

Dingley Village
Community Advice
Bureau Inc.



Annual Report 2012

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Acknowledgements

We are grateful and privileged for the generous support of the following Philanthropic Foundations and other Community Groups throughout 2011/2012

Dandenong Magistrates Court	Bendigo Community Bank
Marion and EH Flack	Brockhoff Foundation
Portland House Foundation	Besen Family Foundation
St George Foundation	Freemasons Charitable Trust
Mary MacKillop Foundation	Department Human Services Vic.
City of Kingston	FaHCSIA
Inger Rice Foundation	Lions Club Dingley Village
Lord Mayor's Charitable Fund	Village Church Dingley Village
ANZ Trustees Grant	Bob and Kathie Shearer - Golf Day
Myer Foundation	Food Bank/FareShare Victoria
Collier Charitable Trust	Power to Change Christian Fellowship
William Angliss Fund	Temptation Bakeries Chelsea
Gandel Philanthropic Trust	Dingley Village CWA
Sisters of Charity Foundation	Galaxy Design
Minter Ellison	The Body Shop (Volunteers)
Ian Potter Foundation	Dingley Dossier - Margaret Vogt
Stairway Church	

INTRODUCTION

We have been compared to “canaries in a coal mine” and I was a little puzzled as to what this meant.

In the 19th century, the British coalmines, it was normal procedure to take a canary in a cage down the mine for the purposes of detecting dangerous gases — canaries would stop singing, fall off their perch in the presence of a gas concentration below the levels where it was life threatening to man.

The humour escapes me!

I believe that we have stopped singing many years ago, and no one listens!

Millions of Australians live in poverty, and thousands of vulnerable families visit our agency each week to share their stories

The Dingley Village Community Advice Bureau will continue to listen and support them.

Address: 31B Marcus Road
Dingley Village Victoria 3172

ABN: 78684267029
Inc: A0014674G

Phone: (03) 9551 1799
Fax: (03) 9551 6848
Email: dvcab@bigpond.com
Website: www.dvcab.com.au

Office hours: Monday – Thursday, 9.00am – 3.00pm



The DVCAB office is located within the Dingley Village Neighbourhood Centre building.

Melways reference Map 88 F6

COMMITTEE OF MANAGEMENT

Chairperson
Public Officer
Finance Officer
Treasurer
Social Worker
Members

Tony Coyle
Irene McInnes
Leeanne O'Connor
Margarete Lehmann
Marion Harriden OAM
John Edge
Kath Stephen
Anne Arnold
Warren Duncan
Pastor Bill Malcolm
Rodney Hilton

Staff

Social Worker
Finance Officer
Administration

Marion Harriden OAM
Leeanne O'Connor
Judith Klarenbeek

Volunteers

Sue Anderson
Cyril Beverley
Judy Collins
Robert Doherty
Tony Ford
Jaffa Gross
Rodney Hilton
Murray Jones
George Kunz
Adeline Magee
Rosemary Maher
Jacqui Nally
Joan Nicol
Thelma Paull
Joyce Spence
Kath Stephen

Anne Arnold
Sandria Burgoyne
Helen Daly
Rosemary Elvey
Meredith Glenister
Gary Harriden
Sue Hilton
Karen Kinson
Pat Lucas
Alma Osbourne
Irene McInnes
Marlene Nanscawen
Susan Palfreman
Lauris Sherwood
Ray Smith
Mary Tee

CHAIRPERSON'S REPORT

It is once again a privilege to report on the activities of the Dingley Village Community Advice Bureau Inc. for the year 1 July 2011 – 30 June 2012. This is our 29th year of providing a family support welfare service to the community.

Another extremely busy year with twenty per cent increase in the number of families seeking assistance at our centre. Many of the families and individuals are endeavouring to live with the combination of inadequate income, the rising costs of rent and utilities. We can see the impact that financial hardship can have on people's sense of dignity and wellbeing. We also see how some support and a kind word can bring a smile to their faces.

We are grateful for the continued support we received throughout the year from philanthropic foundations, small businesses, service clubs and the general community. We acknowledge the support from the Department of Human Services (State Government), Federal Government and City of Kingston. We thank the Portland House Foundation for their on-going partnership with us as our major benefactor.

We are fortunate to receive the support of a wonderful team of volunteers that donate their precious time to our agency on a regular basis. They bring a range of skills and experience and without them we could not provide a service to the community.

I would like to say thank you to the members of our Committee of Management for their contribution and support throughout the year. Social Worker Marion and our small but committed staff Judith and Leeanne. Pam Gates, the staff and Committee of Management of the Dingley Village Neighbourhood Centre Inc.



Tony Coyle
Chairperson

FROM THE SOCIAL WORKER'S DESK

Families are the building blocks of society, facilitating generational renewal, human interaction, and linking individuals to wider society as a whole.

Relationships are closely linked with well-being, with families playing a key role in socialising children and shaping the future of society.

Families are our business!

Small, large, healthy, happy, dysfunctional and vulnerable.

We are committed to spending time with these families, and listening to stories that can include homelessness, health issues, relationship problems and children at risk.

While we are a small organisation with limited resources, staff and volunteers, we are adamant that no one is turned away, everyone is listened to, and help offered.

Issues raised include relationships, alcohol, drugs, homelessness, mental health, employment, education, parenting and finance.

We work with other agencies in the region, and will refer people to specialised help if necessary.

We have no waiting lists!

We will see families as they present, and either refer them to a more appropriate source or link them to our services.

For a small agency with limited resources, thanks must go to staff, volunteers, as well as our Board of Management so ably led by Chairman Tony.

Of major concern to us at the moment are "Payday Loans" Many of clients borrow \$200—\$500 at interest upwards of 400% per annum. Repayments are generally secured through direct debits, which take a first stake in a borrowers income — leaving a low income borrower without enough money for everyday living.

Where do people go??

To us — and we provide food, utility bill payments, education expenses, petrol, pharmacy expenses, and almost more importantly — support.

Challenges of the future appear alarming, but the Dingley Village Community Advice Bureau will continue to —

“Make a Difference”

Marion Harriden
Social Worker



We received a visit from our friends from the Freemasons to present a cheque for our Food Bank and they got to meet 2 of our volunteers Anne and Judy as well as 2 lovely ladies from the Body Shop who are part of a ongoing program of sending their office staff to volunteer on a regular basis.



