



DVCS

Diamond Valley
Community Support Inc.

2016 - 2017
Annual Report

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Statement of Purpose

- To provide support and assistance in the City of Banyule and the surrounding areas to people who are in need of relief from poverty, sickness, distress, misfortune, disability or helplessness.
- To provide emergency relief by means of food vouchers, food parcels, financial assistance and other material to those in need.
- To assist in solving the problems that beset many of the disadvantaged by the provision of relevant information regarding rights, privileges, support services and help available, together with counselling services.
- To work in conjunction with other community organisations in providing services to alleviate poverty and distress within the community.
- To recruit, train and retain a staff of volunteers dedicated to providing expert assistance to enable individuals and families to cope with diverse life situations.
- To pursue gifts and donations from benefactors, benevolent societies and like organisations as a means of support.
- To ensure that individuals and groups have equal access to information about their rights, responsibilities and the services available, in order that they can be independent and effective members of the community.

Who We Are

Committee of Management:

Angela Snow—President
Sonia Gilderdale—Vice President
John Gluyas—Treasurer
Gemma Sprague—Secretary
Rosie Bray
Peter Kahane
John de Koning
Ratilal Pranjivan
Karen Molinaro (Banyule City Council)



Op Shop Committee

Jill Keyte (Chair)
Carmel Crane (Deputy Chair)
Ratilal Pranjivan (Treasurer)
Nancy Tsaklakis (Secretary)
Cheryl Bahen (Roster Secretary—Diamond Creek)
Denise King (Roster Secretary—Macleod)
Andrea Brazis

Life Members

Robin Bailey
Thomas Donahoo
Benita Ewings
Stuart Fraser
Lorna George
Judith Jennings
Jean Kay
Chris Livingstone
Betty Matthews
Raimonne McCutchan
Joyce McNamara
Lorraine McSweeney
Janet Oppy
Anne-Marie Primmer
Marjorie Rowe
Joy Skellern
Ellen Smiddy
Richard Tonkin
Trevor Wilson

Staff Members

Judy Thompson—Executive Officer
Anne Tattersall—Office Manager
Rita Barnes—Volunteer Coordinator
Evangelina Kealey—Accounts Coordinator
Darrell James—Market Manager
Ronnie Abicic—Market Assistant
Lynda Blethyn—Market Assistant
Travis Kealey—Market Assistant
Gordon Reinecker—Market Assistant

Volunteer

Administration Team

Keveesha Galappaththi (Projects)
Suzie Gao (Reception)
Annette Kay (Data Entry)
Evangelina Kealey (Pamphlets)
Robyn Moore (Pamphlets)
Tammy Nates (Reception)
Mayla Nguyen (Reception)
Priya Perara (Reception)
Margaret Taggart (Roster Secretary)
Michelle Webb (Data Entry)

Our Volunteers

Community Support Workers

Cheryl Bahen
Betty Bao
Helen Besley
John Blackman
Andrea Brazis
Margaret Brincat
Alison Campbell
John de Koning
Benita Ewings
Rosemarie Frieden
Lorna George
Sonia Gilderdale
Trevor Kay
Jill Keyte
Rae Kidston
Lyn Lighton
Chris Martin
Betty Matthews
Raimonne McCutchan
Joyce McNamara
Elizabeth Milburn
RatilalPranjivan
Anne-Marie Primmer *
Astrida Radek
Mahya Rashidi Sian
Joy Skellern
Gemma Sprague
Margaret Taggart
Nancy Tsaklasis
Trevor Wilson

Counselling:

Claudia Devora

* Also Statistics Volunteer

Op Shop Workers

Anne Armstrong
Penny Armstrong
Cheryl Bahen
Teresa Baxter
Dina Biancotto
Judy Blackman
Andrea Brazis
Maxine Catherall
Carol Cole
Pamela Collins
Carmel Crane
Liz Deehan
Marie Fenton
Gabriella Frediani
Haley Gardner
Sonia Gilderdale
Ruby Gray
Margie Hammond
Fatma Hasan
Rosie Hassett
Fay Hawkins
Jan Hollingsworth
Judy Houston
Anne James
Jazz Rennie
Loris Kannas
Jill Keyte
Denise King
Gwen Lakin
Sue Lewis
Christine Martin
Dorothy McKeown
Maureen Meaney
Elizabeth Milburn
Joan Nally
Carolyn Nowatzky
June Ooi
Ratilal Pranjivan
Mary Presta

Op Shop Workers

Leanne Pye
Lorraine Raymond
Leanne Riddell
Tennielle Robertson
Therese Rogers
Rosemary Sceats
Lupe Schmidt
Ally Scott
Catherine Sleeth
Angela Snow
Gemma Sprague
Coleen Supple
Nedal Tahan
Amber Tay
Sherry Tay
Dana Topliss
Nancy Tsaklasis



Tax Help Volunteers:

