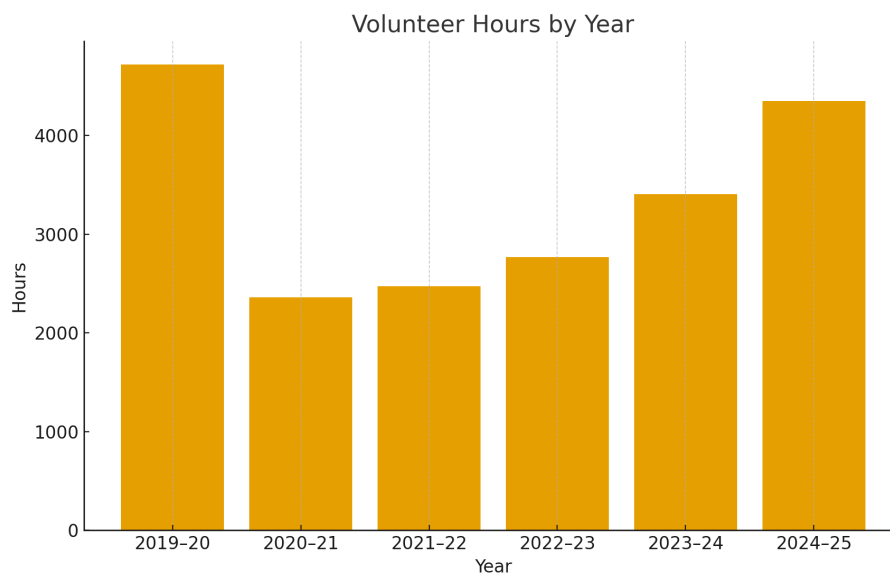
While life will be an ongoing battle for Solomon and his family, he is confident that, from this stable and supported base, he now can not only cope, but succeed, he knows that we will continue to be there to help him.



Snapshot Report 2024–2025

At a Glance

- Total clients supported: 8,412 (up from 8,209 last year)
- Volunteer hours: 4,347 (equivalent to 2.2 EFT)
- Programs delivered: Community Information, Social Work & Counselling, Financial Counselling, ER, NILS, and Keeping It Together
- Key partners: DSS, City of Casey, FCVic, Good Shepherd, SEHHA, and others
- Total budget: ~\$2.47M (City of Casey contribution 37%)



Highlights

- DSS provided an additional \$600K for Emergency Relief, increasing CNCISS's allocation to \$360K.
- 5-year DSS contracts secured for Financial Counselling and Emergency Relief (funding certainty achieved).
- New 0.4 FTE Financial Counsellor and 0.4 FTE Social Worker employed.
- Increased demand and complexity of client needs – longer session times required.
- New partnerships and advocacy via the Southeast Homelessness and Housing Alliance.
- Digital engagement boost: 6,000 Making Ends Meet copies, 4K Facebook reach, 1.9K visits.

Programs Snapshot

Program	2024–25 Clients	Key Outcomes
Community Information	33,826 enquiries	6,000 Making Ends Meet copies distributed
Social Work & Counselling	708	2,176 sessions; 271 new clients
Financial Counselling	306	2,553 sessions; 11-week waitlist reduced
Emergency Relief (ER)	1,387	Increased assistance due to DSS top-up
No Interest Loan Scheme (NILS)	11 loans approved	288 enquiries; low approval due to eligibility
CALD Clients	926	48% of clients; 42% of new clients speak a language other than English
Clients with Disability	848	Numbers stable; improved NDIS support pathways
Volunteers	32 active	Contributed 4,347 hours

Challenges

- Homelessness crisis: Rough sleeping up 30% from previous year.
- Limited service capacity despite rising demand.
- Staffing transitions: Retirement of long-term Program Manager; temporary structure implemented.
- Increased aggression and distress among clients due to cost-of-living pressures.
- Limited interview space hindering volunteer growth.

Case Highlights

- Elderly client abandoned outside hospital: Triggered advocacy at high-level health and housing services.
- Family restored housing stability after rent arrears and Centrelink complications.
- Client with cancer and medical debt: Treatment costs reduced; fines waived after advocacy.

