

What is a Community Information Centre?

A Community Information Centre (CIC or CAB) is a community-based agency offering information, support and referral services to local communities.

CICs/CABs provide services that are free, confidential, impartial and independent and respect the rights of individuals and groups to make decisions for themselves.

CICs/CABs located in metropolitan, suburban and rural locations throughout Victorian provide a similar range of services, but they do so by reflecting the interest and needs of the community they serve.

CICs/CABs are staffed by volunteers who have completed the nationally-accredited training for interviewers.

What is Community Information Victoria Inc. (CIVic)?

Community Information Victoria Inc (CIVic) is an Association of member agencies that provide community information and support services to their local communities throughout Victoria.

CIVic provides assistance to member agencies in relation to community information, advocacy, policy and program development, research and consultation, information dissemination and development and support.

CIVic is also a Registered Training Organisation, responsible for the provision, to its member agencies, of the nationally accredited training that enables Community Information Workers to work as volunteer interviewers in CICs/CABs.

CIVIC'S TRAINING PROGRAM FOR COMMUNITY INFORMATION WORKERS

The Qualification

The training, CHCCS6B Assess and Deliver Services to Clients with Complex Needs, is a nationally-customised training. Satisfactory completion of assignments, all Workplace Activities and participation in observed and supervised interviews during the training entitle trainees to a nationally-recognised Statement of Attainment and a credit into courses within the Community Services Training Package at other Registered Training Organisations.

The Learning Segments

- Introduction to Community Information
- Communication & Assessment Skills
- Information Collection & Provision
- Agency Procedures

Training Hours

Training is scheduled for completion within six weeks.

The training has 50 hours set aside to assist with its teaching. Of this, 36 hours will be spent in the classroom (one full day a week for six weeks) and 14 hours of supervised on-the-job training (minimum three hours per week at the CIC/CAB/Associate Member (AM) agency).

Fees

To secure a place, the training fee of \$70 (\$60 concession), and a registration form, should be sent by the CIC/CAB/AM to CIVic as soon as possible. Tea, coffee and biscuits will be provided but participants are to bring their own lunch.

Refund Policy

Fees are non-refundable except:

- When the participant decides that Community Information Work is not for him/her after attending CIVic's one-day introduction to community work.
- If, prior to the course, the participant has reasons, due to unforeseen circumstances for not being able to attend. The fee will be returned or held over for enrolment in a future training.
- When the training is full and the participant cannot be offered a place.
- When CIVic cancels the training due to low numbers.

Recognition of Prior Learning (RPL)/Recognition of Current Competencies (RCC)

Trainees able to provide evidence of qualifications and/or significant work experience matching the competencies and learning outcomes of CIVic's training program, may be eligible to receive RPL/RCC. Full information on the RPL/RCC process, including application form and cost, will be supplied to participants at the Information Day. Although CIVic will recognise relevant qualifications, we highly recommend that trainees undertake the 50-hour training in its entirety in order to feel fully equipped to assume duties as interviewers at their chosen CIC/CAB/AM agency.

Selection

All expressions of interest should be made through an initial interview and acceptance as a volunteer by the Co-coordinator/Manager of a CIC/CAB/AM agency. The training is open to people from diverse backgrounds, age groups, education, work and life experiences.

The main selection criteria will include:

- Literacy skills in reading and writing, to the standard required for successful participation is essential, in order to meet the requirements of the training program
- Signing and abiding by a Code of Ethics and working within the privacy legislation
- Undertaking a police check, if necessary
- Commitment to a weekly rostered session at the agency
- Availability to attend on-going training at the CIC/CAB/AM agency.

Openness to diversity, acceptance and respect for other people's values, enthusiasm, a willingness to commit, learn and be challenged, a preparedness to consult, to work as a team member and to uphold the principles of service provision in a CIC/CAB/AM agency are also positive attributes.

TRAINEE SUPPORT AND SUPERVISION

All trainees should be assigned a Mentor by their CIC/CAB/AM for the duration of the training. The Mentor, an experienced and accredited Community Information/Agency worker, will be the first point of contact for the trainee and will provide support, guidance, direction and supervision.

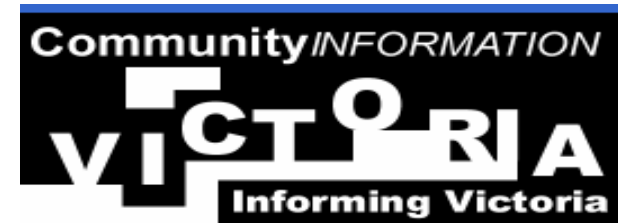
The Mentor is also be responsible for explaining the agency's operations, policies and procedures as they relate to Assignments and Workplace Activities that the trainee must complete. He/she will also be responsible for signing completed work and verifying the workplace hours spent at the agency.

PROBATIONARY PERIOD

Upon successful completion of the training, trainees undergo 50 hours of supervised interviewing at their CIC/CAB/AM agency. On satisfactory completion of the probationary period, trainees become accredited trained interviewers and will receive the Certificate of Accreditation from CIVic.

For further information about training and volunteering opportunities at Community Information Centres, please:

- Contact your local CIC/CAB/AM agency
- Visit our website: www.civ.org.au



**TRAINING AND
VOLUNTEERING IN A
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(CHCCS6B)**



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