



# *Annual Report*

**2010 / 2011**

## Information Volunteering & Resource Services in Darebin

*Registered Address & Head Office:  
285-2897 High Street Preston 3072*

Phone 9480 8200  
Fax 9495 0022  
www [divrs.org.au](http://divrs.org.au)  
email [info@divrs.org.au](mailto:info@divrs.org.au)

## **MISSION STATEMENT**

Darebin Information, Volunteer & Resource Service is a not-for-profit community based organisation which seeks to address disadvantage within the City of Darebin by providing a range of services and programs designed to support and strengthen communities and increase community participation.

## **STATEMENT OF PURPOSES**

1. The purposes for which the incorporated association is established are:
  - 2.1 To resource and support residents of the City of Darebin on low incomes and suffering from financial stress or crisis by:
    - 2.1.1 Providing emergency assistance to people in a way that maintains the dignity of the individual and encourages self reliance.
    - 2.1.2 Providing emergency financial and material relief to people in necessitous circumstances.
    - 2.1.3 Offering support to individuals and families to develop, maintain and strengthen their financial independence by providing access to free counselling and interest free loans.
    - 2.1.4 Offering an advocacy role in dealing with corporations, community agencies and statutory bodies.
    - 2.1.5 Working with other emergency relief providers in the local area to maximise the quality and efficiency of the local provision of emergency relief.
  - 2.2 Operating a Volunteer Resource Service that:
    - 2.2.1 addresses barriers to social inclusion, with a particular focus on those experiencing social, economic & financial disadvantage
    - 2.2.2 builds strong social networks which link individuals and communities
    - 2.2.3 provides opportunities for volunteer participation in the City of Darebin
  - 2.3 To encourage effective, independent participation and self-determination in the general community by providing free, equitable access to information and resources in a respectful and supportive environment.
  - 2.4 To operate a Community Information Centre in accordance with the aims, policies and standards as referred to in the membership agreement as entered into by DAREBIN INFORMATION, VOLUNTEER & RESOURCE SERVICE INCORPORATED AND Community Information Victoria Incorporated.
  - 2.5 To be proactive in promoting and contributing to the development of social policies and services that impact on the residents of our community.

# Management, Staff and Volunteers

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## Management Committee

<b>President:</b>	Daryl Colless
<b>Vice President:</b>	Vacant
<b>Public Officer:</b>	Carmel Brennan
<b>Treasurer:</b>	Jeff Leonard
<b>Volunteer Rep:</b>	Phil Smalley
<b>Ordinary Members:</b>	Vanessa Liang Shaun Blacker
<b>Staff Rep:</b>	Jane Herring / Michael Moriarty

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## Paid Staff

<b>Manager:</b>	Jane Herring / Michael Moriarty (acting)
<b>Team Leader Programs:</b>	Linda Goupillot-Lindstrom / Samantha Levey
<b>Team Leader Volunteer Resource Service:</b>	Sally Mendes
<b>Administration &amp; Finance:</b>	Faye Blacker
<b>L2P Project Worker:</b>	Lesley Galbraith
<b>L2P Project Support:</b>	Lucy Foley
<b>Emergency Relief Project Worker:</b>	Michael Moriarty / Jennifer Walker

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## DIVRS Volunteers

### Ongoing Volunteers

(across program areas)

<b>NAME:</b>	Kath Bolger	Raelene Su'en Huang
Phil Smalley	Lucy Foley	David Jenzen
Daryl Colless	Sue Lacey	Ieesha Sparks
Maxienne Tritton-Young	Dawn Lowery	Ed Billings
Phil Mitchell	Will Dowling	Katherine Mackay
Jarrold Colt	Stephen Pound	Ronald Young
Andrew Stein	Jennifer Mathews	Era Griffen
Bethel Caple	Andrew Barrett	Terry Daly
Patrizia Falco	Brian Johnstone	Shasta Sutherland
Sue Pinchbeck	Philip Bouchier	Shaun Blacker
Lorraine McCallum	Megan Fagg	Donna White
Karen Cummins	Rhonda Otto	Dalal Nagi
Ian Peters	Simon Kelly	

Curt Lindstrom  
Craig Walters  
Megan Miller  
Carmel Brennan  
Heda Ruzic  
Jeff Leonard  
Barbara Winter  
Andrew Makenzie  
Collis Ciavola  
Ian Vistarini  
Kath Creagh  
Vanessa Chiang  
Stephen Hall  
Joanna Parissis  
John Pinniger  
Rosalind Pach  
Jo Sedgeman  
Gaye McCulloch

Cheryl Davies  
Fetu Thompson  
Anne Rodda  
Mariam Warsome

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**Tax Help Program Volutneers:**

Vanessa Liang, Leslie Sebastian, Simone Eramusi and Mirella Giles

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**Students on placement:**

Simar Amad - Cambridge International College (Welfare Studies);  
Era Griffen - NMIT (Welfare Studies)

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# President's Report

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Taking some time to read the report I wrote for last year's Annual General Meeting, what was most striking was how much has changed.

Whilst last year we noted Linda's retirement and Jane's taking of twelve months leave this year, we can simply affirm the dedication and tireless work of our whole Staff team. As a Committee of Management we gain great value and insight into the effectiveness of the programs we run and their impact across the community through our monthly conversations with the various Staff - Jennifer Walker (Community Register/Emergency Relief), Lesley Galbraith (L2P program), Samantha Levey (NILS and outreach) & Sally Mendes (Volunteer Resource Service) etc. Also, in Jane's absence Michael Moriarty has more than ably filled the role of Manager and has worked hard to continually update our processes and, with the Treasurer, financial reporting.

Our Committee as well has been both strengthened and diversified by the addition Vanessa Liang, Carmel Brennan, Shaun Blacker and Jeff Leonard. The skill sets and passion of each of these people are what will continue to carry DIVRS positively into the future.

There has also been significant change within Darebin Council which has resulted in a shift away from the former 'Partnership Agreement' to a funding model through the 'Community Grants' scheme. So it is fair to say that there has been an overall drop in funding which has necessitated some tightening & rearrangement of operational finances. We, at DIVRS, have no doubt that we deliver an extensive range of community enhancing outcomes on time and on budget, however, ensuring that we have sufficient core funding through Darebin City Council continues to be of highest priority. It is our hope that the City of Darebin also continues to recognize the capacity of DIVRS to deliver on a number of important Council priorities. Whilst we have continued to work with Mandy Bathgate (whose ongoing commitment to DIVRS is greatly appreciated) we are also valuing the building of a strong and open relationship with Dalal Smiley.

Many of our programs such as L2P, NILs, VRS and Tax Help continue to grow and with the inclusion of the new DOSA project (at Council's invitation) DIVRS fulfils its name.

So what is certain (in addition to death & taxes) is that the landscape confronting DIVRS will continue to change and what is most critical in our response is the 'centrality' of relationships – with our community for whom we exist, our Council and other stakeholders and with each other as staff, volunteers, management, etc.

Finally, well done and thank you to everyone.

**Daryl Colless**  
**President**



# Manager's Report

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The 2010-2011 year was another replete with change for DIVRS. The closure of the Northcote office, the leaving of Jane Herring, Manager, for one year and the loss of Linda Goupillot-Lindstrom (Team Leader of Programs), and Lucy Foley (L2P Support) all created challenges. Notwithstanding these challenges, the Volunteer Resource Service, L2P Learner Driver program, Community Counselling program and No Interest Loan Scheme program have all experienced growth compared to the previous year.

Our Emergency Relief and Tax Help programs have not experienced growth, however, as they traditionally have had good volumes of clients at our former Northcote office, who appear not to have necessarily transitioned to the Preston office. Efforts are underway, however, to increase our visibility to residents in the South.