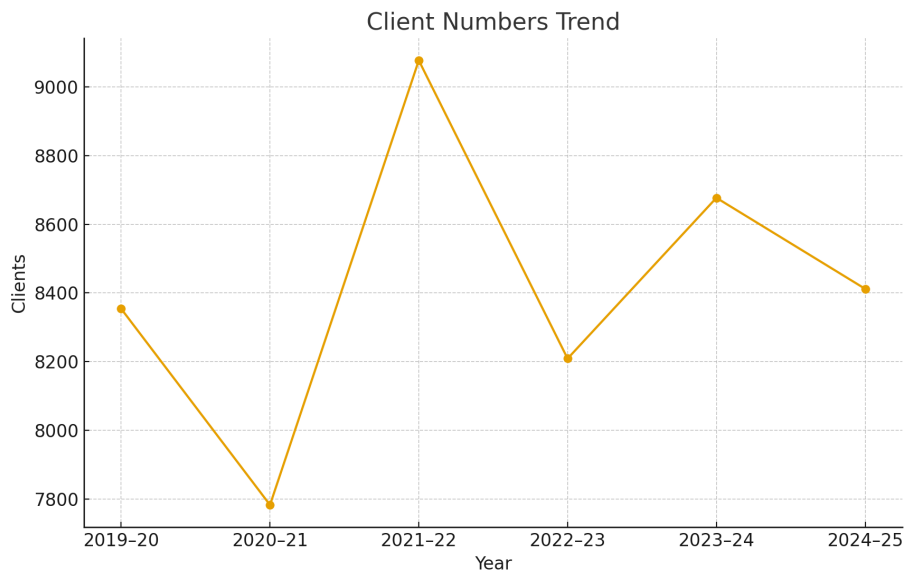
Looking Ahead (2025–26)

- Secure new premises to expand service capacity.
- Implement Financial Literacy Worker (0.8 FTE) role.
- Strengthen volunteer recruitment and retention.
- Continue leadership in SEHHA and regional collaboration.
- Explore digital transformation and AI-readiness in client management.

Financial Overview

- Total budget: \$2,472,108
- City of Casey contribution: \$917,374 (37%)
- Other funding: \$1,562,905 (63%)
- Operating surplus: Small, mainly from grants and donations.

Client Numbers Trend



Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Financial Statements

For the Year Ended 30 June 2025

INDEPENDENT AUDITOR'S REVIEW REPORT TO THE MEMBERS OF CASEY NORTH COMMUNITY INFORMATION & SUPPORT SERVICE INC.

Report on the Financial Report

We have reviewed the accompanying financial report, being a special purpose financial report, of Casey North Community Information & Support Service Inc. ('the Association'), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year, notes comprising of material accounting policy information, other explanatory notes and the board's declaration.

This review report has also been prepared for the Board of the Association pursuant to the *Associations Incorporation Reform Act 2012* and *Australian Charities and Not-for-profits Commissions Act 2012* ('ACNC Act').

Board's Responsibilities for the Financial Report

The Board is responsible for the preparation of the financial report that gives a fair and true view in accordance with the Australian Accounting Standards, the *Associations Incorporation Reform Act 2012* and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Board 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

Auditor's Responsibility

Our responsibility is to express a conclusion on the financial report based on our review. We conducted our review in accordance with Australian Auditing Standards on Review Engagements ASRE 2415 *Review of a Financial Report: Company Limited by Guarantee or an Entity Reporting under the ACNC Act or Other Applicable Legislation or Regulation*, in order to state whether, on the basis of the procedure prescribed, anything has come to our attention that cause us to believe that the financial report does not satisfy the requirements of Division 60 of the ACNC Act including: giving a true and fair view of the Association's financial position as at 30 June 2025 and its performance for the year ended on that date; and complying with the Australian Accounting Standards and the *Australian Charities and Not-for-profit Commission Regulations 2022*. ASRE 2415 requires that we comply with the ethical requirements relevant to the review of the financial report.

A review of a financial report consists of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Australian Auditing Standards and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

Basis for Qualified Conclusion

We draw attention to Note 12 Employee Benefits, which includes a sick leave provision of \$79,000 (2024: \$79,000). As the Association does not have a present obligation for this liability, the employee benefits provision has been overstated by this amount, which impacts the statement of financial position and the statement of profit or loss and other comprehensive income.

Qualified Conclusion

Based on our review, which is not an audit, with the exception of the matters described in the *Basis for Qualified Conclusion* paragraph, we have not become aware of any matter that makes us believe that the financial report of Casey North Community Information & Support Service Inc. does not satisfy the requirements of the *Associations Incorporation Reform Act 2012* and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2025 and of its performance for the year ended on that date; and
- (b) complying with Australia Accounting Standards to the extent described in Note 1 and the Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis of accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose.