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www.dvcab.org.au

**Committee of Management Meeting of the
Dingley Village Community Advice Bureau Inc
Annual General Meeting to be held on Thursday the 15th September , 2011
at 10.00am.**

Minutes

1. Welcome:

Chairperson Tony welcomed our friends and supporters of the CAB to our annual meeting

2. Present: Margarete Lehmann, John Edge, Gisela Lucht, Judith Klarenbeek, Sue Doherty, Ann Trotter, Rosemaree Gunther, Carrol Gould, Hazel Coyle, Leanne O'Connor, Gordon Edwards, Tony Coyle, Giuseppe Biviano, Sue Anderson, Beverley Mitchell, Helen Dally, Dusan Ivanic, Kath Stephen, Cyril Beverley, Irene McInnes, Joy Hanson, Angela Nathaniel, Carlos, Zapatha, Kath Kirkcaldy, Kerry Scott-Haywood, Bill Malcolm, Tony Ford, Beverley, Burdett, Cr Paul Peulich.

3. Apologies: Pastor Con Giovas, Cr Athanopoulos, R Cosentino, John Nevins CEO City of Kingston, L Wreford Mp Mordialloc, G Timmins and some of our volunteers, Marlene, Adeline, Mary, Sandra, Bev and Joan.

4. Minutes:

Minutes of annual meeting held 15th September 2010, were recorded. Accepted: Margarete/John

5. Reports

Chairperson Tony Coyle reported on the year of 2010/11

He mentioned the success of our programs and the extra ordinary support we receive from the local community, philanthropic trusts and foundations, small business and service clubs.

We have a corporate partnership with the Portland House foundation, and our annual Bob Shearer Charity Golf Day provides great support. We receive funding from Federal, State and local Governments which enable us to continue our efforts.

Tony thanked the staff, volunteers and committee members for their contribution throughout the year.

Finance Report - Treasurer Margarete Lehmann referred everyone to the detailed report in our annual report document. Our donations during the year have been strongly influential in allowing our programs to continue.

Thank you to those contributing to sound financial management and our auditor Mr Bruce Hydon

Social Worker report - Marion Harriden expressed concern that the "Inequality is growing in Australia". 2.2 million are living in poverty, and 105000 are homeless.

We are proud that no one is turned away at our service, which is freely offered.

Special thanks to Chairman Tony and staff members LEEANNE and JUDITH. The future will bring challenges, but we will continue to "make a difference"

reports accepted: Sue/Helen

6. Election of Board of Management for 2011 - 2012

We thank Cr Paul for conducting the elections.

The following were appointed

Chairperson – Tony Coyle

Secretary – Irene McInnes

Treasurer – Margarete Lehmann

Members – Warren Duncan, John Edge, Pastor Bill Malcolm, Kath Stephens, Rodney Hilton, Anne Arnold.

7. Presentations: Chairperson Tony presented Gisela Lucht with a plaque and cheque for all her service to the Community Advice Bureau as Finance Officer.
Marion Presented Tony with a gift from the members for his role as Chairperson.
8. Appointment of Auditor – Treasurer Margaret moved that Mr Bruce Hydon be appointed auditor for 2011/12
Moved Margaret/John
9. Other Business – nil
10. Close of meeting – Next annual meeting will be in September 2012



A delivery from SPC Ballarat in our new Ute thanks to a grant from the Bendigo Bank Dingley Village.

FINANCE OFFICER'S REPORT

I have pleasure in presenting this report on the financial activities of the Dingley Village Community Advice Bureau Inc. for the year 1 July 2011 to 30 June 2012.

The financial statement has been prepared in accordance with Auditing Standards required of an Incorporated Association.

Thank you for all the generous donations to our agency, without them we would not be able to maintain our Emergency Relief program.

I would like to thank government bodies at all levels for their support. The trusts, foundations, too numerous to mention are listed at the front of this Annual Report.

Special thanks go to my co-workers Marion Harriden, Noleen Barczak, Judith Klarenbeek and Pam Gates from the Neighbourhood Centre.

Very special thanks must go to Margarete Lehmann, our treasurer and Suzette Dawson for all their help and advice.

Leeanne O'Connor
Finance Officer

DINGLEY VILLAGE COMMUNITY ADVICE BUREAU INC
INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED 30TH JUNE 2012

<u>2011 INCOME</u>		<u>2012</u>
\$ 5,867.59 INTEREST		\$ 6,052.18
\$ 49,052.69 GRANTS		\$ 74,086.76
\$ 8,657.89 OTHER ITEMS		\$ 1,700.00
	BOB SHEARERS GOLF	
\$ 20,023.20 DAY		\$ 12,331.00
\$ 6,314.92 EMERGENCY RELIEF		\$ 4,125.00
\$ 50.00 DIVIDENDS RECEIVED		\$ 62.50
\$ 150,463.08 DONATIONS		\$ 130,875.50
<u>\$ 240,429.37</u>	Total Income	<u>\$ 229,232.94</u>
	<u>EXPENDITURE</u>	
	BOB SHEARERS GOLF	-
\$ 752.73 DAY		\$ 417.55
\$ 55,210.14 EMERGENCY RELIEF		\$ 67,356.35
\$ 102,653.18 EMPLOYEE COSTS		\$ 116,023.34
\$ 40,577.33 ADMINISTRATION COSTS		\$ 52,221.90
	DISPOSAL OF ASSET	\$ 873.54
<u>\$ 4,565.47</u>	DEPRECIATION	<u>\$ 3,981.91</u>
\$ 203,758.85		\$ 240,874.59
<u>\$ 36,670.52</u>	SURPLUS/DEFICIT FOR THE YEAR	<u>-\$ 11,641.65</u>
	<u>BALANCE SHEET AS AT 30TH JUNE 2012</u>	
	<u>CURRENT ASSETS</u>	
\$ 55,573.39 CASH AT BANK		\$ 20,486.45
\$ 151,773.84 TERM DEPOSITS		\$ 157,591.51
\$ 300.00 CASH ON HAND		\$ 300.00
	EMERGENCY RELIEF AC-	
-\$ 50.72 COUNT		\$ 17.52
	BOB SHEARERS GOLF	
\$ 2,438.41 DAY ACCOUNT		\$ 2,436.88
\$ 50.45 GST PAID		
<u>\$ 210,085.37</u>	Total Current Assets	<u>\$ 180,832.36</u>
	<u>NON CURRENT ASSETS</u>	
	<u>FURNITURE & FITTINGS @</u>	
\$ 12,535.45 COST		\$ 13,601.82
-\$ 6,679.09 ACCUMULATED DEPRECIATION		-\$ 6,857.62
<u>\$ 5,856.36</u>		<u>\$ 6,744.20</u>
	<u>OFFICE EQUIPMENT @</u>	
\$ 5,381.82 COST		\$ 5,381.82
-\$ 3,259.59 ACCUMULATED DEPRECIATION		-\$ 4,039.74
<u>\$ 2,122.23</u>		<u>\$ 1,342.08</u>
\$ 18,220.68 MOTOR VEHICLE @ COST		\$ 28,280.00
-\$ 8,216.92 ACCUMULATED DEPRECIATION		-\$ 280.28
<u>\$ 10,003.76</u>	Total Non Current Assets	<u>\$ 27,999.72</u>