Our core funding and collaborative relationship with the City of Darebin was crucial in addressing some of the year's challenges and we look forward to working closely with Council in the future . Toward the end of the year, with support from Council, we were successful in receiving funds to auspice the Darebin Overseas Students Association project in 2011-12.

The year overall for DIVRS has been a positive one, and I personally would like to thank all of our Volunteers, paid staff and Management Committee members for their diligent efforts and positive attitudes. There is no doubt that pulling together as a team has contributed to success in what has been a tough year. The closing of 2010-11 sees DIVRS in a relatively stable position and able to continue its good work delivering services and social programs to the residents of Darebin.

I, and I am sure others, also wish to acknowledge the efforts of Linda, Jane and Lucy over many years with DIVRS, and who were central in helping develop the organization into what it is currently. I would also take this opportunity to thank Dalal Smiley, Nik Filips, Mandy Bathgate and Tenille Bradley at the City of Darebin for their personal support of DIVRS over the past year.

Other partners in Darebin that I would like to acknowledge include: The East Reservoir Neighbourhood House and Jika Jika Community House who allow us to conduct outreach services at their premises; the East Reservoir Neighbourhood Renewal Team; Thornbury Womens Neighbourhood House; Northcote Lions Club and the former Northcote Benevolent Society. We have also been fortunate to receive some donations through the year, which are acknowledged separately further into the Annual Report.

Going into 2011-12 with changed funding conditions and new programs will mean refinement of the 2010-13 Strategic Plan and continuance of the high level of teamwork demonstrated this past year by all. Thankfully, I am confident that the DIVRS volunteers, paid staff and Committee of Management are well up to the task.

**Michael Moriarty**  
**Manager (Acting)**



## Key Achievements in 2010 -11:

- Successful transition from Northcote office to Preston
- Outpost established at Jika Jika Community House Northcote
- Department of Justice provide a worker for weekly cleaning duties
- Council & Landlord organize a secure car park facility
- Implementation of weekly off-site data and system backups
- Implementation of new database systems for enhanced reporting and evaluation
- Incremental development of DIVRS website
- Successful development of L2P and NILS programs
- Success in obtaining 3 year secure funding for Emergency Relief and the Vulnerable Groups project
- Highly successful Volunteer Conference
- Successful submissions for several small grants, enabling equipment purchases
- Successful submission for 12 month Darebin Overseas Students Association project
- Improved Computer/IT Maintenance Agreement negotiated
- Increased Lions Club support for the Christmas Hamper Project
- Promotion and fundraising at the Darebin Kite Festival and Carols at All Nations

## Key Priorities for 2011-12

- Refining the DIVRS 2010-13 Strategic Plan in light of new funding conditions
- Developing an effective Fundraising Strategy
- Enhancing our Website and developing a communications strategy
- Reviewing the role & effectiveness of the Darebin Volunteer Network
- Improving our Information Technology capability and resilience
- Seeking an arrangement with FaHCSIA to increase our human resource capability for the Emergency Relief program
- Developing on site resources for improved storage of material aid
- Overhauling our electronic filing system
- Continuing to improve and streamline our financial management system
- Continuing to roll out enhanced database capabilities for improved reporting and evaluation

# Program Area Reports

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## **Volunteer Resource Service (VRS)**

We recognize that Volunteering is a valuable pathway to work for all communities and this year we have seen an increase in the number of people seeking this pathway. Many are students from the local Institutes and Universities, and others from new and emerging communities.

This has been, and continues to be, a challenge for the Volunteer and Paid staff at the VRS. We continue to search for opportunities for those graduates looking for roles in their prospective employment fields. We will continue to try to make inroads into not-for-profit organizations that would benefit from these volunteers.

The number of people contacting us has increased greatly, which makes it a very exciting time for us. For instance, there is an increase in people visiting our service as part of their Centrelink requirements. Our belief is that Volunteering is of benefit to both the organisation as well as the volunteer and we will assist people if they are genuinely interested in volunteering even when it is required of them. Moving out into the community can be a great way to meet people and learn new skills.

The Darebin Volunteer Network, of which we are the Convener, was kept busy celebrating International Volunteers Week with both a 'Day at the Movies' and hosting a conference for volunteers and volunteer organizations. The movie day was at the Westgath Cinema and was opened by Mayor Vince Fontana. The Volunteer Conference ran over two days and offered training in Cross Cultural Awareness, Safe Food Handling, Conflict Resolution, Public Speaking and First Aid. It was held at the newly refurbished Intercultural Centre and opened by Mayor Dianna Asmar. Both events were supported by the City of Darebin. More great events are planned for next year.

We have been attending the Victorian Volunteer Support Network meetings and participating in the Volunteering Victoria teleconferences for VRS's. These have been a great opportunity to meet and discuss volunteer issues and engagement.

As always I must thank the wonderful volunteers and students we have volunteering with us in the VRS. Together we are working on a way forward for the service to ensure the best possible outcomes for those interesting in volunteering.

We continue to outreach to the community through speaking engagements, Volunteer Expo stalls, and by selling raffle tickets at the Westpac Bank in Northcote.

We also have an exciting new portal on our website. Through this virtual portal interested people are able to connect with volunteer opportunities across Victoria. With this we are also able to upload opportunities for not-for-profit groups in the region, thereby increasing the opportunities available for groups and individuals.

I really look forward to the forthcoming year.

**Sally Mendes**  
**Team Leader Volunteer Resource Service**

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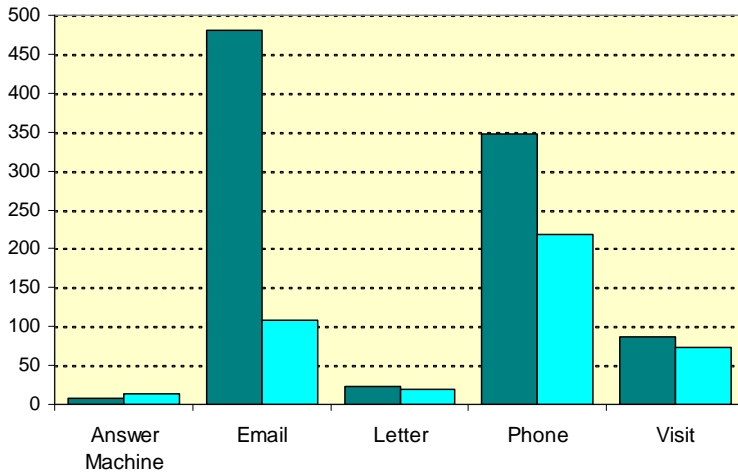
# Volunteer Resource Service Statistics

## VRS Contacts

The table below illustrates a doubling in the volume of VRS contacts in 2010-11 compared to 2009-10. A major factor in this increase appears to be the greater use of email.