John Gluyas
Joseph Manders
Garry McIntosh
Chris Sherrell

Historic Milestone Synopsis

1970s

- 1971 Diamond Valley/Eltham Citizens Advice Bureau (DVECAB) formed on April 16 with donations of \$4.42 collected to cover expenses such as stationary and postage.
- 1971 First volunteer training undertaken.
- 1972 Official opening DVECAB office at 83 Main Street, Greensborough on February 2nd.
- 1972 Election of Board of Management DVECAB on March 7th.
- 1973 Emergency Relief begins with receipt of \$250 State Government grant.
- 1975 Marriage guidance counselling service commences.
- 1975 Employed part time Social Worker to manage the DVECAB Services.
- 1975 DVECAB moves into shared accommodation at 113 Main Street Greensborough on August 4.
- 1978 Another change of location to Shop 201 Greensborough Shopping Centre.

1980s

- 1980 Legal Referral Service begins on May 2nd.
- 1981 Weekly counselling sessions commence September.
- 1982 DVECAB receives stall holders fees from the Diamond Valley Community Market to help prop up Emergency Relief funding.
- 1984 DVECAB is incorporated in the State of Victoria.
- 1989 DVECAB takes over management of the Diamond Valley Community Market with proceeds going to help fund Emergency Relief.

1990s

- 1990 Inquiries statistics breaks the 10,000 barrier.
- 1991 50% cut in Government funding significantly reduces ER funding.
- 1992 DVECAB celebrates 21 years of Service.
- 1993 Diamond Valley FoodShare opens its doors in January. DVECAB refers clients for food parcels.
- 1993 Tax Help service commences.
- 1996 Shop 201 was completely renovated with DVECAB taking possession of the entire space.
- 1989 DVECAB changes its name to Community Information Diamond Valley Inc. (CIDV).
- 1999 Change of Diamond Valley Community Market name to Greensborough Community Market.

2000s

- 2000 Demand for Emergency relief increases dramatically due to steep increases in utility expenses and school fees and uniforms.
- 2002 CIDV extends operating hours to include Saturday mornings.
- 2002 Gamblers Help and North East Housing Service provided services from CIDV for those in need.
- 2008 Greensborough Community Market relocates to Car Park 1 and 2 Latrobe University, Bundoora, and market is renamed the Kingsbury Drive Community Market.

2010s

- 2010 CIDV changes name to Diamond Valley Community Support Inc. (DVCS)
- 2013 New Social Enterprise - Opportunity Shop at 44 Aberdeen Road, Macleod opens December 1st to help raise funds for ER program.
- 2014 Banyule City Council approaches DVCS to merge with BANSIC and VOB. Merge unsuccessful.
- 2015 DVCS moves to new premises—Shop 378a—Level 3, Greensborough Plaza in July.
- 2016 With regret DVCS Legal Service closes down.
- 2016 Macleod Op Shop donates \$35,000 to "Back to School Program" and celebrates fundraising of over \$200,000 since opening.
- 2016 Heavy rain causes flood damage to Macleod Op Shop forcing one month closure.
- 2017 New Opportunity Shop opens at 37 Chute Street, Diamond Creek on April 22nd to help raise funds for ER program.

From the President and Executive Officer

We are extremely proud to present the Diamond Valley Community Support 2016-2017 Annual Report, and to highlight the growth and achievements our organisation has realised this year.

Amongst those achievements has been the development and implementation of our three year strategic plan which focuses on the areas of Client Impact, Leadership, Sustainability, People, Governance and Compliance, and Growth. It is important that we strive for best practice in all these areas in order to fulfil our objective of being the leading provider of community information, referral and support services to people living in the Diamond Valley area.

Our largest client impact area is in Emergency Relief, where we continue to support those on low incomes struggling to meet the ever increasing living expenses such as food, housing, utilities, healthcare, and education expenses. Whilst many agencies are reducing emergency relief services, DVCS continues to offer a Monday to Friday drop in service which is both accessible and responsive to clients in need.

Grant funding from the Department of Social Services (via CISVic) partially funds the cost of our Emergency Relief program including the purchase of Coles Supermarket Vouchers. Banyule City Council also provides funding, which goes towards our operational costs, and accommodation at the Greensborough Plaza. We are extremely grateful to both funding bodies for their continued support.

The bulk of our revenues is raised through our social enterprises, the Kingsbury Drive Community Market and DVCS Opportunity Shops which have all performed well again this financial year.

The market has seen some change with the retirement of Colin Davis as Market Manager. Darrell James has taken the helm and brings with him much experience in market operations.

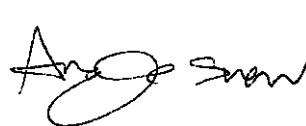
The Macleod Op Shop continues to thrive thanks to the wonderful work of our Op Shop volunteers. The success of the Macleod Op Shop paved the way for us to open our second Op Shop in Diamond Creek. Establishing an Op Shop in Nillumbik Shire is aligned with our desire to grow and expand our support services to individuals and families living in and around the Diamond Valley region.

