

Diamond Valley Community Support
Serving the local community for over 40 years

2013

Front Cover:

A collage of photos depicting Greensborough's pioneering families.

Interior Photos:

Greensborough's pioneering families.

Photos supplied by: The Greensborough Historical Society.



DIAMOND VALLEY
community support

*Diamond Valley
Community Support Inc.*

*Annual Report
2011-2012*

Statement of Purpose

1. To provide support and assistance in the Shire of Banyule, the Shire of Nillumbik and the surrounding areas to people who are in need of relief from poverty, sickness, distress, misfortune, disability or helplessness.
2. To provide emergency relief by means of food vouchers, food parcels, financial assistance and other material to those in need.
3. To assist in solving the problems that beset many of the disadvantaged by the provision of relevant rights, privileges, support services and help available together with counselling services.
4. To work in conjunction with other community organisations in providing services to alleviate poverty and distress within the community.
5. To recruit, train and retain a staff of volunteers dedicated to providing expert assistance to enable individuals and families to cope with diverse life situations.
6. To pursue gifts and donations from benefactors, benevolent societies and like organisations as a means of support.

January 2013



January 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1 DVCS Closed	2 DVCS Closed	3 DVCS Closed	4 DVCS Closed	5 DVCS Closed	6 Market Closed
7 DVCS reopens	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26 Australia Day	27
28 Australia Day Holiday	29	30	31			

Committee of Management

Angela Snow— *President*

Peter Kahane — *Vice President*

John Gluyas—*Treasurer*

Sonia Gilderdale —*Secretary*

Rosie Bray

John de Koning

John Blackman

Vicki Ward

Karen Molinaro (Banyule City Council Nominee)

Ben Pollard (Nillumbik Shire Council Nominee)

Life Members

Robin Bailey

Jean Kay

Thomas Donahoo

Chris Livingstone

Benita Ewings

Betty Matthews

Judith Jennings

Raimonne McCutchan

Joyce McNamara

Joy Skellern

Lorraine McSweeney

Ellen Smiddy

Janet Oppy

Gwyneth Terry

Anne-Marie Primmer

Richard Tonkin

Marjorie Rowe

Trevor Wilson

DVCS Staff Members

Colin Macklin—*Executive Officer*

Anne Tattersall—*Office Coordinator*

Rita Barnes—*Volunteer Coordinator*

Belinda Green—*Bookkeeper*

Colin Davis—*Market Manager*

Gordon Reinecker—*Market Assistant*

Darrell James—*Market Assistant*

Ross Torrisi—*Market Assistant*

Hannah Wykes—*Market Assistant*

David Verrall —*Market Assistant*

February 2013



February 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Thank you to our Volunteers ...

Community Support Workers

Cheryl Bahen
Helen Besley
Dina Biancotto
Kerry Bland
John Blackman
Andrea Brazis
Margaret Brincat
Donna Brown
Alison Campbell
John de Koning
Benita Ewings
Lorna George*
Sonia Gilderdale*
Margie Hammond
Trevor Kay
Rae Kidston
Lyn Lighton
Trent Mann

Chris Martin
Betty Matthews°
Raimonne McCutchan*
Joyce McNamara*
Phil Middleton
Elizabeth Milburn
Jannet Murdoch
Ratilal Pranjivan
Anne-Marie Primmer°
Willi Raab*
Astrida Radek
Jacqui Seaman
Joy Skellern
Angela Snow
Gemma Sprague
Ken Walker
Trevor Wilson*

Information and Administration Team

John Hawkins
Annette Kay
Robyn Moore
Dennis Neophytou*
Tammy Nates
Michelle Webb

Counselling Service

Mary Hamilton
(Personal Counselling)
Lorèl Wall
(Personal Counselling)
Donna Brown
(Employment Counselling)

Legal Service Solicitors

Thomas Flitner
Julie Glenister
Andrew Minahan
Craig Parrish
Melissa Sloan
Debra Twigg

Tax Helpers

John Gluyas
Joseph Manders
Garry McIntosh
Vincent Schultz

(* Also Legal Service Volunteer)
(° Also Statistics Volunteer)

March 2013



March 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11 Labour Day	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29 Good Friday	30	31 Easter Sunday

President's Report

2011/12 has been a very good year for DVCS. Legislative changes meant that for us to continue offering a free legal service, we had to meet more stringent standards. Thanks to a huge amount of work by one of our members, John de Koning, we are in the process of creating a community legal service. This will set a precedent which we hope will encourage other similar groups to provide such a service. Our Legal Service operates as a fortnightly 'drop-in' service, and is staffed by solicitors from local legal firms.