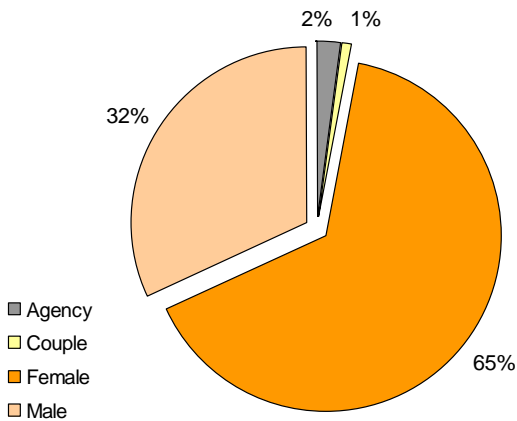
Count of VRS Contacts x Type

2010-11 Total = 940  
2009-10 Total = 433



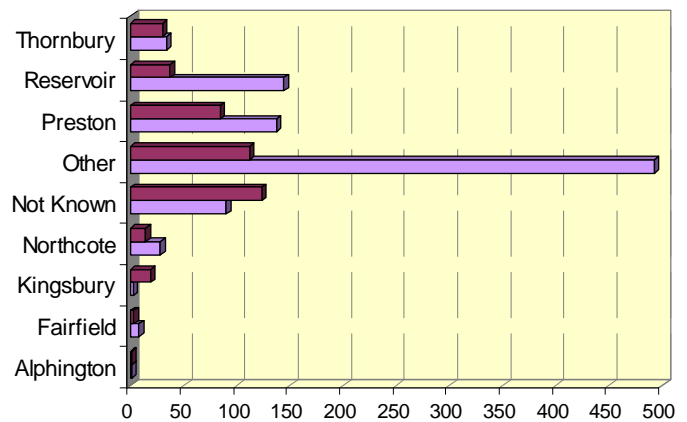
The gender break down of the VRS contacts is similar to previous years, with the majority being female as shown in the chart below left. The chart below right reveals that there is an increase in the number of VRS enquiries from Preston residents, a greater increase in enquiries from Reservoir residents and a significant increase in the number of enquiries from suburbs beyond the City of Darebin.

Count of VRS Contacts x Gender



VRS Contacts x Suburb

2009-10  
2010-11



## **VRS Placement / outcome**

Many clients are placed with volunteering opportunities through the VRS, however, it has become increasingly difficult to get feedback from clients as to their placements. The most common placement of volunteers continues to be with the following organizations: Neighbourhood Houses, local schools (primary and secondary), local Opportunity Shops, L2P program, Spectrum, Waterwatch, Darebin Community Health, Local Church organizations, Emergency Relief @ DIVRS, Transition Darebin, Friends of Darebin Creek, Friends of Merri Creek and La Trobe University Wildlife Park, the Parlor Arts Centre, Platform Youth Theatre, Kindergartens and Child Care Centers.

## **DIVRS Volunteers**

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In 2010-11 there were 59 volunteers who dedicate up to 20 hours a week to the range of programs at DIVRS. Some volunteers have been volunteering with us for more than 10 years.

With the closure of the Northcote office toward the end of 2010, some attrition of volunteer staff was inevitable. This was due primarily to Northcote volunteers not wanting to travel the distance to Preston, which is understandable given they lived within walking distance.

However, we also saw an increase in new volunteers at the Preston Office. The number of volunteers overall is up on the previous year, and this is due to the increase in the L2P Program volunteer numbers. We have seen an increase in the number of volunteers from culturally and linguistically diverse communities volunteering at DIVRS, who bring with them a wealth of diverse experience.

We thank all of our volunteers for their hard work, dedication and support for DIVRS.

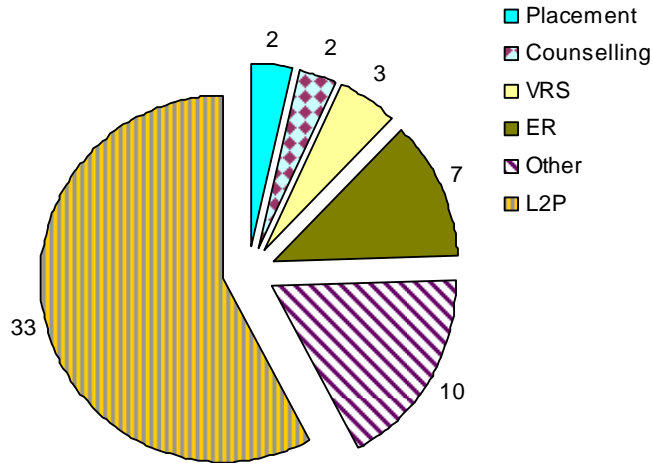
**Michael Moriarty / Jennifer Walker (Emergency Relief Project), Samantha Levey (Team Leader Programs) & Sally Mendes (Team Leader Volunteer Resource Service).**

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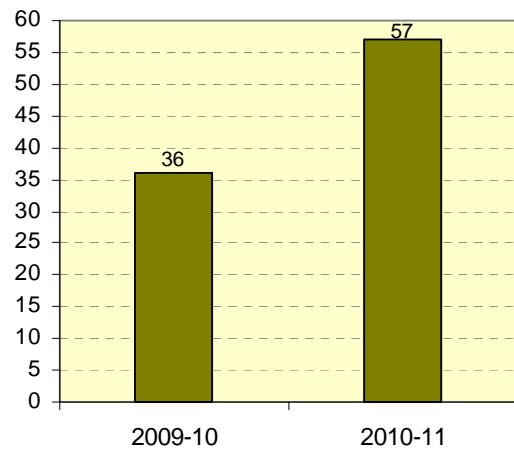
## **DIVRS Volunteer Statistics**

The following charts show the increase in overall volunteer numbers from 2009-10 as well as a count by program and age by gender.

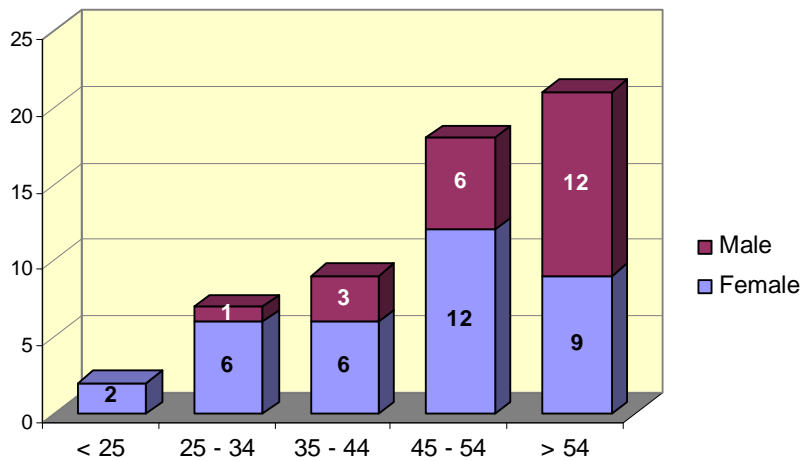
**DIVRS Volunteers x Program**



**Active Volunteers**



**DIVRS Volunteers x Age x Gender**



The tables below relate the country of origin of current DIVRS volunteers in 2010-11 and the reasons behind departing volunteers.

Country of Origin	
African Continent	1
Australia	46
Canada	1
Eastern Europe	1
India	1
Other	3
Scotland	1
Sweden	1
UK	1
Vietnam	1
<b>TOTAL</b>	<b>57</b>

Reason Left	
Family commitments	1
Health/Illness	2
Left Area	3
No reason given	1
Other	5
Paid work	4
<b>TOTAL</b>	<b>16</b>

## **Volunteers – Training Overview**

To work as an Interviewer in the Emergency Relief Program, Volunteers must be trained in CHCCS6B “Assess & Deliver Services to Clients with Complex Needs”. The training was offered twice during the year and five volunteers joined the team.

<b>CHCCS416A Assess and Provide Services for Clients with Complex Needs</b>	<b>2009 / 2010</b>	<b>2010 / 2011</b>
Commenced	3	5
Completed	3	5
<b>Total</b>	<b>3</b>	<b>5</b>
Incomplete: Non attendance	0	0
Incomplete: Obtained paid work	0	0
Return to study	0	0
Became a volunteer with DIVRS	3	4
Volunteered with another centre	0	0
<b>Total trained Volunteers (current &amp; resigned)</b>	<b>20</b>	<b>19</b>

## **Emergency Relief and Information & Referral Program**

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The Emergency Relief Program provides assistance to eligible clients by providing them with supermarket food vouchers or packaged and frozen food. Many thanks to Paul Daly for the work he puts in keeping the food cupboard well maintained and stocked. Pharmaceutical vouchers, baby formula and metropolitan travel assistance is also available to clients who live in the city of Darebin. The rising cost of living that has seen an increase in the cost of basic necessities such as food and toiletries as well as the escalation in the cost of rent in proportion to income has meant that many are finding it increasingly difficult to make ends meet.