Continued next page

INVESTMENTS

	DINGLEY VILLAGE FINANCIAL SERV.	
\$ 450.00	(BENDIGO BANK)	\$ 450.00
\$ 228,517.72	Total Assets	\$ 217,368.36
	<u>CURRENT LIABILITY</u>	
\$ 12,792.65	PROVISION FOR LSL	\$ 14,394.65
	GST COLLECTED	\$ 2,128.80
\$ 3,283.51	PAYROLL LIABILITY	\$ 45.00
\$ 16,076.16		\$ 16,568.45
\$ 212,441.56		\$ 200,799.91

REPRESENTED BY

\$ 175,771.04	BALANCE AT BEGINNING OF YEAR	\$ 212,441.56
\$ 36,670.52	DEFICIT/SURPLUS FOR THE YEAR	-\$ 11,641.65
\$ 212,441.56		\$ 200,799.91

To the best of my knowledge and belief, this financial statement is an accurate account of the financial affairs of THE DINGLEY VILLAGE COMMUNITY

ADVICE BUREAU for the year ending 30th June 2012.

Leeanne O'Connor - Finance Officer

BRUCE HYDON PTY LTD



Chartered Accountant

ABN: 21 059 792 915

1ST Floor, 267A Glenferrie Road, Malvern, 3144. Phone: 9509 2233
Postal Address: P. O. Box 3098, Wheelers Hill VIC 3150. Fax: 95760425

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF DINGLEY VILLAGE COMMUNITY ADVICE BUREAU INC

Report on the Financial Report

We have audited the attached financial report of Dingley Village Community Advice bureau, being a special purpose financial report which comprises income and expenditure statement for the year ended 30th June 2012 and balance sheet as at that date.

Committee's Responsibility for the Financial Report

The association's committee is responsible for the financial report and has determined that the financial statements are appropriate to meet the needs of the members and the requirements of the Associations Incorporation Act, Victoria.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. These auditing standards require that we comply with relevant ethical requirements to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from misstatement.

We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the association. No opinion is expressed as to whether the accounting policies used, are appropriate to the needs of the members.

Our procedures included examination on a test basis of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly so as to present a view which is consistent with our understanding of the Association's financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report presents a true and fair view of the financial position of Dingley Village Community Advice Bureau Inc as at 30th June 2012 and the results of its operations and its cash flows for the year then ended.

A handwritten signature in black ink, appearing to read 'B. Hydon'.

BRUCE T. HYDON
05 September 2012
Bruce Hydon Pty Ltd

“Here is Daniel’s story”

We are pleased that with the help of Gep Blake of Bowler Hat P/L we now have a DVD that graphically describes the work we do at the DVCAB.

The DVD was produced with the help of the students from Emerald Primary School and a few talented GEMCO performers.

The team at the CAB work tirelessly to achieve great things in the local community, and the video is a great tool as we approach various corporations, funding bodies, and the world of philanthropy.

Excerpt from Script

Day/Ext—Just Before School Starts

Fade up from black

Various shots of kids arriving, walking along footpaths, kicking balls, the occasional skate board past etc. Everyone is in usual state for 12 year old kids, but at least reasonably respectable and appropriate for school uniform.

Daniel is off to one side on his own. His pants look pretty threadbare and his shoes are in pretty poor shape. There is the usual crowded playground noise and carry on out of focus in the background. Daniel stands watching the other kids wandering about in groups, he is clearly on his own. A group of kids come towards Daniel, he turns a little tentatively... as the group gets closer the conversation dies down and there’s some giggling. The group slows down and one pair of feet stops momentarily in front of Daniel.

Girl 1

New shoes Daniel?

The group bursts into laughter and continues on their way, leaving Daniel standing on his own.

Cut to:

Food Insecurity

Food Security: exists when all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food, to meet their dietary needs and food preferences for an active and healthy life.

Food Insecurity: The consequence of food insecurity, include:

- * poor physical health outcomes (increased risk of health issues, obesity and diabetes)
- * Poor physical development and behavioural outcomes in children
- * Poor mental health outcomes (stress, shame and social exclusion)

We see hundreds of families each week, thousands over the year. They tell us that our “Food Program” is accessible, non judgemental, and in no way adds to their stress levels.

Keeping the Food Pantry full takes innumerable hours, and resources. To take stock of supplies, order, collect, deliver and store food is labour intensive. This only occurs with the help of many volunteers including our team we call the “Three Musketeers”. The turn around involves over 55 volunteers who assist the hundreds who visit us each week for supplies.

Five Causes of poverty are identified as -

1/ work, income, wealth—Low levels of income from Centrelink payments are a major factor in increasing poverty.

2/ Education—low education levels are linked to unemployment and subsequently the risk of living in poverty. Families can not afford to better educate their children, and so give them increased chances of employment.

