

# CIS Merri-bek

512 Sydney Road (cnr Urquhart Street)  
Coburg Vic 3058

10.00 am – 2.30 pm  
Monday, Tuesday, Wednesday &  
Thursday

Call: 03 9350 3737

Email: [info@cismerri-bek.org.au](mailto:info@cismerri-bek.org.au)

Visit: <https://cismerri-bek.org.au>



We provide free & confidential information & support services to the people who live in Merri-bek.

- Need help with finding services in your area?
- Need help managing expenses like school costs or utility bills?
- Struggling to put food on the table?

**Come and chat with us!**

# Our Services

## Information, Advocacy and Referral

Our friendly and experienced team are available to talk with you and explore different services and programs to best meet your needs.

We provide support to help you to connect and stay connected to your local community.

We assist people to connect with information, advocacy and referral to appropriate services and programs.

We provide practical assistance such as filling out forms, letter or email writing or assistance to negotiate a utility bill payment.

Our service is:

- impartial and non-judgemental,
- culturally sensitive
- confidential and open to all, regardless of age or background.

## Emergency Relief

We can help you with food, food vouchers, personal care items, medical costs, travel, practical items, and financial assistance.

## Case Work

Our Case Workers are trained to assist people presenting with a range of issues and needing professional assistance. People will have the opportunity to see the same case worker multiple times if required, providing consistent support who understands each individual's situation and particular needs.

## Education Support

We provide assistance with school expenses. Support can include assistance obtaining books, uniforms and other equipment for primary and secondary school students.

## Utility Bill Assistance

We can support you if you are having trouble paying your utility bills and help you to save money and receive help connecting with your retailer.

We can:

- provide you with one-on-one help to navigate the energy market
- help you manage the rising cost of living by saving money on utility bills
- help you apply for the Utility Relief Grant

## Volunteer Program

Volunteering is a way to become involved in your local community whilst meeting new people, learning skills or trying something new.

We help people identify their areas of interest and offer a range of volunteering options.

## Student Placement Program

We offer a student placement program as we have a strong commitment to students undertaking placement. Students work with a strong supportive team.

**For information on any of these services please contact us.**