Our very busy office in High Street Northcote closed its doors in October, leaving a sizeable gap in the service we provide. The Jika Jika Community House thankfully allowed us to perform outreach at their premises one day per week, which is still operational, and we thank them for their consideration. The clients in Northcote found this transition difficult and appear to have turned to other community services for support.

The Jika Jika outpost was poorly frequented at first but is building up as word of mouth and promotion from within the Neighbourhood House gets the word out to the community. Conversely the service we run for two hours on Tuesday morning from the Reservoir Neighbourhood house is very well patronised. The Neighbourhood Renewal team have strongly supported us by publicising our presence amongst the residents of the nearby public housing area. Samantha Levey and Sue Pinchbeck have built up links with these communities to ensure the success of both services.

In June we began using the newly designed data base and revamped client information forms. The data base is easy to use and allows us to view a client's patronage of the service at the touch of a button, therefore giving us a greater insight into the needs of each client which may facilitate ways in which we can help them further. We are grateful to Curt Lindstrom for designing and developing this new program.

The maintenance of our comprehensive local information data is updated regularly by Pat Falco and Lorraine McCallum. Statistics from the Emergency Relief Service are compiled by Bethel Caple and Jarrod Colt. Ian Peters takes care of the publications and brochures. Many thanks to you all for the hard work that you put in.

Staffing levels continue to be a challenge, with half a dozen people completing the CIVic course and working their probationary training in the office, of these only two remained as volunteers. On the other hand the core volunteer staff whose time with us ranges from 1 year to 23 years are strongly committed to what they do, and we are very grateful for the time they give to DIVRS.

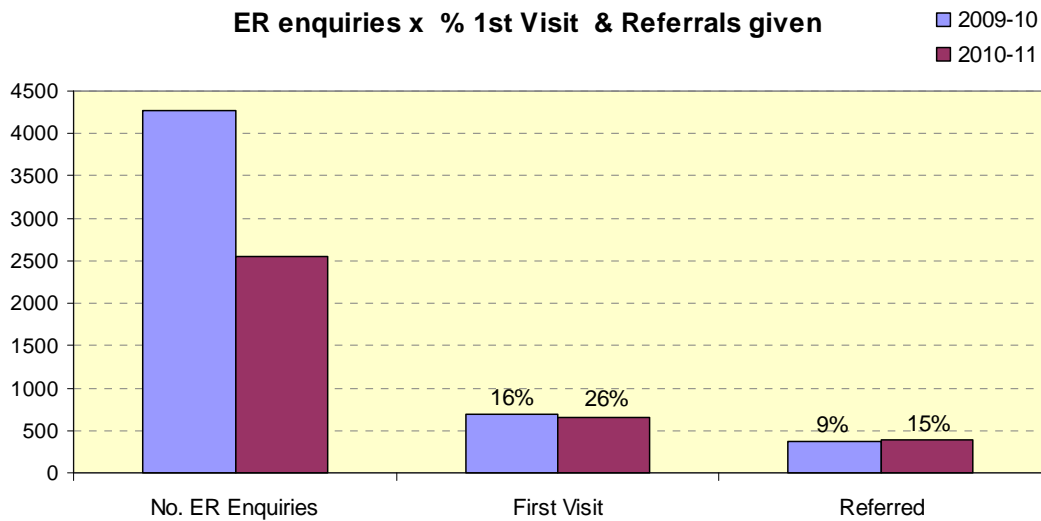
We have strengthened our ties with other providers of Emergency Relief through attending the meetings of the Darebin Emergency Relief Network. We anticipated the closure of the Northcote Benevolent Society and have been gauging the resultant impact.

The provision of Emergency Relief is crucial to the well being of the community and as service providers we are committed to delivering it to disadvantaged residents of Darebin with integrity.

**Jennifer Walker**  
**Emergency Relief Project Worker**

## Emergency Relief Program and Reception Statistics

The chart below shows the total number emergency relief enquiries, first time clients and those referred elsewhere/other.



## Food Cupboard

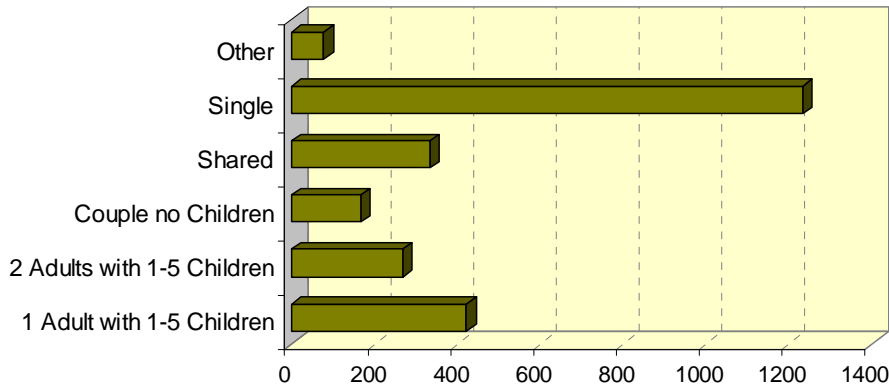
The number of food parcels given out appear to have been affected by the closure of Northcote, which had a separate food cupboard to the Preston office. Strangely, however, children as part of a family receiving food parcels have remained exactly the same. This might indicate that more single parents utilize the Preston office.

Food Parcels given	2009-10	2010-11
Adults	991	543
Children	444	444
<b>TOTAL</b>	<b>1435</b>	<b>987</b>

**Household composition**

The next chart details the composition of households accessing the emergency relief program. While single person households, which would include rooming houses etc, comprise the majority, the second largest group is that of single parents.

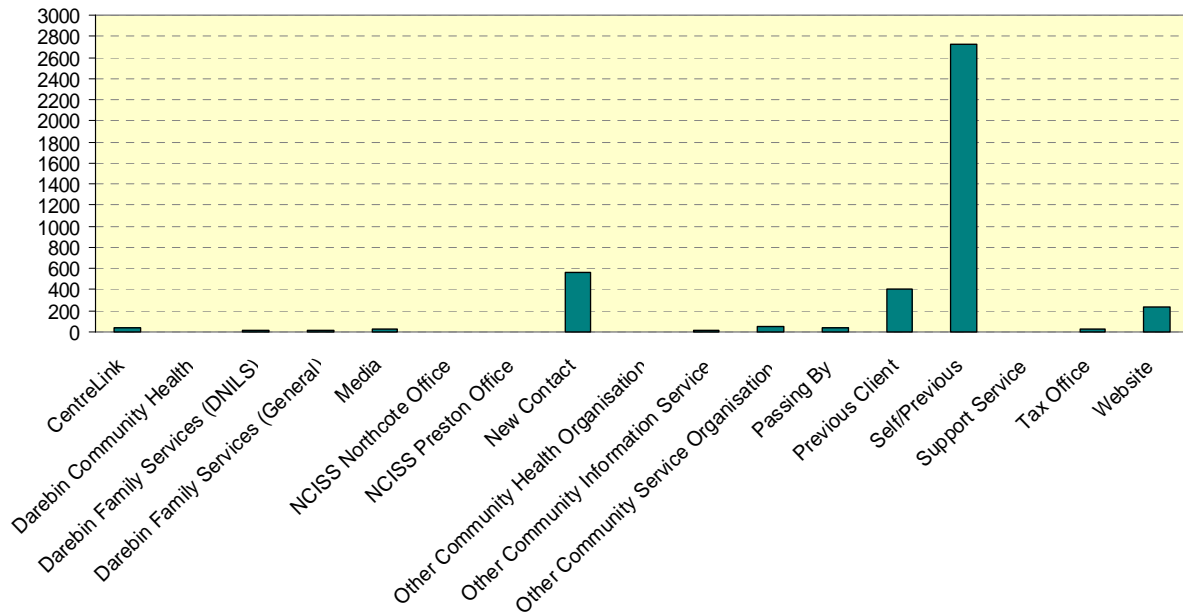
**ER Client Household Composition**



**Where Clients were referred from**

DIVRS received 4,175 enquiries during the 2010-11 year. Of those, 65% of people had prior knowledge of or contact with DIVRS and 6% found out about us from our website.