We welcomed 329 new clients, and gave Emergency Relief to a total of 815 people during the year. Money for Emergency Relief (ER) is provided by the Federal Government, with a valuable contribution from the Magistrates Court. The City of Banyule supports us with a generous operational grant, and our premises are provided by Lend Lease. We receive a portion of our funding from Nillumbik Shire Council, to provide information and referral services to their residents. DVCS operates a Back to School Fund for our ER clients, and this year we were able to distribute \$19,000.

Personal Counselling is provided by Mary. Our Employment Counsellor, Donna, has proven very popular too. We are grateful to the volunteers who enable us to offer a wide range of services to our community.

Our 45 volunteers regularly give their time and expertise to support DVCS. They will all tell you that they gain as much as they give, because volunteering is satisfying in a number of ways:

- Using your skills
- Making new friends
- Feeling good about what you do
- Helping people
- Learning new skills
- Feeling valued

The Kingsbury Drive Community Market is thriving. We have been based at La Trobe University for almost four years now, and the market is enjoyed by thousands of people each week. It continues to provide a large portion of our income, which enables us to employ both our wonderful market and admin staff. There are around 90 permanent stallholders and 50 casual stalls. Four stalls are available each week, free of charge, to local community groups. Buskers are a regular source of entertainment, colour and atmosphere.

Thank you to all our volunteers, our Executive Officer Colin Macklin and his staff. I am honoured to be part of such a vibrant community organisation.

Angela Snow

President

oOo

April 2013



April 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 Easter Monday	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 ANZAC Day	26	27	28
29	30					

Executive Officer's Report

In 2011/12, Diamond Valley Community Support embarked on a number of new ideas and services, however many of those are still in the process of completion.

In thinking of the future, we are looking to develop new services, particularly identifying service gaps and needs. To run these services, significant funds are needed. We look to new income streams to supplement our existing funding, hence new ventures and programs. It is an exciting time, but we work with the difficulties of managing change, and the unknown of a growing organisation.

Financially, we finished the year with a small surplus. We rely on funding from all levels of Government, of which we are most appreciative. However without the operations of the Kingsbury Drive Community Market, we would struggle to exist. Since the market moved to La Trobe University nearly four years ago, it has continued to grow. With the continued support of La Trobe University, keen and enthusiastic stallholders, and dedicated Market Staff, the market has developed to be the Premier Market in Melbourne's North. We encourage the community feel by allowing other community groups to participate, promote and fundraise at the market.

Following the success of the market, we have started work on developing an Opportunity Shop in the local area. We thank Nillumbik Council for their support in providing a storage facility, to collect goods for this future shop. This facility will hopefully generate funds to pay

for future programs, but the income generation is only a small part of what a community opportunity shop is about. We will involve existing and a new group of volunteers in the running and operation of the shop. We will be actively recycling and be able to assist our clients with goods generated from the shop.

As a community service provider, we are all about assisting people in the local area, through Emergency Relief, related services, or just some local information.

What makes a successful Community Service provider is its people and organisational culture. We have a dedicated group of over 40 volunteers, combined with specialist staff, who are committed to helping the local community. We try to have a progressive attitude, and make sure we provide a positive experience for our people and our clients. We also thank our fellow service providers for the local networks that exist.

We look forward to the upcoming year and the challenges it will bring.