LDAssurance
Chartered Accountants



Stephen O'Kane
Partner

Dated this 28th day of October 2025
At 330 Collins Street, Melbourne.

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

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For the Year Ended 30 June 2025

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**LEAD AUDITOR'S INDEPENDENCE DECLARATION
UNDER SUBDIVISION 60-C OF THE
AUSTRALIAN CHARITIES AND NOT-FOR-PROFIT COMMISSION ACT 2012**

To the Board of Casey North Community Information & Support Service Inc:

I declare that, to the best of my knowledge and belief, in relation to the audit for the year ended 30 June 2025 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-For-Profit Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

LDAssurance
Chartered Accountants



Stephen O'Kane
Partner

Dated this 28th day of October 2025
At 330 Collins Street, Melbourne.

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
Income			
Government grants	4	2,278,395	2,137,484
Other grants - private foundations		71,560	75,000
Emergency relief income - other		55,884	27,676
Education assistance program		-	25,500
Keeping it together program		-	26,155
NILS program		5,250	5,000
Rental income		10,353	13,093
Interest income		7,778	17,413
Other income		13,807	9,996
		<u>2,443,027</u>	<u>2,337,317</u>
Expenses			
Administrative expenses		(83,422)	(86,603)
Depreciation and amortisation		(182,306)	(201,421)
Program expenses		(4,062)	(4,078)
Emergency relief expenditure	5	(796,011)	(788,276)
Employee expenses		(1,255,132)	(1,209,310)
Rental and occupancy expenses		(51,193)	(42,176)
		<u>(2,372,126)</u>	<u>(2,331,864)</u>
Surplus/(deficit) for the year		<u>70,901</u>	<u>5,453</u>
Other comprehensive income			
Other comprehensive income		-	-
Total comprehensive income for the year		<u>70,901</u>	<u>5,453</u>

The accompanying notes form part of these financial statements.

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Statement of Financial Position

As At 30 June 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	494,007	472,071
Trade and other receivables	7	8,274	3,891
TOTAL CURRENT ASSETS		502,281	475,962
NON-CURRENT ASSETS			
Trade and other receivables	7	26,583	26,583
Property, plant and equipment	8	7,963	25,884
Right-of-use assets	9	139,746	38,600
TOTAL NON-CURRENT ASSETS		174,292	91,067
TOTAL ASSETS		676,573	567,029
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	47,972	43,829
Lease liabilities	9	144,455	42,361
Employee benefits	12	264,435	271,645
Income in advance	11	-	60,384
TOTAL CURRENT LIABILITIES		456,862	418,219
TOTAL LIABILITIES		456,862	418,219
NET ASSETS		219,711	148,810
EQUITY			
Retained surplus		219,711	148,810
TOTAL EQUITY		219,711	148,810

The accompanying notes form part of these financial statements.

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Statement of Changes in Equity For the Year Ended 30 June 2025

2025

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2024	148,810	148,810
Surplus for the year	70,901	70,901
Balance at 30 June 2025	219,711	219,711

2024

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2023	143,357	143,357
Surplus for the year	5,453	5,453
Balance at 30 June 2024	148,810	148,810

The accompanying notes form part of these financial statements.

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Statement of Cash Flows For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		2,596,057	2,583,895
Payments to suppliers and employees		(2,408,451)	(2,331,102)
Interest received		7,778	17,413
Net cash provided by/(used in) operating activities	18	195,384	270,206
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		-	(3,722)
Net cash provided by/(used in) investing activities		-	(3,722)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Payment of lease liabilities		(173,448)	(167,998)
Net cash provided by/(used in) financing activities		(173,448)	(167,998)
Net increase/(decrease) in cash and cash equivalents held		21,936	98,486
Cash and cash equivalents at beginning of year		472,071	373,585
Cash and cash equivalents at end of financial year	6	494,007	472,071

The accompanying notes form part of these financial statements.

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Notes to the Financial Statements

For the Year Ended 30 June 2025

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

The functional and presentation currency of Casey North Community Information & Support Service Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

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

Material accounting policy information adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

2 Material Accounting Policy Information

(a) Revenue and other income

Revenue from contracts with customers

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

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

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

Specific revenue streams

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

Grants

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

Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information

(a) Revenue and other income

Specific revenue streams Fee for Service

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

Interest and donations

Interest and donations are recognised upon receipt.