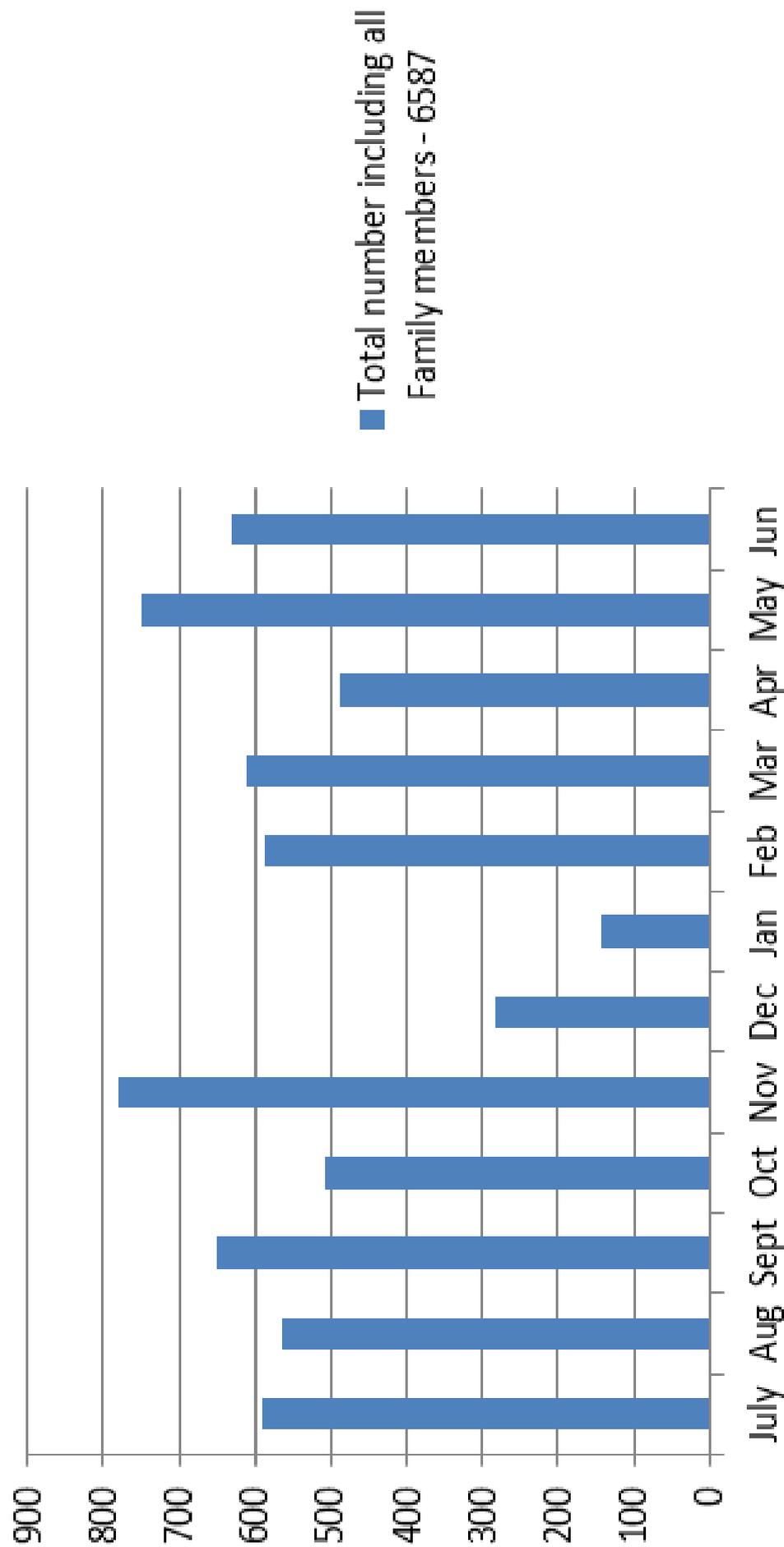
3/ Housing—Only a minority of people in low incomes own their own homes outright and rent is increasingly unaffordable. Many low income households are experiencing housing stress when over 30% of income is spent on rent

4/ Health—Australian who are most disadvantaged socio economically are twice as likely as those who are least disadvantaged to have long term health conditions

5/ Service—Access to affordable community services is an important poverty prevention strategy by helping disadvantaged people to fully participate in social and economic life

We “make a difference” to hundreds of families each week who ask our help in this area.

Emergency Relief Clients June 2011- July 2012



Child First

The Victorian Government's vision is that every child should thrive, learn and grow, be valued and respected and become an effective adult. The government's aspirations, articulated in its Outcomes Framework for all Victorian Children and youth, are the same for vulnerable children and youth as for all children. Many families need occasional support to realise these aspirations, especially where their capacity to support and care adequately for their child is impaired. They may also require the additional support and targeted interventions of family Services.

Family Services has a critical role in promoting outcomes for vulnerable children and families, and provides a range of service interventions of with a whole-of-family focus to:

- Strengthen parent capability to provide basic care, ensure safety and promote their child's development
- Improve the family's community connections and access to community resources

This requires building and supporting a reliable network of ongoing services, strong linkages and sustained engagement with relevant universal and adult services, and supporting these services to work effectively with vulnerable children and families.

Child and family services information, referral and support teams

Knowing how and where to access the service system, or making an appropriate referral can be challenging. To make it easier to access family services, a clearly identifiable point of entry has been established.

There are 24 Child FIRST sites established in sub regional catchments across the state, These hubs provide a central community-based referral point to a range of community based Family Services and other supports.

Child FIRST ensures that vulnerable children, young people and their families are linked effectively into relevant services and may be the best way of connecting children, young people and their families to the services they need.

Factors which affect a child's safety or development are:

- Significant parenting problems that may be affecting the child's development
- Serious family conflict, including family breakdown
- Families under pressure due to a family member's physical or mental illness, substance abuse, disability or bereavement
- Young, isolated and/or unsupported families
- Significant social or economic disadvantage that may impact on a child's care or development.