Colin Macklin
Executive Officer

oOo

May 2013



May 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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27	28	29	30	31		

Emergency Relief Report

We continued our primary focus in assisting people in need by giving out in excess of \$90,000 in aid in 2011/12. This funding comes from a variety of government sources and income generated through our own activities, particularly the Kingsbury Drive Community Market. Although most of what we do is short term help, we look to develop strategies for longer term assistance, case management, education and support that will empower our clients to develop skills and a means to improve their situations.

We provide aid in a number of ways. We give out food and petrol vouchers, transport tickets, payments for prescriptions, and referrals to other agencies such as Diamond Valley FoodShare for food aid, Savers and local Opportunity Shops for clothing and other needs, and Berry Street for financial counselling and other matters. We also refer to other Emergency Relief agencies, such as Salvation Army, St Vincent de Paul and other community providers.

In 2011/12 we assisted 815 clients in the local area, a slight increase in the previous year. We saw 329 new clients which was an increase of around 13 percent from 2010/11.

We rely on the partnerships and networks of other local agencies, and them on us. Diamond Valley FoodShare are a short walk from our centre and they provide parcels of tinned, packaged fresh and frozen food to those in need. We provide about 75 percent of all referrals. We have also developed referrals to the Living Faith Church for their 'Tucker Club', a meal and support program developed by the church in conjunction with DVCS. All of the clients are referred from our agency. The once monthly meal program is proving to be so popular, the church volunteers are looking to run it more often.

The backbone of our Emergency Relief activity is provided by volunteers. Our volunteers are trained in client interviewing and other facets of our operation. They bring with them local knowledge and expertise to help empower our clients. We rely on the support of our volunteers. We provide guidelines and structures, but our volunteers do all of their own interviewing, assessment, assistance and referral for ER clients within defined parameters.

June 2013



June 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10 Queen's Birthday	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



Market Report



All in all, it's been a great year for the Kingsbury Drive Community Market. The weather was kind, and we were open every scheduled weekend. Stallholder enquiries, attendance and customer numbers have increased through our targeted advertising in the local media and a major weekend newspaper.

Our major initiative was the development and launch of the Full Time Stallholder Directory onto the internet. This web site simultaneously promotes our market and the individual stall holders who elected to take advantage of the opportunity.

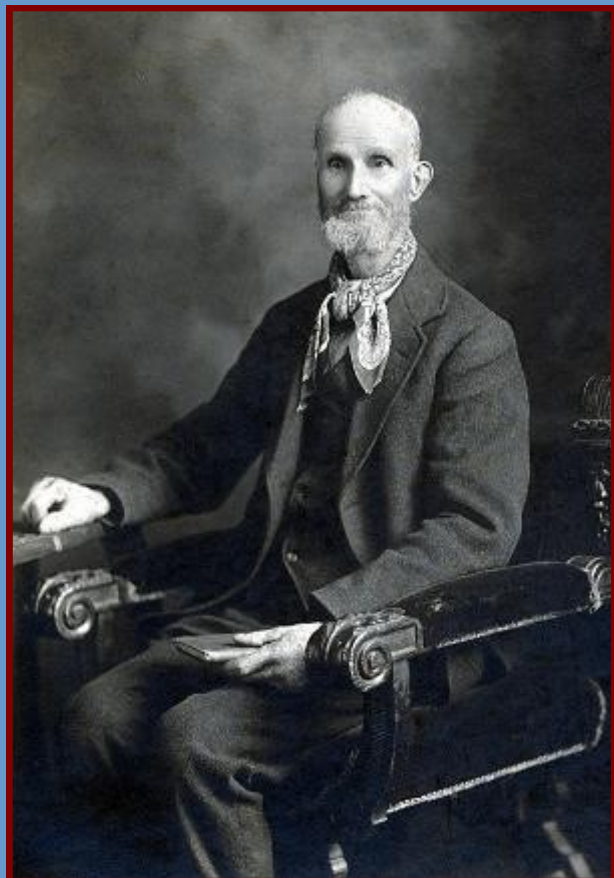
The Market does not run itself, and I wish to thank Darrell, Gordon, Hannah, David and Ross for their hands on help in managing the Market; Rita and the volunteers for taking the market bookings; Colin, Belinda and Anne for their behind the scenes expertise; and Michael, Robert and Brian for presenting a stall holder perspective via the Market Working Group.