Like most community support agencies, volunteers are the lifeblood of our organisation. It's not only the time and effort our volunteers give, it's also the breadth of knowledge and experience they bring to their roles, and the dedication and commitment to community service that makes all the difference.

Attracting and retaining a skilled and experienced workforce that complements DVCS purpose and objectives is critical to our organisation's success. Fortunately we have wonderful staff and volunteers working diligently in support of our mission and objective of supporting the most vulnerable in our community.

Under the guidance of the Committee of Management (CoM), DVCS continues to be operationally and financially strong. This can be extremely challenging for some agencies, with many of them having to reduce services or close operations as government funding is reduced. Thankfully the DVCS CoM has, over the years, been progressive in developing sustainable social enterprises that provide the much needed extra funding. The CoM will continue to identify social enterprise opportunities that can fund future expansion of our services.

We would sincerely like to thank the Committee of Management, Staff and Volunteers for their continued efforts and hard work. The collective effort of everyone helps DVCS to remain strong, and continue to support and empower our clients to become resilient and self-sufficient members of the community.



Angela Snow
President



Judy Thompson
Executive Officer



Strategic Goals 2017 - 2020

DVCS will be the leading provider of community information, referral and support services to the people of Banyule, Nillumbik and surrounding areas, empowering individuals and their families to become resilient and self-sufficient members of the community.

STRATEGIC GOALS

We will strive for best practice in 6 strategic areas:

Client Impact

We will provide information, support and referral services to address our clients' often complex needs, empowering them to build resilience and self-sufficiency

Leadership

We will improve DVCS's standing within the CI&SS sector and actively promote the interest of clients and service providers

Sustainability

DVCS will be financially strong and operationally efficient, with the resources required to support innovation and growth

People

We will empower our people with the skills, expertise and resources to best meet the needs of our clients

Governance & Compliance

We will champion and model good governance, management, leadership, excellence, accountability and good stewardship

Growth

We will expand our existing services and explore collaborations and partnerships.



Emergency Relief

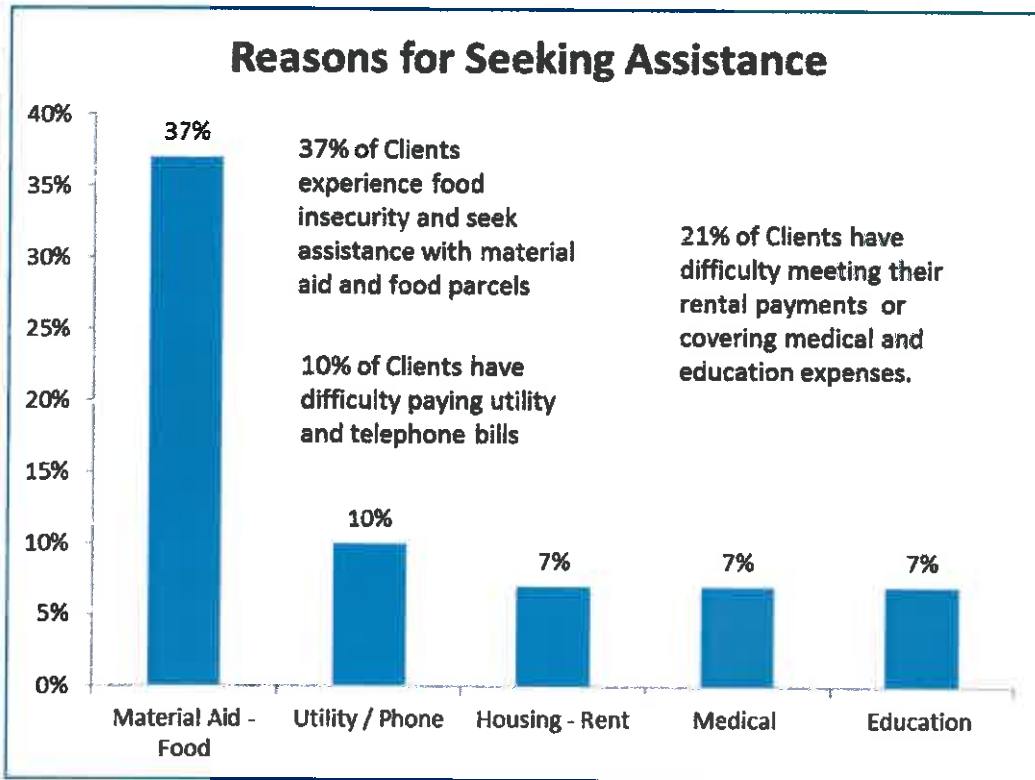
In 2016/2017 we saw a 4.2% rise in the number of emergency relief clients assisted, increasing from 641 last year to 668 this year. Of the 668 clients assisted, 268 were new clients.