**Source of Referral to DIVRS**



**Client enquiries by Service Type**

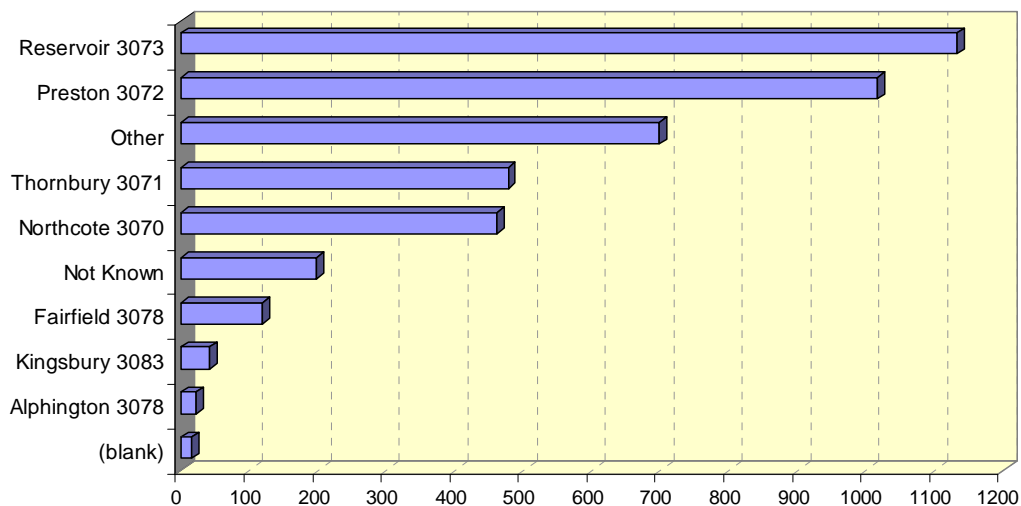
The following table shows total client enquiries by service type. 64% of all enquiries were for emergency relief, 9% for Tax Help and 24% for the Volunteer Resource Service. The VRS has had a noticeably increased number of enquiries this year.

<b>Client Enquiries x Type</b>	<b>2009-10</b>	<b>2010-11</b>
Accommodation	30	5
Community & Consumer Affairs	0	16
Emergency Relief	4316	2555
Education & Employment	0	37
Health	0	0
Income & Tax Help	881	368
Support Services	569	9
Other	118	14
Xmas Hampers	0	5
No Interest Loans	133	64
Volunteer Resource Service	456	947
<b>TOTAL</b>	<b>6503</b>	<b>4020</b>

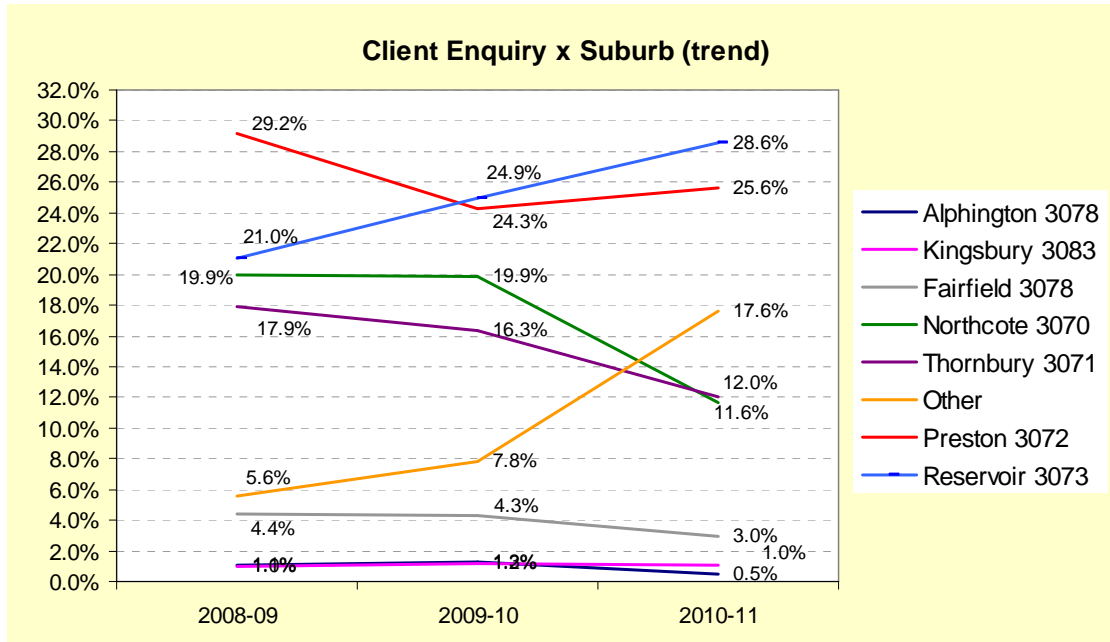
**Location**

The following table shows where people live who have made contact with DIVRS from 2007 – 2010. There appears a strong association between increasing numbers of clients with the further North the suburb is within the City of Darebin.

**Client Enquiry x Suburb**

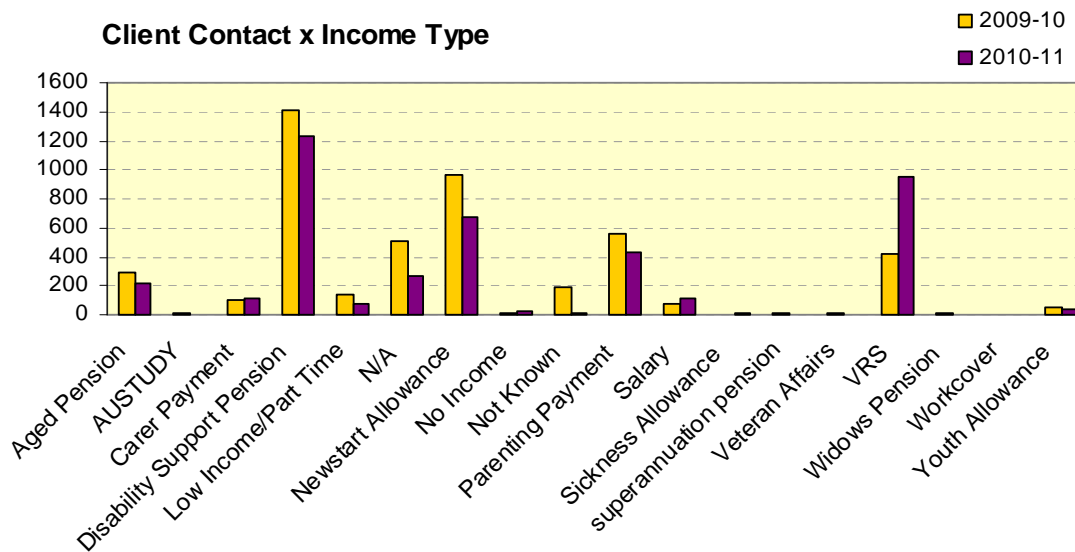


The next table shows the trend of client residence over the past three years. The most noticeable increases are for those living in Reservoir and locations other than those listed. The modest rise in those living in Preston might be associated with the closure of the Northcote office, where some Preston residents might have preferred to visit. Residents in the South of Darebin increasingly diminish in terms of being DIVRS clients, which was anticipated given the gentrification of the South.