Colin Davis

Market Manager

oOo





July 2013

July 2013

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29	30	31				

Information Report

We began our service 40 years ago as a Citizens Advice Bureau. Although the focus has changed over time, concentrating on Emergency Relief, material aid and related services, we still get asked many questions. Many of these enquiries are simple and a considerable amount relate to our activities of providing aid. In 2011/12 we fielded around 15,000 client contacts. About a third were simple enquiries. Most of the rest were related to our services and other agencies.

Because of our location in a major shopping centre, and the shopping centre's information desk being at the opposite end of the building, we get people asking all sorts of questions. With a dedicated group of local volunteers, a detailed community database and of course the internet, we can usually give people an answer.

As well as fielding walk in and phone enquiries, we keep information brochures on a variety of subjects in our foyer. These brochures cover topics such as health, legal, support and accommodation. This a great resource for our clients. Emergency Relief interviewers are able to give clients print material that may assist their situation to take home. We also provide a public internet room for clients to do their own internet searches.

2011/12 saw DVCS given the licence to create a community website – www.greensborough.vic.au . Although the site is yet to be built, It will, in the future, create a single information source for the Greensborough Community, highlighting clubs, interest groups and events happening in postcode 3088.



August 2013

August 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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19	20	21	22	23	24	25
26	27	28	29	30	31	

Personal Counselling

Counsellors Lorèl Wall and Mary Hamilton continued assisting clients with counselling needs for 2011/12.

In previous years we had only one counsellor, but were lucky enough to recruit two counsellors at the same time a couple of years ago, so we were able to offer a more flexible service for our clients.

Unfortunately Lorèl will be moving on to other projects, however Mary will be working two afternoons a week, so the same level of service can continue.

Our counsellors provide assistance and support to clients with varying concerns, such as anxiety, depression, relationship issues, etc. Like most of our services it is free of charge. Many of our clients are referred by other services, both within and outside the organisation. Particularly, a number of clients are referred from our Community Support and Emergency relief interviews.

Clients can visit the service up to six times, before being referred on. Many do not attend the full six sessions.

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Employment Counselling

Our Employment counselling had generated significant interest and was going really well, however our former Employment Counsellor was unable to continue due to other commitments. We had created the position due to the counsellor's skills, and as quickly as it had started up, we had to close down for a period.

The employment counselling was stopped over the Christmas break, for a couple of months. We considered how we would recruit another person for the role. We went through the usual channels and were lucky to find our current Employment Counsellor within our ranks.

Donna Brown was already volunteering with us as a Community Support Worker, but had previous experience in a similar role. After some discussions it became evident that she would be ideally suited, and we were able to begin offering the service again.

Donna assisted clients with a variety of tasks related to gaining employment. She not only helped with resumes, but coached with interview questions and techniques, assisted with presentation, and generally transformed the client into being 'job ready'.

The service benefitted a number of our Emergency Relief Clients, assisting them in gaining work and, in many cases, no longer relying on us for ongoing support.

oOo

September 2013



September 2013

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23	24	25	26	27	28	29
30						

Legal Service

The Greensborough Legal Advice Service continued to assist local people with basic legal assistance and advice. The service operated fortnightly on a Thursday evening from 6.00 until 7.30. The service ran without bookings. Clients are seen on a walk up, first served basis. Over 140 clients used the service in 2011/12.

Law firm Maurice Blackburn opened in Greensborough, and we welcomed Craig Parrish from their firm to the service. Solicitors Thomas Flitner, Julie Glenister, Andrew Minahan, Melissa Sloan and Debra Twigg continued their work from previous years.

Solicitors saw clients presenting with a variety of legal concerns, such as family law, wills, powers of attorney, domestic disputes and a host of other matters. As an adjunct to this, we presented free public legal seminars on Wills and Powers of Attorney and Neighbourhood Disputes. Both seminars were well attended. Thanks to the Living Faith Church for providing the venue and the Institute of Legal Executives for the supper and advertising.

