










TRAINED COMMUNITY WORKERS

Volunteers are selected to work at the Centre because of their skills and interest in helping others and for their warm and caring personalities. Life experiences can also assist volunteers in their role at the Centre.



AREAS OF SERVICE

-  Advocacy and Referral
-  Budget Assistance
-  Community Information
-  Crisis Support
-  Emergency Relief
-  Tax Help: July – October
-  Extended Tax Help



WHERE TO FIND US



HOURS OF SERVICE

Monday	9:00 AM — 4:00 PM
Tuesday	9:00 AM — 4:00 PM
Wednesday	9:00 AM — 4:00 PM
Thursday	1:00 PM — 4:00 PM
Friday	9:00 AM — 4:00 PM



CONTACT US

Phone: (03) 9768 1600
 Fax: (03) 9781 4780
 email: fcsic@frankston.net

FRANKSTON COMMUNITY & SUPPORT INFORMATION CENTRE

68 Playne Street
Frankston 3199

www.frankston.net



Volunteering at the Centre

Are you competent, enthusiastic and reliable, enjoy a challenge and like working in a team environment?



WHO WE ARE

Frankston Community Support and Information Centre (FCSIC), formerly known as Frankston Citizens Advice Bureau, was established in 1968 to provide community information and advice. As more Frankston residents have become disadvantaged through unemployment, and other social and emotional problems, the agency has become involved in a number of additional services and activities including counselling, crisis support, research and community development.



DO YOU WANT TO DO MORE FOR YOUR COMMUNITY?

Frankston Community Support and Information Centre is staffed by trained volunteer community workers and is independently managed by local residents through an annually elected Committee of Management.







The Centre provides opportunities for many local residents to volunteer their time and skills. Our volunteer workers gain a great deal of satisfaction from providing a valuable service to their community and working with people from all walks of life.



VOLUNTEER ROLES

Many of the Centre's volunteers have backgrounds in business, clerical work, teaching, nursing, sales, banking, engineering, trades and management.

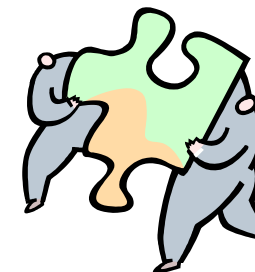
Previous experience in the preferred volunteering area is an advantage:

-  Reception
-  Information technology
-  Case assessment (Interviewer)
-  Statistics collection and collation
-  Information file development and maintenance
-  Administration

Selected volunteers will have good communication skills and an understanding of people and their situations.

Opportunities are available through training and supervision, for case assessment volunteers to develop skills in basic counselling and provision of information about the services available.

Please note: All volunteers working at the agency are required to undergo a Police check.



VOLUNTEER WORKERS

All community workers at the Centre are provided with training to successfully carry out their tasks. A fifty hour Unit of Competency (CHCCS6B) must be completed if working in an interview situation with a client. Volunteers are taught skills in interviewing, communication, providing information and basic counselling.

After completing this course you are required to attend ongoing training to update and improve your skills and keep informed of current issues.

Many of the Centre's volunteer workers progress to further education and employment in welfare and other fields.

Call in or phone the Centre to obtain an ***"Information for Prospective Volunteers"*** booklet.