Whilst the number of clients seeking assistance may not have risen significantly, client presentations are becoming more complex as we see a higher incidence of homelessness, family violence and substance abuse impacting individuals and their families.

Food insecurity continues to be the major reason why clients seek our assistance and thanks to Diamond Valley FoodShare our clients continue to have access to high quality food parcels in emergency situations. We are extremely grateful to Diamond Valley FoodShare, a volunteer only organisation, for their commitment to providing a wide variety of food products to disadvantaged and vulnerable people in need.

The rising cost of living in Australia has hit low income earners hard. We've seen utility costs (water, gas, electricity) go up a lot in the last five years, way beyond the rate of inflation. A higher proportion of mortgage holders are now allocating over 30% of their income towards mortgage repayments, and private renters are really struggling trying to meet rental payments. Families with young children face a larger burden when it comes to things like fuel, food and groceries, and health and education costs.

This financial year we provided \$84,730 in direct material aid by way of Coles Vouchers, Fuel Vouchers, PTV transport cards, Telstra Vouchers, Pharmacy Prescriptions, Back to School Cheques and Op Shop Referrals. But Emergency Relief isn't just about the material aid we offer, it's also the supportive, non-judgemental listening ear of our Community Support Workers, and the information and referrals we offer clients that is just as valuable.



668
Clients Assisted
Including

268
New Clients

\$84,730
Value of Direct
Emergency Relief
Assistance

1,570
Referrals to FoodShare

116
Referrals to
DVCS Op Shops

Back to School Program

The DVCS Back to School Program is provided annually as part of the DVCS Emergency Relief services and has been operating for more than 10 years.

Back to School runs every year between November and February. Through Back to School, parents of primary and secondary school children are able to access financial assistance to assist with the cost of text books, stationery, electronic devices, and school camps and excursions.

Why is the Back to School Program so Important?

For those children from families struggling to meet the costs of education, social and emotional impacts can be enormous. Students may miss out on 'essential items' such as materials for class projects or fees to participate in excursions or social events, which not only hinder their participation in learning tasks, but can negatively impact their sense of confidence and self-worth.

Many families access Back to School because of financial hardship and increased pressure including the rising costs of education, unemployment within the family, being a single parent or family breakdown, struggles related to sickness, disability or being a carer and cuts to other financial assistance programs.

In addition the end of year can be a very stressful time for families with Christmas, school holidays and school expenses all happening at the same time. At this time of the year, the number of families with school aged children experiencing financial hardship significantly increases and those families who are already struggling to survive on low incomes simply can't afford the back to school costs. That's why the Back to School program is so important, because it helps alleviate the financial burden and ensure that basic education needs are met.

Demand for Education Financial Support exceeds Supply

Since the Federal Government's School Kids Bonus ended in July 2016 we've seen a 22% increase in the number of families seeking Back to School financial support from 189 families last year to 230 this year. The number of children assisted rose from 263 last year to 340 this year which is a staggering 30% increase.

Macleod Op Shop Donates \$35,000 to Back to School Program

The success of the DVCS Opportunity Shop—Macleod has allowed the Back to School program to continue and grow by donating \$35,000 to the program. Put simply, the Back to School program would not be possible without the Macleod Op Shop and we are extremely thankful to all the volunteers for the funds it raises.



Program Evaluation

This year we undertook an evaluation of the Back to School Program to capture outcomes and impacts. We also saw this as a time to highlight the value of the Back to School Program and to recognise the achievements of DVCS staff and volunteers and their contribution towards alleviating financial distress within the community.

The value this program brings to families is seen to be "enormous". Largely, clients reflected that the Back to School funding was enough to alleviate financial pressure and that for many it had an immense impact on their family's well-being and standard of living.

We are extremely grateful to all those who participated in the evaluation, and to Kerri Wellington for her professional research.

"Thank you from the bottom of my heart"
Client

"I have had clients that are so grateful that they cry"
DVCS Community Support Worker

"This will make an enormous difference to some families who do their very best to contribute to costs with very limited capacity"
Secondary School

Banyule Children's Gift Appeal



The end of year can be a very stressful time for many families as they struggle to meet the costs of school holidays, back to school expenses and Christmas all at the same time.

But thanks to the generosity of local residents and businesses, the 2016 Banyule Children's Gift Appeal provided some welcome relief to disadvantaged families and their children on Christmas day.

DVCS once again proudly promoted and supported the Banyule Children's Gift Appeal. Being the largest referring agency, DVCS referred more than **115** children from **52** Banyule families to the program.

In 2016 Council received nearly 20% more referrals than the previous Christmas, indicating the increasing number of families seeking support at this very costly time of year.

For some of these children, the gifts donated via the Banyule Children's Gift appeal are the only gifts those children receive, and feedback from the families tells us how very grateful they are for the consideration and generosity of the people donating to the appeal.