Dingley Village Community Advice Bureau is part of the Inner Middle Operations Group which includes—Kingston, Bayside, Glen Rira and Port Phillip LGA's

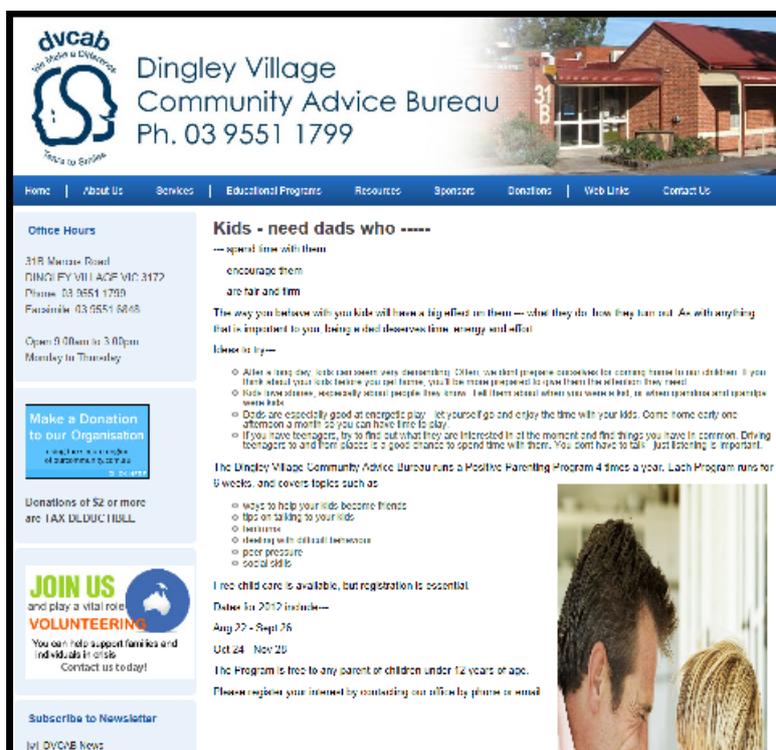
www.dvcab.com.au

Our website is fully operational with -

- Home page—offering information through various pages.
- About us—our aims, mission statement, vision, objectives, core values
- Services—counselling, financial counselling, emergency relief, and the impact our services have
- Educational programs—positive parenting, skills for growing, personnel development
- Resources—service areas, what sets us apart, clients, appointments, login/logout
- Sponsors/supporters—core funding, Charity Golf Day, Village Church, Lions Club, Philanthropic Trusts.
- Donations—online enquiries
- Web links—Other agencies and government facilities
- Contact us—details

We continually update the page with themes that include -

- back to school
- parenting
- emergency relief
- affordable living
- Christmas blues





NEWSLETTER

Winter 2012

Proudly Supported by the Portland House Foundation

The Widening Gap between Rich and Poor

In Australia, there is an increasing conviction that the rich are getting richer and the poor are getting poorer, creating an imbalance in the distribution of wealth. In 2007, the richest 200 people in Australia had a combined wealth of \$128.6 billion, up 27 per cent from 2006. Australia is a developed country with social welfare policies and programmes designed to support the most disadvantaged in our community. Yet, at our centre we are seeing increasing numbers of people experiencing serious financial hardship. We understand the impact that poverty can have on an individual's sense of worth and dignity. We can see the stress of juggling bills and trying to make ends meet can send people into a downward spiral of hopelessness. However, we also see how lives are turned around when people are given the help they need in times of crisis.

Australian Council of Social Services (ACOSS), estimates that two million people live in poverty today - one in ten Australians. Recent research about the poorest 20 per cent of families in Australia indicates most of these families are unemployed. Poverty in Australia is not obvious and there are even people that believe it does not exist. We do not want poverty to become entrenched in Australia as in America. According to a special report from the U.S. Census Bureau, 15.1 per cent of the population or 46.2 million Americans are now living in poverty. The working poor comprise 10.5 million of that number.

Many of the families that present at our centre are endeavouring to manage the combination of inadequate income and the rising costs of living. Maintaining funding and sourcing supplies for our food bank is a major challenge we face on a daily basis. With continued community support and a committed team of volunteers we will endeavour to maintain a quality service for our clients.

"Many thanks to Chairman Tony for preparing a newsletter each term"

“Australian National Living Treasures”

- are people who have made outstanding contributions to Australian Society in a field of human endeavour.

This is the Dingley Village CAB team!

The volunteers at Dingley Village Community Advice Bureau are a valued and integral part of our team.

We hope they stay with us for a long time!



- volunteers make a important contribution to non-profit institutions, and last year contributed 623 million hours, equating to 317,200 full time equivalent jobs
- The economic value of there hours was imputed to be \$14.6 billion
- 1.1 million volunteers from social service organisations
- Non-profit institutions contribute 4.1% of the Australian economy
- Non-profit institutions contributed close to \$43 billion to Australia’s economy, as measured by gross domestic product

Volunteer contribution figure is calculated between \$24.59ph—\$45ph

Continued overleaf-

The Australian picture

How many volunteers are there?

In 2010:

- 36% of the adult population volunteered 6.1 people
- The estimated number of volunteers in Australia doubled from 1995 to 2010

Estimated no. of volunteers in Australia	1995	2000	2006	2010
	3.2m	4.4m	5.2m	6.4m

Source for 1995: 2000—ABS Australian Social Trends 2002

Source for 2006: ABS Voluntary work, Australia

Source for 2010: ABS General Social Survey, 2010

Who volunteers?

In the General Social Survey a volunteer is defined as someone who in the previous 12 months willingly gave unpaid help in the form of time, service or skills through an organisation or group. (ABS, 2010, p3)

In 2010:

Gender

- slightly more women (40%) than men (37%) volunteered

Age

- Volunteer rates varied across different age groups in the population and particularly
- People aged 45-54 years reported the highest rate of volunteering.
- Young people represented 9.4% of all people who had volunteered in the previous 12 months
- 593,700 people aged 18-24 had undertaken voluntary work in the previous 12 months
- Young people most commonly volunteered for groups related to sport and recreation.

Continued overleaf -

Definition and principles of volunteering

Definition of formal volunteering

Formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken:

- ¥ to be of benefit to the community and the volunteer;
- ¥ of the volunteer's own free will and without coercion;
- ¥ for no financial payment; and
- ¥ in designated volunteer positions only.

Principles of Volunteering

- ¥ Volunteering benefits the community and the volunteer.
- ¥ Volunteer work is unpaid.
- ¥ Volunteering is always a matter of choice.
- ¥ Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- ¥ Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- ¥ Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- ¥ Volunteering is an activity performed in the not for profit sector only.
- ¥ Volunteering is not a substitute for paid work.
- ¥ Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- ¥ Volunteering respects the rights, dignity and culture of others.
- ¥ Volunteering promotes human rights and equality.



We are Witnessing the emergence of a new working poor

There is a new divide in the Australian workforce. It is no longer between the blue-collar and white-collar worker, but between those in the "core" of the workforce and those on the "periphery".