### Income Type

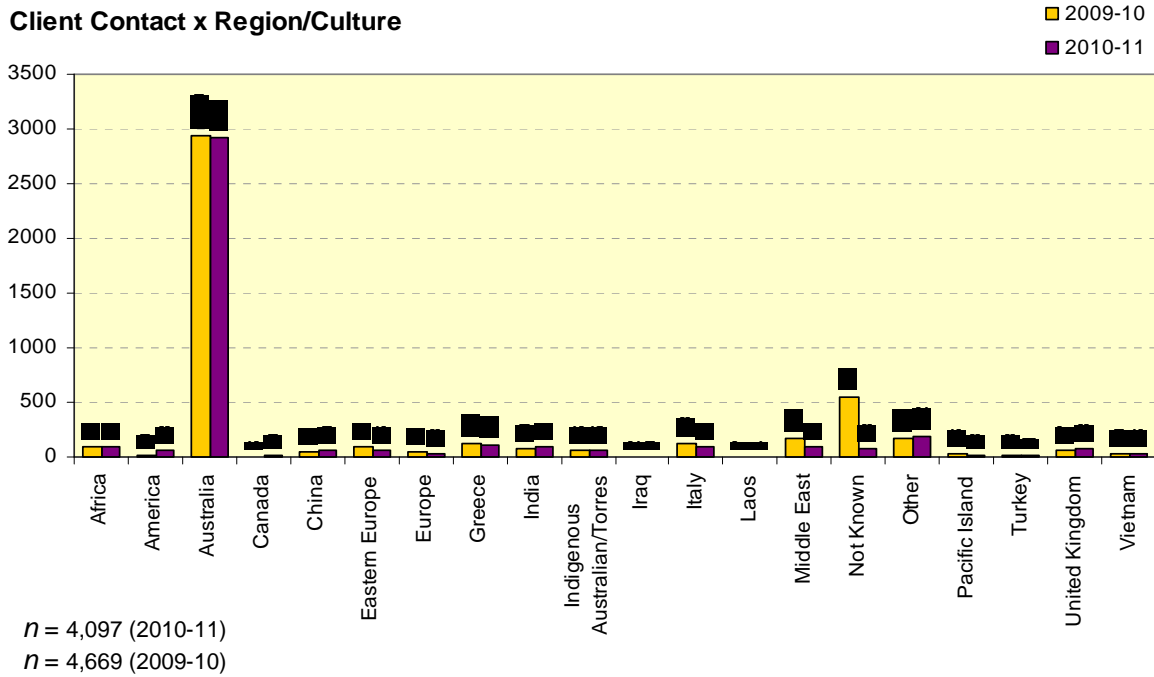
The following table shows a comparison between client income types for 2009-10 and 2010-11.



**Country of Birth – outside Australia & Indigenous Australia**

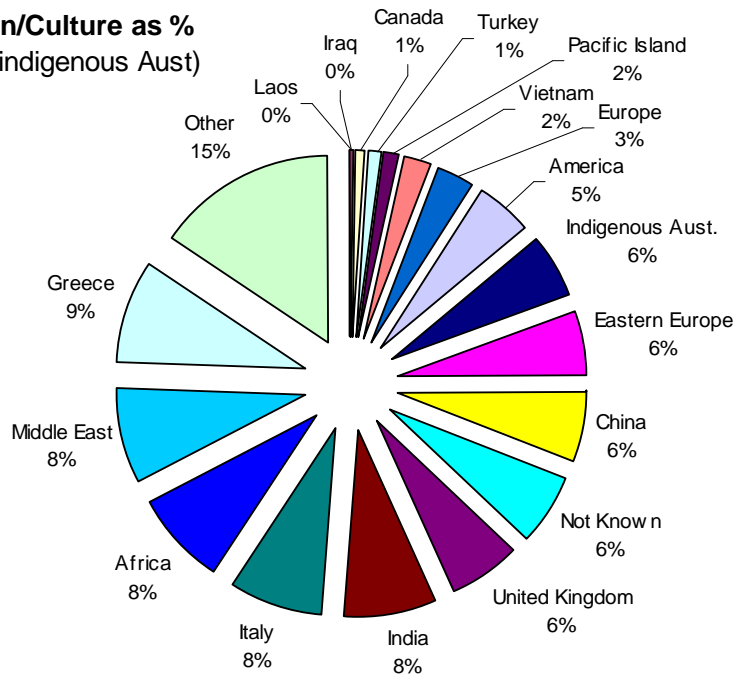
The following table shows that 27% of all contacts (1,113 in total ) indicated their country of birth was outside Australia.

**Client Contact x Region/Culture**



**Client x Region/Culture as %**  
 (other than non-indigenous Aust)

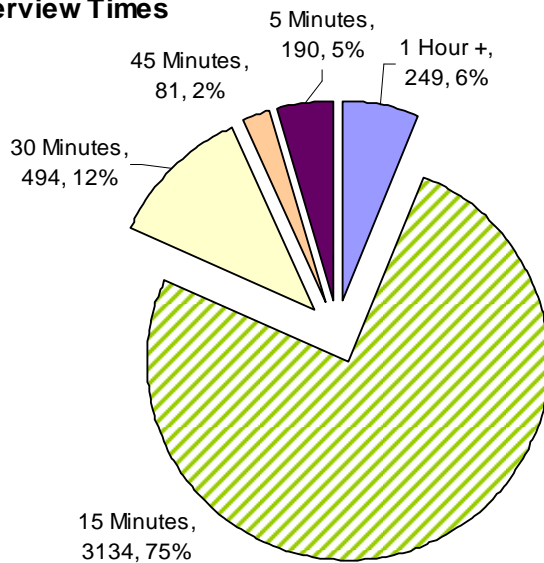
*n* = 1,178



## **Number of Hours spent interviewing**

The table shows that the majority of interviews are of 15 minute duration. A total of 1,356 hours was spent interviewing.

### **Client Interview Times**



## **Darebin No Interest Loans (NILS)**

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Some major changes occurred to the NILS program in 2010-2011, including the resignation of Linda Goupillot-Lindstrom after many years. We wish her all the best in her retirement and thank her for all her wonderful work not only in the Nils Program but with DIVRS as a whole.

We also received specific funding from the Department of Families, Community Services & Indigenous Affairs, through Good Shepherd, for the new NILS project, which has meant we can assist more people and are able to spend more time refining processes policies and procedures. We currently have 75 active no interest loans and 15 people who have successfully paid off loans this financial year.

We have also been able to offer eligible clients the 'Adds-Up' program, which is a scheme run by the National Australia Bank who will match the savings achieved by the client, up to a limit, as a one off grant. We feel confident that as more people successfully complete loans they will become part of this program. Adds-Up is a wonderful incentive for people who may have never successfully saved money before, and helps financially disadvantaged clients to better manage their finances in the long term.

Closure of the Department of Human Services run 'Home Wise' Scheme has resulted in a significant increase in the request for whitegoods purchased using the NILS program. (see chart below). We have worked very closely with the Good Shepherd Buying Service to get best prices for all of our NILS clients. The Buying Service are a wonderful support in this regard and we thank them.