The program relies completely on community support and donations, with this year's support bringing joy to families who would otherwise have struggled to provide their children with gifts. The program not only brings great delight to the children but also provides the parents with the knowledge that they live within a community that cares.

We congratulate and thank Banyule Council for continuing to operate and improve the Banyule Children's Gift Appeal, and the numerous volunteers who collected, packed, labelled and delivered the gifts. We also thank the wonderful DVCS volunteers for processing referrals and providing a supportive ear to families in need.

TLC/Toiletry Bags

With an increase in homelessness this year, we have introduced Men's and Women's Toiletry Bags containing hygiene products such as toothbrush, toothpaste, flannel, soap, cleaning wipes, deodorant, shampoo etc. These toiletry bags assist the most vulnerable clients who can't always access shower facilities.

TLC Bags aim to help vulnerable women feel important and cared for, and hopefully bring a little joy to their day. Each TLC Bag is packed with items such as toiletries, lotions and moisturisers, perfume, makeup, jewellery or trinket, note book, scarf. The TLC Bags and contents are donated and packed by our very generous donors and volunteers.

Food Cupboard

Proceeds from our Op Shops fund the purchase of emergency grocery items in our Food Cupboard, which we offer to clients who are in immediate need of food and supplies.

Maintaining a current stock of food and grocery items onsite allows us to offer food to clients straight away and provide clients with sufficient supplies to last until they can access a supermarket or FoodShare.

Ensuring clients don't miss meals or go hungry is the primary purpose of our Emergency Food Cupboard.

Winter Woollies

Knit One Give One (kogo) kindly donate a selection of knitted and crocheted winter woollies including gloves, beanies, scarves, feet warmers and children's clothing which we are able to pass on to our clients.

These winter woollies provided some welcome relief to our clients, particularly those suffering homelessness and those struggling to pay utility bills.

We thank kogo and their merry band of volunteers for their generosity and time in producing these items for the most vulnerable in our community.

Tax Help

The Tax Help program is a free and confidential service for those who need help completing their tax returns online. DVCS Tax Help volunteers and hundreds of other volunteers assist more than 30,000 individuals complete their tax returns each year.



Our accredited Tax Help volunteers give their time and expertise to provide a free and confidential service to help people complete their tax returns online. The volunteers guide and encourage clients to prepare and lodge their own tax returns and can also give advice on how to complete tax returns in the future. This is a particular focus of the DVCS Tax Help volunteers.

Tax Help is designed especially to help people on low incomes (earning \$60,000 or less a year) with simple individual tax matters, and in need of help filling out their tax return. The service is free of charge and operates from July to October.

All DVCS Tax Help volunteers are trained and accredited by the ATO and have a passion for helping those in the community.

This year at Tax Help we have been requested to do everything electronically, that is no paper returns.

What many of our volunteers have discovered however, is that at times that may not be possible due to the fact information on the ATO web site is incorrect or the client has not brought sufficient to be identified. MyGov which is the tool for communicating with most of the Government Agencies can also have its problems with outages or technical difficulties. Despite this, it is getting easier for our team of Tax Help volunteers to submit and complete tax returns.

Last year we undertook a client survey to gauge client satisfaction and recommendations for improvement to the program. There were some very positive and surprising comments from happy customers such as :” I like the people, very helpful. DVCS is the best. I now know how to complete it on line”

The client feedback was overwhelmingly positive with an average 5 star rating being given.

What the Clients Say:

Tax Consultant friendly & helpful? – **98%** YES

“Thanks for John’s support I hope to do it myself next year”

Tax Consultant Knowledgeable? – **98%** YES

“Staff always friendly”

Consultation Time Sufficient? – **98%** YES

“Excellent help”

“The Tax Consultant was very informative and most useful”

“Will return for the excellent service received”

Our Tax Help volunteers worked 140 hours, completed 198 tax returns and interviewed over 200 clients. What an achievement and I give thanks to Gary McIntosh, Joseph Manders, Chris Sherrell for their time and expertise, and the many volunteers in the Office who arrange the appointments

John Gluyas
Tax Help Volunteer

Personal Counselling

Unfortunately last year we said goodbye to two of our Counsellors, Nick and Clare, both of whom were very professional and well liked by everyone. We are extremely grateful to them for their work and commitment to helping DVCS clients during their time of need, and we wish them well.

I have continued to work one day a week with my own clients, and have helped those previously with Nick and Clare transition and have a "tune-up" as and when required.

One of the primary objectives of personal counselling is to help clients with their emotional needs. This personalised service is available to those suffering in areas such as relationships, depression, anxiety, anger management, grief and related symptoms. We are not able to treat children, mental illnesses, addictions or do counselling for court cases, however we can always give clients a referral if they are seeking one.

Some people in our community have really seen the benefit of free counselling, which should always be encouraged for those from disadvantaged backgrounds.

Making progress and achieving set goals is our aim, and we have many examples of clients who have successfully completed counselling.