Significant work took place regarding the structure of the Legal Service. The Diamond Valley Community Support Committee of Management, in conjunction with volunteer solicitors considered a number of options for the service to ensure its future viability. It was decided to set up a separate entity known as the 'Diamond Valley Community Legal Service'. This entity would have its own rules and Committee of Management. In 2012/13 the new entity will be fully operational.

Special thanks to John de Koning and Andrew Minahan for their work on this project.

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Tax Help

As I write this report Tax Help is again underway. It appears at this stage our numbers for this year are going to be well up on previous years. We continue to prepare clients tax returns, clarifying whether they have to lodge a return or not and in some cases just checking paper returns as to whether clients have fulfilled their obligations and completed the return correctly.

These days we can provide clients with an accurate and fast turnaround of refunds, but only if they bring a previous year's assessment. We assure clients that all our preparations and lodgement are confidential and we return all worksheets and provide a printed copy of the return lodged with the ATO. All information is then deleted from our database.

It is estimated that Tax Agents prepare 85% of tax returns with the rest by paper or E Commerce but electronic lodgement is on the increase as it gets more friendly and easier to use.

Thanks to our dedicated Tax Help Team who give of their time to assist people. The team consists of Gary McIntosh, Joseph Manders, Vincent Schultz and John Gluyas, also let's not forget our staff and volunteers in the office who make the first contact and then organise the appointments.

John Gluyas

oOo



October 2013

October 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Other Services

Community Advertising

Diamond Valley Community Support has two shopfront windows available for community groups to book.

Organisations build a window display to advertise their services. This has proven highly successful to local groups. Community organisations can also book a stall at the Kingsbury Drive Community Market. We provide up to four community stalls each week. These are provided free of charge.

oOo

Back to School

Every year between November and January, Diamond Valley Community Support helps support local parents by contributing towards the purchase of books, stationery and school uniforms.

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Justice of the Peace

Diamond Valley Community Support has a Justice of the Peace on site most days of the week.

Bookings can be made by calling in or over the phone. We can also refer to a number of local Justices of the Peace in the area.

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Computer Access

We provide a computer access space that is free to the public. The room contains six computers and allows basic PC, email and internet access.

Customers can print items at a small cost. The room is open 9.30am to 4.30pm Monday to Friday and is available for one hour per person per day.

oOo

November 2013



November 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5 Melbourne Cup	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Volunteering at Diamond Valley Community Support

Some words from a few of the 'new kids on the block ...'

"When seeking a worthwhile and satisfying interest after retirement I decided I wanted to make new friends and improve the quality of life for people in need in the community. Little did I know what the benefits of volunteering would do for me whilst helping others, the rewards are endless. The pleasure, a feeling of accomplishment and self worth, the sense of pride and fulfilment just knowing that my small contribution makes a difference to someone less fortunate.

We at DVCS are able to access adequate information but being accepted as a valuable member of a team who are on hand to support and assist when required, gives a feeling of significant recognition that has made me feel valued as a Volunteer."

Lyn

oOo

"I have been at DVCS for two years. I enjoyed a formal training course but have found the 'hands on' training of more value. I was fortunate in having an excellent mentor in Willi who attempted to smooth the rough edges. I am still learning and find something new on every shift—this keeps my mind active.

The work has been an education to me in revealing situations/problems of which I was largely unaware. To offer good service the teamwork and congenial atmosphere that exists at DVCS is essential. Discussion of cases is also helpful in dealing with future clients.

Being in the position to help people and playing a small part in community support gives me a sense of self-satisfaction."

Ken

oOo

"Living locally, I'd seen the shopfront many a time over the years, but I had no understanding of the range of services offered through DVCS until I ventured in and asked about becoming a Community Support Worker. Since beginning my training in early 2011, I have found that you never know who will be the next person to walk in or call on the phone, and you never know what they will ask. It certainly keeps you on your toes!