Thank you to Sally, Jennifer and Michael who make up our loans sub committee. The introduction of the sub-committee as the process for approving loans has assisted in providing optimal and equitable outcomes for our applicants. Thank you also to Good Shepherd Youth and Family Services who do a great job of supporting our program and keeping us informed of any new developments within the NILS network. I look forward to working with you all in the future.

**Samantha Levey, Team Leader/NILS Co-ordinator**

# Darebin No Interest Loans Statistics

## Number of new loans by gender & age

The tables below compare the number of NILS loans by age and gender. While the increase in number of loans this year might be partly attributed to the closure of the State government 'Home Wise' program, the extra funds for the NILS program has enabled better servicing of NILS clients also.

### 2010-11

AGE	FEMALE	MALE	Total
18 - 24	2	1	3
25 - 34	9	3	12
35 - 44	10	7	17
45 - 54	9	9	18
55 - 64	1	2	3
65 +	5	2	7
<b>Total</b>	<b>36</b>	<b>24</b>	<b>60</b>

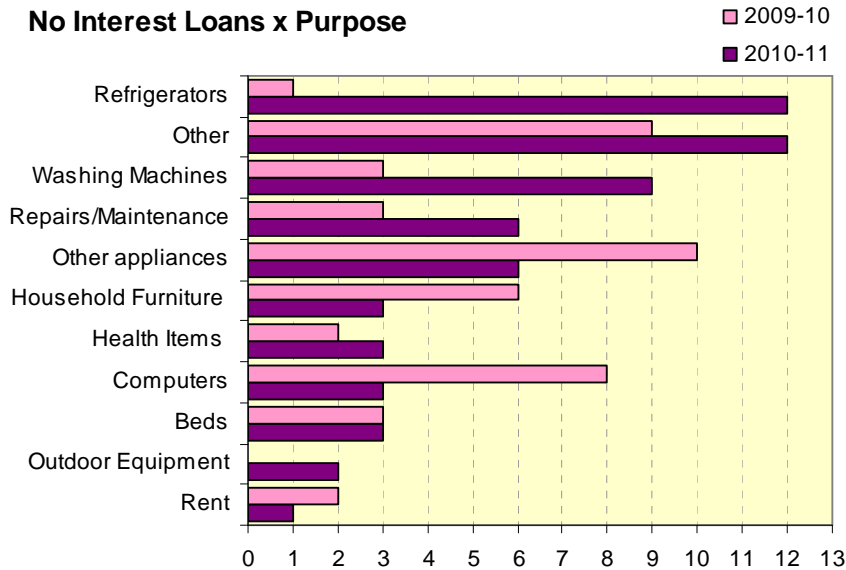
### 2009-10

AGE	FEMALE	MALE	Total
18 - 24	0	1	1
25 - 34	8	4	12
35 - 44	6	5	11
45 - 54	14	4	18
55 - 64	2	3	5
65 +	0	0	0
<b>Total</b>	<b>30</b>	<b>17</b>	<b>47</b>

## Purpose of Loan

The following table shows white goods and household items represent the highest use of loans, with loans for refrigerators and washing machines dramatically increasing in response to not being able to access assistance through the 'Home Wise' scheme (repair or replacement of essential white goods).

### No Interest Loans x Purpose



## Darebin Community Counselling Program (DCCP)

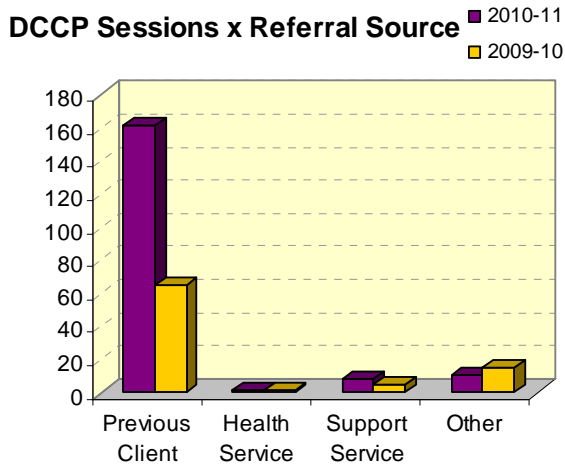
This year the DCCP operated out of the Preston office whereas they previously worked from the Northcote office. This resulted in the loss of two counselling staff. Our thanks go to the existing team of three who remain dedicated to providing free counselling services - Phil Smalley, Maxienne Triton-Young and Phil Mitchell.

While client numbers have not grown substantially, the number of sessions have noticeably increased.

## Darebin Community Counselling Program Statistics

### DCCP - Referral Source

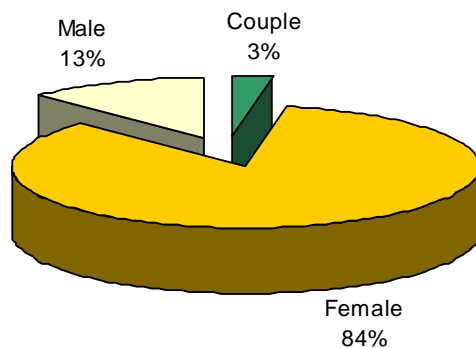
The chart below suggests that existing clients are having more sessions with their counsellor than previously.



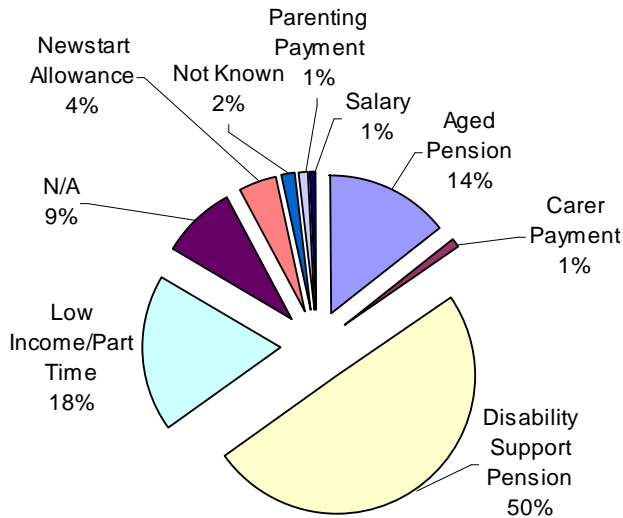
### DCCP - Male/Female/Couple & Income type

The following two tables reveal that female clients are the major group requesting counselling services, and that virtually all clients have restricted incomes.

#### Counselling Visits x Client Gender



### Counselling Visits x Client Income Type

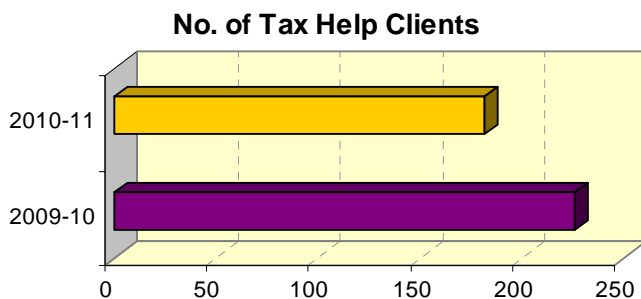


## Tax Help

Once again we have had a very successful Tax Help period. We operated the Tax Help program from three offices: Reservoir with Vanessa Liang. Leslie Sebastian has once again been invaluable at our Preston office along with Vanessa and Simone Erasmus and Mirella Giles based at our Northcote office. We saw 182 clients during the August to October period. We look forward to offering this service to our local community again next year!

**Linda Goupillot-Lindstrom & Sally Mendes**

## Tax Help Program Statistics



## L2P Learner Driver Mentor Program

Darebin L2P has had a successful first year (May 2010 –May 2011). The program has secured the second round of funding from Vic Roads for year two and we are now well into the first half of our second year.