Those in the core are likely to be in full-time employment, either permanently within organisations, in management positions, or possessing skills for which there is steady demand and for which they can charge a premium. They are likely to have sick leave, paid holidays and in many cases parental leave above the government's minimum standard.

For them, flexibility means the chance to work in a variety of industries, to work overseas, to earn good money freelancing or in a secure part-time arrangement. Periods of unemployment are likely to be short or voluntary. Those on the periphery are employed on various insecure arrangements - casual, contract or through labour hire companies, on low wages and with no benefits.

Many do not know what hours they will work from week to week, and often juggle multiple jobs to attempt to earn what they need. Their skills are low, or out-dated, and they are not offered training through work. They shift between periods of unemployment and underemployment that destroy their ability to save money.

Their work is not a "career"; it is a series of unrelated temporary positions that they need to pay rent, bills and food.

For them, flexibility is not knowing when and where they will work, facing the risk of being laid off with no warning, and being required to fit family responsibilities around unpredictable periods of work. For many, life on the periphery is not a temporary situation; there is no pathway into the core.

For the past six months I have been the chair of an inquiry, commissioned by the ACTU, into the phenomenon of insecure work. In hundreds of submissions, and during hearings around the country, we have come across a multitude of stories from people on the periphery. Although 40 per cent of Australian workers are in insecure work, this is a development of the Australian economy that has avoided proper examination for too long.

For people in their late 20s, with children and mortgages and no time to retrain; or older men in their 50s who have lost full-time work, this is their permanent position.

Continues overleaf -

Increasing numbers of workers are engaged in unpredictable, uncertain work that undermines their security. Others fear that the loss of a good secure job will push them into the world of insecure work they see around them.

This uncertainty makes people more sensitive to rises in interest rates, power bills and petrol prices.

For the first time in our history since Federation, Australia is seeing the development of a working poor.

As long as we can retain our relatively high minimum wages and public health system, we will not see the extremes of poverty of the United States, but we will see a society with families where one or both parents work, but who are unable to save or own a home, and remain vulnerable to the slightest financial crisis.

What this means for social mobility and social cohesion is the great unknown, and a subject that is only obliquely referred to in political debate. This is particularly the case when combined with a growing number of inter-generational jobless households.

The economic changes of the past two decades cannot be unwound. But the unforeseen consequences of insecure work must be addressed to continue to produce jobs that will preserve the Australian social contract that has provided a decent welfare safety net, and a chance at social mobility, for generations of citizens and migrants.

Changes are needed not only to our employment and labour laws, but to the role of government and the social security and tax transfer systems, to education, training and labour market transitions and, yes, to our trade unions.

The inquiry into insecure work will be making a number of radical recommendations in these directions. It is our hope that governments, the community and industry do not shirk from dealing with these issues.

Article in the Age Newspaper Friday 20th April 2012



A sample of our food parcel

Twelve golden rules for running a gold-class community organisation.

1. Stay in one business at a time – don't try to do too many things at once.
2. Aim to dominate what you're in. Be unique; be the best.
3. Be forever innovative – you must be constantly thinking about how you can change what you're doing to make it smarter, better and more efficient.
4. Outsource non-core activities. Even for not-for-profits it doesn't make any sense to do an awful lot of things.
5. Don't own hard assets – lease instead
6. Have good and professional financial management.
7. Plan from the outside in – attend conferences, get some perspective.
8. Anticipate any new industry lifecycle changes.
9. Follow world's best practice.
10. Develop strategic alliances.
11. Develop a unique organisational culture that makes your employees want to turn up to work every day with a smile on their face.
12. Put leadership before management – you need management, otherwise the place just doesn't run efficiently; but without leadership you've no direction and no real future.



We help support Mary Mackillop Foundation by holding a Green and Gold day Morning tea and get into the spirit by dressing in the colors

Net Widens on Family Violence

Federal Attorney-General Nicola Roxon said much family violence remained “invisible to the legal system”.

The definition of domestic violence will be expanded to include emotional manipulation, withholding money and harming the family pet under controversial changes to family law.

The changes, which become law on Thursday, for the first time broaden the definition on violence beyond physical abuse to other damaging actions, including”

Stalking

Repeated derogatory taunts;

Intentionally damaging or destroys property; and

Preventing someone having contact with family and friends.

Women’s group argue the changes tip the balance of family law back towards putting the safety of children first, while men’s rights group fear they will rob children of time with both parents.

Under the changes, the Family Court will be required to ask parents if there was abuse or a threat of abuse in the relationship.

The federal government believes this change will encourage more victims to raise the problem as many are too scare to bring it up, worried they would be unable to prove abuse.

As well, the court would be required to ask whether children were exposed to abuse from a parent, and this would be taken into consideration when hearing custody cases. The Family Law Act has been amended to say: “A child is exposed to family violence if the child sees or hears family violence or otherwise experiences the effects of family violence.”

The federal Attorney-General, Nicola Roxon, who has lobbied for the changes, said much family violence remained “invisible to the legal system” and she wanted to send a message that it had no place in Australian society.

“Unfortunately, more than half of the parenting cases that come to courts involve allegations by one or both parties that the other has been violent” Ms Roxon said.

Continues overleaf -

In NSW, police recorded 26,673 domestic violence assaults last year, up from 26,084 the previous year.

The chief executive officer of the National Council of Single Mothers and their Children, Terese Edwards, said the changes reflected a more contemporary understanding of abusive behaviour. "It clearly sets out what behaviour is unacceptable, including physical and emotional abuse."

Ms Edwards said she was pleased to see the changes addressed the exposure of children to family violence, which increased the risk of "behavioural and learning difficulties in the short term, and of developing mental health problems later in life."

The changes are a response to a 2006 overhaul of family law by the Howard government, which prioritised shared parenting. Several studies of the changes showed children were insufficiently protected from violence and abuse and, in some cases, were forced to spend time with a parent who had been abusive.

The shared parenting provisions have not been rolled back. Instead, the federal government hopes to sidestep this by placing a greater emphasis on children's safety where abuse is a factor.

Barry Williams, president of the Lone Father's Association and a key campaigner for the 2006 changes, is concerned that court will now be too quick to believe allegations of abuse.