For some clients however maintaining consistency can be a



challenge if they defer appointments or miss sessions. This unfortunately impacts on the progress made and can be counterproductive. For this reason we strongly recommend that clients attend sessions regularly and notify us of absences.

Confirming appointments with clients in advance is always paramount and I very much appreciate the work of the DVCS volunteers in this regard. Thank you to all the volunteers who support the counselling service and keep me up to date with my appointments.

Claudia Devora
Personal Counsellor

Financial Counselling

We are very lucky to have enlisted the services of FMC Mediation and Counselling to provide free financial counselling services to DVCS clients.

FMC provides services across Victoria from over 20 locations to over 7,500 clients each year. FMC supports individuals, couples and families (including children and young people) through their conflict issues, financial, relationship and mental health issues.



FMC
Mediation and
Counselling

FMC are funded to provide Family Law services, Family Dispute Resolution Mediation services, Relationship and Family Counselling services, Specialist Children Counselling and Early Intervention services for children, Support services for families experiencing mental health issues, Financial Counselling and Financial Capability services. FMC also conducts community education.

In the past year alone, more than 60% of enquiries seeking financial help in the Greensborough area resulted in financial counselling, support and advocacy services being delivered at FMC's Greensborough site, including Diamond Valley Community Support based visits to meet client demand.

With the ever increasing cost of living expenses and mortgage stress, demand for financial counselling services has risen markedly. Low income earners are the most vulnerable and most likely to need financial counselling support, however the cost of housing, medical, education and utility expenses is hitting everyone hard. All it takes is a redundancy, reduction in paid work, a large one off unexpected expense or similar, and any one of us could experience significant financial distress.

Fortunately FMC services are not limited to low income families, but are available to anyone needing assistance regardless of income.

We extend our gratitude to the FMC Financial Counsellors Sandy, Charu and Diane for their professional service and the support and assistance they have given to clients financial suffering financial distress.

Kingsbury Drive Community Market



The Market had a challenging but yet again successful year.

Market revenues were down on the previous year, mainly due to lower than expected casual market bookings. Last year's winter didn't help the number of casual bookings with many Sundays experiencing cold rainy days, but this is all part and parcel of operating an outdoor market.



The market continued to maintain a consistent level of visitor attendance but with some very positive increases these past few months.



The development of a more consistent and effective Facebook promotion program has been the prime generator of the increase and consistency. And new initiatives such as the introduction of 3x3m canopy sites and increasing our range of food choices to meet the demand and expectations of market patrons is also paying off. This and other improvements are all aimed in improving the stallholder and visitor market experience.

We once again thank La Trobe University for its continued support and for renewing our licence to access Carparks 1 and 2. The open spaces of the carpark area with its wide aisles and parkland environment makes it an extremely enjoyable outdoor venue for both stallholders and patrons. We also welcomed the installation of a new toilet block near the Visitors Car park which is a significant improvement to public toilet amenities. Special thanks goes to La Trobe's Infrastructure Team who assist us with security, rubbish, signage and every other query we may have.

In April this year we bid farewell to Colin Davis who left the post of Market Manager. Colin had worked with the market for over seven years and did a terrific job. We wish Colin every success in his retirement.

Of course the market can't work without the dedication and hard work of our market team including Gordon, Ronnie, Lyn and our newest recruit Travis. I really appreciate their support and thank them for their tremendous work. And lastly I would like to thank our Stallholders and Patrons for helping the market be such a success.

Darrell James
Market Manager



Op Shops



The last 12 months have been busy for our Op Shop volunteers. The support and generosity of our local community and beyond enabled us to make a substantial profit from our donated goods. This year the profit at the Macleod Op Shop was over \$72,000.

The Macleod Op Shop volunteers were delighted to continue to support the local community by way of a contribution of \$35,000 to Diamond Valley Community Support, Back to School Program for education support.

We overcame some hiccups early on in the year, when the shop closed for a few weeks due to flooding from heavy rain. Now we have a smart new floor and paint-

work and the shop looks fabulous. The hard working team of volunteers generously give their time and energy to support all aspects of running a successful Op Shop business. The customers enjoy spending time in the Op Shops, many visit the shops regularly, and because we endeavour to stock high quality goods, there are many bargains waiting to be found.

For some time it had been our aim to expand the business and open a second Op Shop. We looked at many potential sites over many months.

Finally, on April 22nd, we opened our second Op Shop in Chute Street, Diamond Creek. A dedicated team of volunteers worked tirelessly to make this Op Shop the amazing place that it is. We had a recruitment drive for new volunteers and it is wonderful to have lots of new people involved in the Diamond Creek Op Shop. As well as the work in the shop undertaken by our volunteers, there is opportunity to contribute to the community, connect with people and develop new friendships as a result of volunteering.



The local Diamond Creek community has embraced the new shop, dropping off donations and giving us lots of positive feedback.



Not all donated goods are suitable for sale in the shops. Wherever possible, we continue to recycle donated goods and support other charity organisations by passing on these items.