In the past twelve months we have increased the program's capacity to meet the needs of young people in Darebin significantly. With successful volunteer promotion and recruitment, early in 2011, enabling us to steadily increase the number of young learner drivers participating in the program from 17 in early 2011 to 36 currently. The demand on the program is consistent and we have a long wait list for young people eager to get into the program.

We have also secured two cars for the program. One is leased through a generous lease agreement with Hyundai Makin and Luby and the other car has been purchased, by DIVRS, for the purpose of L2P. This was made possible through kind donations from an individual benefactor and the Apprenticeships Plus organization.

Through our strong partnership with Banyule L2P Program we have arranged for Darebin's program to have access to the Banyule L2P manual vehicle on a weekly basis. This means that we are now able to offer young people the choice of learning in either an automatic or manual car.

This program is supported by the Darebin L2P Steering Committee. This committee has been integral to the programs development and commitment to best practice. Members include; Vic Police, Vic Roads, Darebin Council, NMIT, Spectrum Migrant Resource Centre, PRACE, Mission Australia and Salvation Army.

I would like to say a sincere thank you to the Darebin L2P Volunteers. It goes without saying the program relies entirely on our volunteers to survive, however, it is the incredible commitment, generosity, skills and motivation of our 36 volunteers that has enabled this program to thrive.

**Lesley Galbraith**  
**L2P Coordinator**

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## **L2P Program Statistics**

### **L2P First Year Program Statistics**

No.of Current Mentors	36
No. of Mentor/Learner Matches (on-road)	30
No. of Current Learner Drivers	36
No. of Learners in waiting	26
Total Mentored Driving Hours	851
Mentors who have left the Program	5

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## **Community Register Program**

The Community Register program was funded as a set-up project rather than an ongoing program. Although few registrants were forthcoming in the time DIVRS was funded to set it up, a bank of volunteers were recruited and most aspects of the project were fulfilled. This project finished at the end of 2010 and it was unknown at that stage what the Office of Senior Victorians had planned for it.

Thanks go to Jane Herring, Jennifer Walker and the volunteers for their good work.

**Michael Moriarty, Manager / Jennifer Walker, Community Register Project Worker**

# Financial Report

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Our accounts have been audited by G C Perry & Co, in accordance with relevant Australian Auditing Standards, who have concluded that they can be described as accurate.

## ***Financial Result***

We finished the financial year with equity of approximately \$35,000. The previous year's financial audit reported equity of nearly \$87,000, however, the methodology used in the audit was not applied in exactly the same manner across both years. Adjusting for this variance in methodology results in a figure of approximately \$60,000 equity in 2009-10. The \$25,000 decrease in equity in 2010-11 is attributable to some program funds being received after year's end and increased salary costs compared to 2009-10. While a not-for-profit organisation is not necessarily aiming to amass a vast amount of equity, we aim to be more financially strategic with a view to accruing healthier reserves over the next few years.

Our sincere thanks goes to:

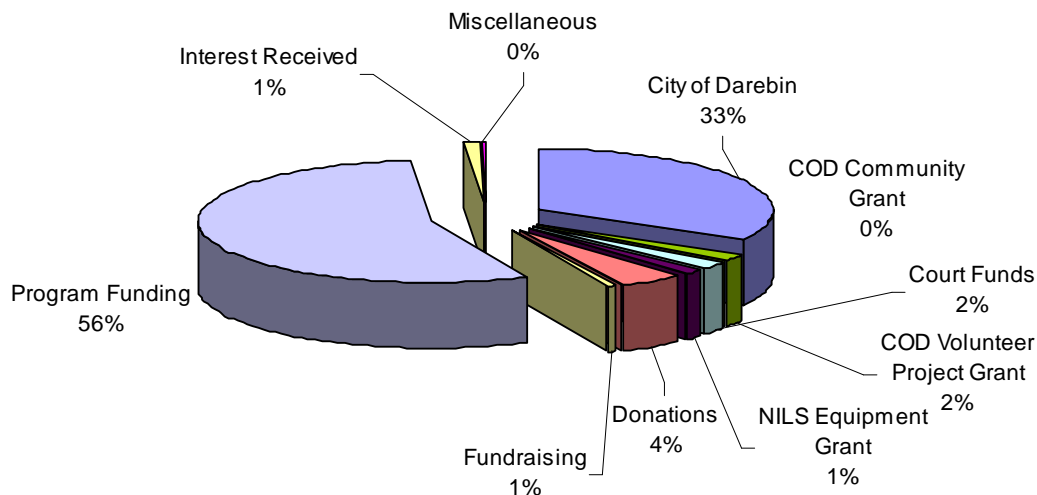
- City of Darebin, funders of our core operating costs
- Department of Families, Housing, Community Services & Indigenous Affairs for our Emergency Relief Program funding and Vulnerable Groups Project funds
- State Government funding for our L2P Learner Driver Mentor Program
- Heidelberg Magistrates Court for the \$7,500 contribution to our Emergency Relief Program
- FaHCSIA / Good Shepherd for our No Interest Loan Scheme Project
- Office of Senior Victorians for setting up the Community Register Project
- The Lions Club Northcote for supporting our Christmas Hamper Project
- Various other supporters for assistance with the Christmas raffle
- All our supporters by way of financial donations and in-kind contributions

## ***Risks***

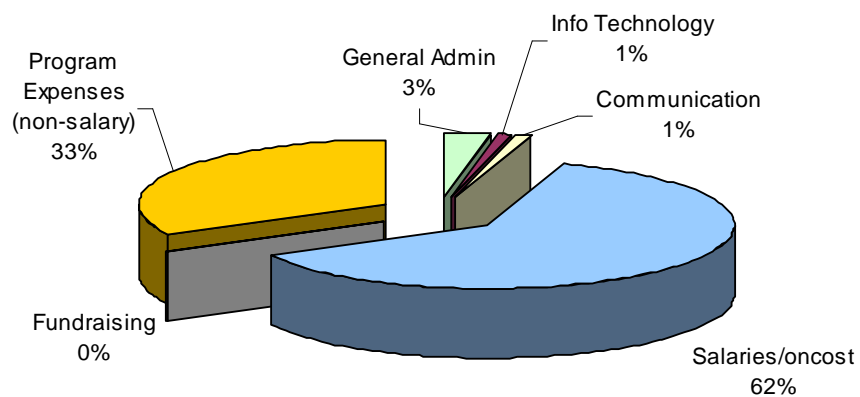
As can be seen in the charts overleaf, the majority of our funds comes from program/project funding from state and federal government (56%) and the City of Darebin (33%). Other than staffing and program specific costs, only about 5% of expenditure is for general operational purposes.

2010-11 saw some major internal changes at DIVRS which left little time to concentrate on corporate fundraising. 2011-12 will see a focus on trying to raise funds and support through philanthropic organisations and corporate sponsorship.

### DIVRS Revenue 2010-11



### DIVRS Expenditure 2010-11



Attached to this report are the detailed financial statements and audit report, financial year ending 30<sup>th</sup> June 2011.

# Donations & Thank you

Thank you to the following individuals and organisations for your support.

City of Darebin

City of Darebin Family Services – Northcote

Darebin Community Health

East Reservoir Neighbourhood Renewal Project

East Reservoir Neighbourhood House

Reservoir Neighbourhood House

Thornbury Womens Neighbourhood House

Cargill Australia Limited

Heidelberg Magistrates Court

Apprenticeships Plus

La Voche Della Luna Choir

Lions Club Northcote

Northcote Benevolent Society

Martin Ferguson AM MP

Melbourne City Mission

Rotary Club of Reservoir

Salvation Army Support Services Preston

Victorian Relief & Foodbank

FareShare

Westpac Bank Northcote