This makes for a varied experience, one where you can use your existing skills and build on them, learning all the time. Some of the volunteers are relative 'newbies' like me, but there are others who have been associated with DVCS for more than 25 years. Newcomers are provided with a mentor to help show them the ropes. There are opportunities to develop new friendships, and a spirit of cooperation exists among volunteers and paid staff to help each other provide the best possible service to our clients. Our Emergency Relief clients in particular serve to remind us that there are many in our community who are doing it tough. I think I speak for many in saying that it is a rewarding experience to assist in some small way to make people's lives easier or more enjoyable because of the support and information we can provide."

Chris

oOo



December 2013

December 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
DVCS Closed	DVCS Closed	Christmas Day	Boxing Day	DVCS Closed		
30	31					
DVCS Closed	DVCS Closed					

Financial Report

Once again we have achieved a surplus of \$12,318 against a budgeted loss of \$7,833, a remarkable result. Our budgeted income was down \$7,000 due mainly to the Justice Department reduced funding. Market income showed a slight increase which is considered to be an excellent outcome especially in view of the fact we are at the mercy of the weather and the perceived economic conditions at the moment.

On the expenses side we budgeted for \$425,010 but incurred an actual figure of \$397,810. Unexpected savings were achieved in advertising, computer maintenance, salaries, staff training and numerous other smaller items.

We are grateful for the continued support of Banyule and Nillumbik Councils, FaHCSIA and the Justice Department, without their continued support we would find it difficult to maintain our current programs.

We have projected a budgeted loss of \$14,603 for 2012/2013 but that could change with the development of the Opportunity Shop and the start-up costs associated with such a project.

Thanks to Belinda and Colin who continue to support me along with the Staff and Committee.

John Gluyas

Treasurer

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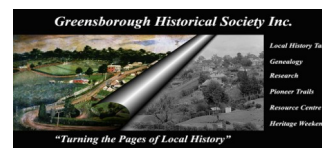
Diamond Valley Community Support Inc *Profit & Loss Statement (Summary) as at 30 June 2012*

	2012	2011
Income		
Grants and Donations	146,287	164,748
Interest	7,096	7,267
Market	239,871	230,754
Other	16,874	6,843
Rental	0	0
Total Income	410,128	409,612
Expenses		
Advertising	1,974	6,559
Audit	1,580	1,898
Bank Fees	303	2,000
Depreciation	6,351	6,392
Donation	300	0
Electricity	3,079	2,918
Emergency Relief	94,289	104,730
I.T./Telephone	7,571	12,215
Member fees/subscriptions	1,508	1,482
Insurance	4,905	5,588
Maintenance	1,034	1,099
Office Supplies/Post/Printing	6,572	5,730
Security		
Sundries-Admin	9,782	9,470
Sundries-Market	25,421	21,852
Employment and Volunteer expenses	233,140	222,153
Total Expenses	397,809	404,086
Net Income/(deficit)	12,319	5,526

Thank you

The Committee of Management wishes to acknowledge the work and skills of the many people who contribute their time and energy throughout the year. We thank them for their efforts. We would also like to thank some people and organisations that have contributed and continue to contribute so generously to Diamond Valley Community Support.

- All stallholders and patrons who supported the Kingsbury Drive Community Market
- La Trobe University, for their support of the market
- To the Greensborough Historical Society and Noel Withers (President) for the use of their photos in this calendar
- Banyule City Council for their funding and support
- City of Darebin Council for their assistance with the market
- Nillumbik Shire Council for their funding and support
- Rentokil Australia for keeping away the things that crawl
- Diamond Valley Foodshare for their great work and support for our clients
- Community Information and Support Victoria (CISVic)
- All Saints Anglican Church for providing meeting space
- Living Faith Church for providing meeting space and meal program to clients
- Diamond Valley Baptist Church for providing a meals programme to clients
- Greensborough RSL for providing meeting space
- All of our clients, for giving us a purpose





DIAMOND VALLEY
community support

Shop 201 — Level 2, Greensborough Plaza

Greensborough 3088

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Fax: 03 9432 4147

Email: info@dvsupport.org.au

Web: www.dvsupport.org.au