Volunteers are the backbone of the business.

Thankyou sincerely to everyone for your work, the supervisors who take on extra duties each shift, volunteers looking after specific areas within the shop, and the Op Shop Committee.

Your interest, commitment and passion for volunteering and supporting the community is most appreciated.

Jill Keyte, Chair – Op Shop Committee

Our Volunteer Program

Congratulations to the Op Shop Committee who did a wonderful job in setting up the new DVCS Op Shop in Diamond Creek. It took them a short few weeks from when the lease was signed to transform an empty shell into a welcoming store. A huge thank you to all involved, especially those on the New Op Shop Working Group for working incredibly long hours.

This year DVCS has recruited 21 new volunteers with 17 of those being new Op Shop Workers who are doing an amazing job at Diamond Creek and Macleod.

We are always excited to hear of volunteers who successfully gain employment or progress onto other volunteer roles. This year, two of our administrative volunteers found part-time paid employment, and our two volunteer counsellors moved into permanent positions. We also have a receptionist who successfully completed the Community Support Workers Course and is now a Community Support Worker.

Our wonderful pool of 90+ volunteers working at our Greensborough Office and two Opportunity Shops collectively give approximately 15,000 hours each year. Every volunteer has risen to the task once more when faced with challenges. The work these volunteers do is vital to the wellbeing of our clients and DVCS. Thank you!

Sadly, we said goodbye to a few of our long serving volunteers including Betty Matthews (31 years), Joy Skellern (22 years), Trevor Kay (13 years) and Dina Biancotto (17 years). We thank all of our departing volunteers for their wonderful contribution and wish them all the very best in the future. Sadly one of our life members—Betty Golding—passed away this year.

Every volunteer at DVCS plays an important role in the support that is given to people who come to us for help. Each volunteer helps to increase the level of support we can offer to the disadvantaged people who walk through the doors. The volunteers are DVCS. Thank you to each person that volunteers at DVCS. Everything you do is appreciated and the combined efforts of all of you make a huge difference to the people who come to us for help.

Rita Barnes Volunteer Coordinator



"Working at DVCS as a volunteer is rewarding by working with friendly like-minded people to help make a difference to those who come for help, in whatever capacity, and feel good."
Lorna



"I have been with DVCS for eighteen years and I have enjoyed assisting people and helping to solve some of the difficulties that have befallen them."
Trevor

"Volunteering at DVCS has given me the opportunity to interact with a range of amazing and influential volunteers. This has assisted me enormously with my self-growth, and helped me become a more confident and compassionate CSW. Additionally, the diverse clientele has taught me a great deal about society, the struggles that individuals face on a daily basis, and the importance of having a positive support system."
Mahya

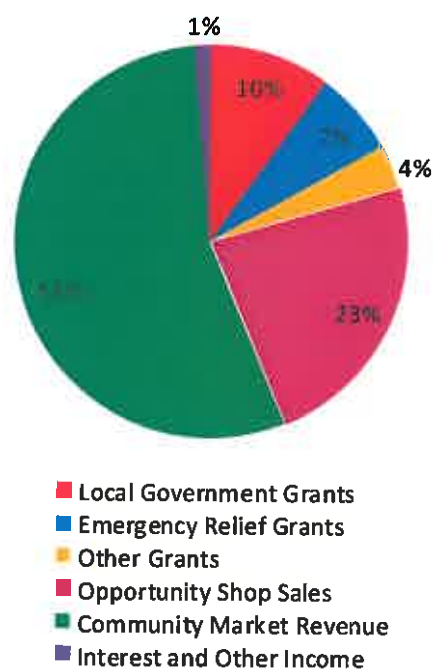


Financial Summary

Summarised Statement of Financial Position as at 30 June

ASSETS	2016-17	2015-16
Current Assets		
Cash	71,289	114,186
Investments	166,159	130,479
Prepayments & Receivables	6,908	13,931
	<u>244,356</u>	<u>258,596</u>
Non Current Assets	<u>27,677</u>	<u>16,560</u>
TOTAL ASSETS	<u>272,033</u>	<u>275,156</u>
LIABILITIES		
Current Liabilities		
Accruals and Payables	14,719	28,648
Employee Provisions	30,891	27,895
TOTAL LIABILITIES	<u>45,610</u>	<u>56,543</u>
NET ASSETS	<u>226,423</u>	<u>218,613</u>
EQUITY		
Retained Earnings	218,613	165,460
Current Year Earnings	7,810	53,153
TOTAL EQUITY	<u>226,423</u>	<u>218,613</u>