Other income

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

(b) Income Tax

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

(c) Property, plant and equipment

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

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

Depreciation

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

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Plant and Equipment	10-33%
Leasehold improvements	20%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information

(d) Leases

Lessee accounting

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

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

Exceptions to lease accounting

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

(e) Employee benefits

Provisions are made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

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

The significant estimates and judgements made have been described below.

Key estimates - employee benefits

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

Notes to the Financial Statements

For the Year Ended 30 June 2025

4 Government Grants

	2025	2024
	\$	\$
Commonwealth Government		
- Department of Social Services - Emergency Relief funding	816,209	711,881
- Department of Social Services - Financial Counselling funding	417,696	398,115
- Department of Social Services - other	114,616	130,000
State Government		
- Department of Energy, Environment and Climate Action (via CISVic)	2,500	14,699
Local Government		
- City of Casey	927,374	882,789
	2,278,395	2,137,484

5 Emergency Relief Expenditure

Department of Social Service - Emergency Relief Consortium	519,460	490,550
Food vouchers	181,184	186,295
Crisis Emergency Relief	14,492	19,825
School assistance program	7,401	21,327
Travel - Emergency Relief	56,180	61,481
Fruit and vegetable vouchers	8,567	3,912
Christmas assistance	589	-
Chemist	3,022	1,616
Food bank	5,116	3,270
Total	796,011	788,276

6 Cash and Cash Equivalents

Cash at bank	173,111	250,402
Term deposits	328,021	228,938
Credit cards	(7,125)	(7,269)
	494,007	472,071

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Notes to the Financial Statements For the Year Ended 30 June 2025

7 Trade and Other Receivables

	2025 \$	2024 \$
CURRENT		
Trade receivables	7,939	3,556
Other receivables	335	335
Total current trade and other receivables	8,274	3,891
NON-CURRENT		
Security deposits	26,583	26,583
Total non-current trade and other receivables	26,583	26,583

8 Property, plant and equipment

PLANT AND EQUIPMENT		
Plant and equipment		
At cost	143,620	143,620
Accumulated depreciation	(135,657)	(132,650)
Total plant and equipment	7,963	10,970
Leasehold Improvements		
At fair value	272,679	272,679
Accumulated depreciation	(272,679)	(257,765)
Total leasehold improvements	-	14,914
Total property, plant and equipment	7,963	25,884

Notes to the Financial Statements

For the Year Ended 30 June 2025

8 Property, plant and equipment

Movements in carrying amounts of property, plant and equipment

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

	Plant and Equipment \$	Leasehold Improvements \$	Total \$
Year ended 30 June 2025			
Balance at the beginning of year	10,970	14,914	25,884
Depreciation expense	(3,007)	(14,914)	(17,921)
Balance at the end of the year	7,963	-	7,963
Year ended 30 June 2024			
Balance at the beginning of year	10,103	59,048	69,151
Additions	3,722	-	3,722
Depreciation expense	(2,855)	(44,134)	(46,989)
Balance at the end of the year	10,970	14,914	25,884

9 Leases

Right-of-use assets

	Office Space \$
Year ended 30 June 2025	
Balance at beginning of year	38,600
Depreciation charge	(164,385)
Additions to right-of-use assets	265,531
Balance at end of year	139,746
Year ended 30 June 2024	
Balance at beginning of year	772,138
Depreciation charge	(733,538)
Balance at end of year	38,600

Notes to the Financial Statements

For the Year Ended 30 June 2025

9 Leases

Lease liabilities

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

	< 1 year	1 - 5 years	> 5 years	Total undiscounted lease liabilities	Lease liabilities included in this Statement Of Financial Position
	\$	\$	\$	\$	\$
2025					
Lease liabilities	144,455	-	-	144,455	144,455
2024					
Lease liabilities	42,361	-	-	42,361	42,361

10 Trade and Other Payables

	2025	2024
	\$	\$
CURRENT		
Trade payables	18,618	11,524
GST payable	15,004	16,904
PAYG payable	14,350	15,401
	47,972	43,829

11 Income in Advance

Department of Social Services - Emergency Relief	-	20,384
Financial literacy	-	30,000
Other grants in advance	-	10,000
	-	60,384

12 Employee Benefits

Current liabilities		
Long service leave provision	56,223	65,679
Annual leave provision	129,212	126,966
Sick leave provision	79,000	79,000
	264,435	271,645

13 Key Management Personnel Remuneration

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

Notes to the Financial Statements

For the Year Ended 30 June 2025

14 Auditor's Remuneration

	2025	2024
	\$	\$
Remuneration of the auditor, for:		
- auditing the financial statements	-	6,000
- reviewing the financial statements	4,000	-
- preparation of the financial statements	1,500	2,000
Total	5,500	8,000

15 Contingencies

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

16 Related Parties

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

17 Economic Dependency

Casey North Community Information & Support Service Inc. is dependent on the Department of Social Services and the City of Casey for the majority of its revenue used to operate the business. At the date of this report, the Board has no reason to believe that there will be any changes in this support.