The family law expert Patrick Parkinson, from the faculty of law at the University of Sydney, said courts could become distracted by definitions of behaviour and the changes could make legal battles more expensive and drawn out as parents argued about the nature of relationship breakdowns. "But it is to be hoped that a commitment to child-focused practice, and the protection of everyone from violence and abuse, will prevail," he said.

From the Age 2/6/2012

Who is missing out?

Who is missing out? Material Deprivation and Income Support Payment, ACOSS has released a report that analyses the data from the Poverty and Exclusion in Modern Australia (PEMA) survey on material deprivation among household whose main source of income is an income support payment such as Age Pension or Newstart Allowance.

“Material deprivation is a direct measure of poverty – instead of measuring poverty based on peoples incomes, it seeks to measure living standards directly.” In the report “material deprivation means goods and services that are regarded as the “essentials of life” but are lacking in come households due to a lack of resources such as income and savings.

The report provides a list of 24 essentials of which the top 10 are:

- Warm clothes and bedding, if it's cold
- Medical treatment if needed
- Able to buy medicine prescribed by a doctor
- A substantial meal at least once a day
- Dental treatment if needed
- A decent and secure home
- Children can participate in school activities and outings
- A yearly dental check-up for children
- A hobby or leisure activity for children
- Up to date schoolbooks and new school clothes.

For the purpose of the report, “multiple deprivation” is defined as lacking 3 or more of the 24 listed essential items.

Some of the **key findings** listed in the report are:

- People living on social security payments have very accurate perceptions of whether they are living in poverty, when this is measured using “multiple deprivation”. People mainly reliant on Newstart Allowance (NSA), Parenting Payment (PP, mostly sole parent families), and Disability Support Pension (DSP) were fat more likely to miss out on the essentials of life that recipients of other income support payments and the community at large.
- Rates of multiple deprivation among people whose main source of income was NSA (61%), PP (58%), and DSP (43%) were two to four times higher the average for all Australian households (15%) and people reliant on the Age Pension (AP – 12%) per week, \$263 for sole parents) and PP (\$321pw) are up to \$133 per week lower that the AP and DSP (\$374pw)

- The high rate of multiple deprivation amongst people living on the DSP compared with people relying on the AP, despite their income support payments being the same, is likely to be due to a combination of the extra costs of living associated with disability and the fact that DSP recipients (along with NSA and PP recipient households) are more likely to rent their housing.
- Housing tenure is likely to be a key contributing factor to multiple deprivation. Households renting privately faced much higher risks of deprivation than people with different housing tenures (mainly mortgagees or home owners). Rates of multiple deprivation among private tenants generally (36%) are more than double those for all households (15%). Similarly private tenants on AP had almost twice the levels of multiple deprivation (20%) as for age pensioner households generally (12%).
- Among people whose main source of income was NSA, PP or DSP, at least one third lacked \$500 in emergency savings (compared with 21% of all households) and over 40% could not obtain dental treatment when needed (compared to 17% of all household).
- Around one fifth or more of children living in households relying mainly on PP or NSA lacked up to date schoolbooks and uniforms and over one quarter lacked a bobby or leisure activity, compared with .% and 5% of families with children generally.
- Over a quarter of people living on the DSP and PP were unable to afford gifts for family and friends at least once a year, compared with 5% of all households.

The report concludes that “this research confirms that the worst poverty is found in the last places that Governments have looked. Pension payments are frugal but unemployed people and sole parents have to get but on much less”. It also states that “the clear message for public policy is that the growing gaps between the highest and lowest income support payments should be closed”. It reports that “the findings of the survey support calls for:

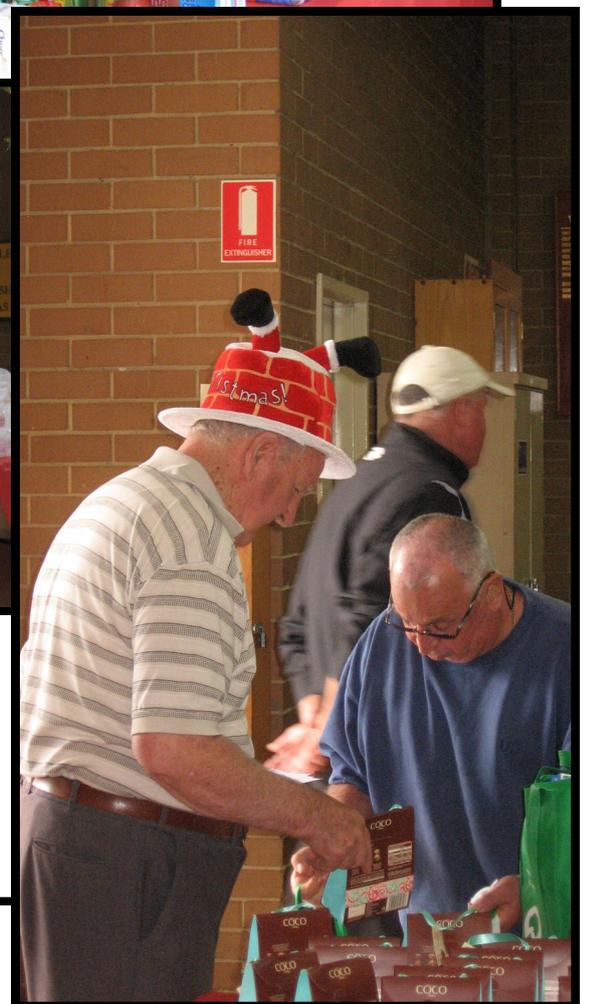
- A substantial increase in Allowance payments (at least a \$50 per week increase in Allowance payments for singles as proposed by the Henry Report)

Continues overleaf—

- Substantial increase in Rent Assistance (at least 30%) and a lift in investment in low cost social housing.
- The introduction of a cost of disability supplement for people with severe disabilities and a National Disability Insurance Scheme for people with disabilities who need additional supports to function at home and in the community.



Christmas 2011



Parenting



Professor Matt Sanders

Matthew R Sanders is a Professor of Clinical Psychology, Director of the Parenting and Family Support Centre at The University of Queensland and Founder of the Triple P - Positive Parenting Program. This unique system of parenting intervention is being used extensively around the world in diverse cultural contexts.

Professor Sanders is an experienced clinical researcher in the prevention and treatment of child and adolescent mental health problems. He has received many competitive grant awards and has published extensively in international peer reviewed journals on the nature, causes, prevention and treatment of behavioural and emotional disturbance in children and adolescents.