The current funding agreements with the Department of Social Services and the City of Casey are until 30 June 2031 and 30 June 2029, respectively.

18 Cash Flow Information

Reconciliation of result for the year to cashflows from operating activities

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

Surplus/(defecit) for the year	70,901	5,453
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation and amortisation	182,306	201,421
- interest expense	10,008	868
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(4,383)	(2,036)
- increase/(decrease) in income in advance	(60,384)	45,384
- increase/(decrease) in trade and other payables	4,146	16,643
- increase/(decrease) in employee benefits	(7,210)	2,473
Cashflows from operations	195,384	270,206

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Notes to the Financial Statements

For the Year Ended 30 June 2025

19 Statutory Information

The registered office and principal place of business of the Association is:
Casey North Community Information & Support Service Inc.
Suite 2, 30-32 Verdun Drive
Narre Warren, VIC, 3085

Casey North Community Information & Support Service Inc

ABN: 87 415 386 165

Board's Declaration

The Board of Casey North Community Information & Support Service Inc. declare that:

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

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

Natalie Pearce

PresidentN. Pearce.....

Melanie Pitzer

TreasurerM. Pitzer.....

Dated

25/10/2025

Donations

You can donate via our website, at our office, by cheque or direct debit or fill in the form below:
I would like to donate to Casey North Community Information and Support Inc. (please choose from the options below):

One Time	Monthly	Annually
\$25	\$50	\$100
\$250	\$500	\$1,000

Custom Amount: _____

Credit Card Details

Card Type	VISA	MASTERCARD	AMERICAN EXPRESS
			

Card Number: _____ Valid Until __ / __ CVV: _____

Card Holder's Signature _____

Date: __ / __ / ____

Tear page here to submit donation form



Acknowledgments

Australia Post
Beaconhills College
Belinda Wilson MP Bendigo Bank
Berwick & District Woodworkers Berwick
Anglican Church
Berwick CWA
Berwick Grammer
Berwick Opportunity Shop
Berwick Show Society
Bev Nicholls
Brad Battin MP
Brodie and Nikki Whittaker
Bunjil Place Knitting Group
Casey Dinner CWA
Casey North CISS Footy Tipping Competition
Cele Leach
Charlotte George
Charmaine Roncon and Family
Cheryl Munday
Collier Charitable Fund
Connie Spiteri
Court Funds
Craft Women Altogether
Crossway
Lifecare
Daphne Flynn
Eden Rise Shopping Centre
Emily Stapleton
Emma Cailincave
Erin Commerford
Gary Maas MP
Gladys Ireland
Haileybury College
Harkaway College
Helen Small
Helen Visscler
Inner Wheel Club of Berwick
Jack Brockhoff Foundation
Jane Sweeney
Kambrya Collage

Kiwanis Club Berwick
Knit and Natter Community Craft Group
Latrobe Health Services
Lauren Booth and Family
Lauren Scrivener
Lidia Gruszka
Linda Harper-White
Lisa Hansen
Louis Hebrard
Lyn Gower
Marg Ryan
Marina Savro
Maria Elena
Marita Hodges
Mission Australia
Monika Engelhard
Mothers Supporting Families in Need
Narre Warren North Primary School
Natalie Pearce
Nossal High School
Peak Real Estate
Peter Knol
Queen's Fund
Rapid Food Relief
Rotary Berwick & District Benevolent Society
Share the Dignity
Skylar Robson
Sirini Kularatne-Samarapathi
South East Water
St Margarets College
Street Smart
Susan Magee
Susan Needham
Susan Weston
TAC
The Nappy Collective
Walter and Eliza Hall Trust
Warren Opportunity shop
Zoe Roncon

Staff and volunteers at Casey North CISS;

Abbey Madden and her tireless team of fundraisers and all who attended Abbey's events and donated time, goods or money.

This year we received over 1,000 winter coats – our thanks go to all who donated so generously.



**Casey North Community Information
& Support Service Inc.**

www.caseynorthciss.com.au