Professor Sanders has received a Distinguished Career Award from the Australian Association for Cognitive Behaviour Therapy and is a Fellow of the Academy of Experimental Criminology and the Australian Psychological Society. The Triple P - Positive Parenting Program has twice won the National Violence Prevention Award from the Commonwealth Heads of Government in Australia and Professor Sanders received an International Collaborative Prevention Research Award from the Society for Prevention Research in 2004.

Professor Sanders has served as a consultant for several government departments interested in the adoption of evidence-based parenting and family support strategies and has served as a member of the National Illicit Drugs Strategy Community Expert Panel, the Chairperson of the Evaluation Policy Subcommittee for the Board of the National Suicide Prevention Council, a member of the Ministerial Task Force on Work and Family and acts as a Media Spokesperson for the Australian Psychological Society on Child and Family issues.

Professor Sanders appeared as facilitator in the 2005 UK primetime television documentary series "Driving Mum and Dad Mad" which charted the journey of five families undertaking a Group Triple P program.



TOP 10 TIPS FOR PARENTS

1. When your child wants to show you something, stop what you are doing and pay attention to your child. It is important to spend frequent, small amounts of time with your child doing things that you both enjoy.
2. Give your child lots of physical affection – children often like hugs, cuddles, and holding hands.
3. Talk to your child about things he/she is interested in and share aspects of your day with your child.
4. Give your child lots of descriptive praise when they do something that you would like to see more of, e.g., “Thank you for doing what I asked straight away”.
5. Children are more likely to misbehave when they are bored so provide lots of engaging indoor and outdoor activities for your child, e.g., playdough, colouring in, cardboard boxes, dress ups, cubby houses, etc.
6. Teach your child new skills by first showing the skill yourself, then giving your child opportunities to learn the new skill. For example, speak politely to each other in the home. Then, prompt your child to speak politely (e.g., say “please” or “thank you”), and praise your child for their efforts.
7. Set clear limits on your child’s behaviour. Sit down and have a family discussion on the rules in the home. Let your child know what the consequences will be if they break the rules.
8. If your child misbehaves, stay calm and give them a clear instruction to stop misbehaving and tell them what you would like them to do instead (e.g., “Stop fighting; play nicely with each other.” Praise your child if they stop. If they do not stop, follow through with an appropriate consequence.
9. Have realistic expectations. All children misbehave at times and it is inevitable that you will have some discipline hassles. Trying to be the perfect parent can set you up for frustration and disappointment.
10. Look after yourself. It is difficult to be a calm, relaxed parent if you are stressed, anxious, or depressed. Try to find time every week to let yourself unwind or do something that you enjoy.



Parent Traps

Do you frequently feel exasperated, ashamed, or embarrassed by your child's behaviour? Do you find that your child often irritates you? Do you have to threaten and shout to get your child to cooperate? Do you frequently argue with your partner about how to handle your child's behaviour?

If the answer to some of these questions is yes, then you might have become caught in what I call a parent trap.

Parent traps are consistent ways of interacting with your children, your partner, or your own inner thoughts that actually make the difficult job of raising children even harder. They add to the everyday burden of stress that many parents experience and weaken the effectiveness of dealing with your child's problem behaviour.

A lot of work in our parenting program is done with parents to help them out of these traps and into a strategy of guiding children's behaviour without resorting to constant yelling, stressful conflict and frustration. This involves learning how to motivate children positively through encouragement when they are behaving well and working as a team with your partner on parenting issues.

The result of such a positive approach is to ease parents' burden and put more fun and satisfaction back into family life.

So what are some parent traps that you might recognise in your own family?

The criticism trap involves becoming locked into frequent and unnecessary power struggles with your child typically resulting in the parent reacting to misbehaviour with escalating criticism ("Robert, leave your brother alone"), threats ("If you do that one more time you're in big trouble"), yelling and finally hitting. This type of discipline often backfires, with the parent's rapidly building anger serving to lead to resentment and further hostility between parent and child. If these kinds of battles take place frequently, it's time to try a new way of handling the situation.

The leave them alone trap occurs in combination with the criticism trap and involves the parent simply ignoring their child when they are behaving well or playing quietly. If good behaviour is taken for granted and not actively encouraged it will occur less often in the future and is likely to be replaced with the misbehaviour that receives so much attention. A basic principle of positive parenting is the praising and rewarding of behaviours you would like to see more often.

The for the sake of the children trap occurs when parents are in unhappy marriages and rather than learning new ways to resolve their constant marital conflict and frustrations they stick doggedly to the same marriage routines believing the sake of the children is more important. Research shows time and again that children who live in families where there is a lot of conflict and stress between the parenting partners develop more emotional and behavioural problems than those raised in stable families regardless of whether that stable family is a one- or two-parent family.

The perfect parent trap is the result of the human desire to be perfect rather than just competent. There is no such thing as a perfect parent and aspiring to become one will only lead to disappointment, resentment, guilt, and feelings of inadequacy. Rather it is better to realise that parenting has elements of both a learned skill and an ongoing loving relationship between individuals.

The martyr trap is one where parents become so over-involved in the task of parenting that they begin to neglect their own needs for intimacy, companionship, recreation, privacy and fun. In these cases a parent's relationship with their partner will suffer and they may end up feeling dissatisfied and resentful. Quality parenting takes place when adults have their own lives in balance.



*Prepared by Professor Matt Sanders clinical psychologist at the University of Queensland and founder of the Triple P - Positive Parenting Program®. For further information email contact@triplep.net or visit our website www.triplep.net

Projected Priorities for 2012/13

1. To conduct a community needs assessment in co-operation with the City of Kingston, to ascertain the needs of Dingley Village residents.
2. To take part in a “housing stress” project during Anti Poverty week with other community services agencies
3. To attend training in the areas of financial education — proving valuable to our clients
4. To liaise with local primary schools regarding appropriate programs for children.
5. To continue to take a lead role in the Southern Emergency Relief Network
6. To maintain adequate volunteer levels as we work with vulnerable families
7. To develop a internal self-assessment package this is useful both in-house and to funding bodies
8. To consider additional staffing of the organisation in the evening hours
9. To maintain and update our website—www.dvcab.com.au
10. To continue to “Make a Difference” to those who ask our help