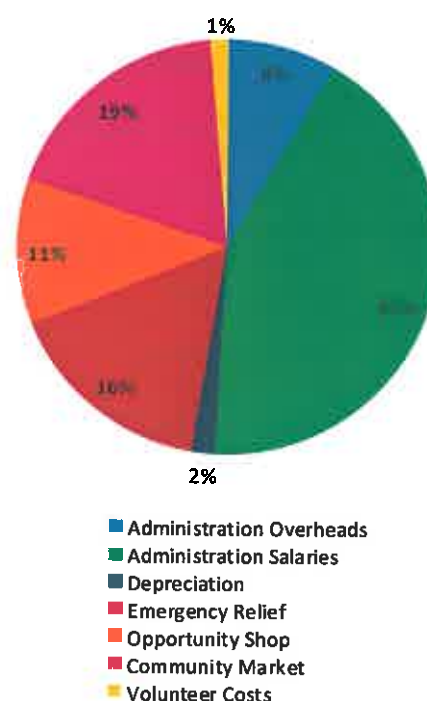
2016-17 REVENUE STREAMS



Summarised Income and Revenue Statement to 30 June

REVENUE	2016-17	2015-16
Local Government Grants	50,463	49,232
Emergency Relief Grants	35,411	35,092
Other Grants	18,311	7,192
Opportunity Shop Sales	118,468	116,441
Community Market Revenue	279,465	293,674
Interest and Other Income	7,440	12,661
TOTAL REVENUE	<u>509,558</u>	<u>514,292</u>
EXPENSES		
Administration Overheads	41,685	42,142
Administration Salaries	212,374	201,289
Depreciation	9,229	6,314
Emergency Relief	80,936	67,987
Opportunity Shop	56,754	40,700
Community Market	92,228	88,986
Volunteer Costs	6,947	7,767
Other Expenses	1,595	5,954
TOTAL EXPENSES	<u>501,748</u>	<u>461,139</u>
NET PROFIT / LOSS	<u>7,810</u>	<u>53,153</u>

2016-17 PROGRAM EXPENSES



How You Can Help

Volunteer as a Community Support Worker

Do you like helping people? Do you have compassion and a listening ear? Would you like to help those less fortunate during difficult times? Then becoming a CSW Volunteer is the role for you!

CSW Volunteers provide information, referral and support services to individuals and their families during emergency situations. Our drop-in emergency relief centre operates Mon-Fri 9.30am to 4.30pm from our office in the Greensborough Plaza. CSWs can assist clients with pantry food, food vouchers, FoodShare referrals, and financial assistance with back to school expenses, prescriptions, utility expenses, fuel and transport.

CSW's are compassionate, non-judgmental, independent and respectful of the rights of clients to make their own choices.

DVCS provides training and support of all new CSW volunteers, including accredited training.

Volunteer at a DVCS Op Shop

Join in the fun with our friendly Op shop volunteers as we recycle and on-sell preloved community donations. All funds raised help fund DVCS Back to School and Emergency Relief programs.

MACLEOD OP SHOP

Shop 44—Aberdeen Road
Macleod VIC 3085
Tel: 9456 9817

Trading Hours

9.30am-4.30pm
Monday-Friday
9.30am-1.00pm
Saturday

DIAMOND CREEK OP SHOP

37 Chute Street
Diamond Creek VIC 3089
Tel: 9438 5656

**
Full day and
half day shifts
available

Other Volunteering Opportunities

We have a number of other volunteering positions available at our agency including:

- Administrative Support
- Data entry, statistics, pamphlets
- Reception
- Counselling – personal, employment
- Committee of Management
- Project Research and Evaluation

**To find out more about all our volunteering opportunities, contact the Volunteer Coordinator
Tel: 9435 8282 Email: volunteers@dvsupport.org.au**

Donate Items to our Toiletry Bags

We welcome donations of the following items for our TLC & Toiletry Bags:

- Soap, Face Cloth
- Toothbrush and toothpaste
- Deodorant
- Tissues, Baby / Cleaning Wipes (small packs)
- Hair Brush / Comb
- Shampoo, Conditioner, Dry Shampoo
- Pads and Tampons
- Hair Ties, Hair clips
- Razor, Shaving Cream
- Sunscreen,
- Scarf, Jewellery or trinket
- Lotions and Moisturisers
- Stationery, Book, Journal and Pen
- Nail Polish and other makeup
- Plastic Rain Poncho, Water Bottle

Donate Items to our Food Cupboard

We welcome donations of the following items for our Food and Pantry Cupboard

- Tea, Coffee, Sugar
- Long life Milk
- Breakfast cereals
- Fruit Juice boxes
- Spreads (vegemite, jam)
- Biscuits (sweet and dry)
- Tinned fruit and vegetables
- Rice, Rice Packs, Pasta, Pasta Sauce,
- Tinned baked beans, spaghetti,
- Instant noodles, Pasta packs, Cup-a-soup
- Tinned fish, Canned Soup
- Toilet Paper, Tissues
- Baby's Nappies
- Plastic Cutlery
- Other non-perishable grocery items

All donations can be dropped off at our Greensborough Office or DVCS Op Shops

Make a Financial Donation

Donate now to our Emergency Relief and Back to School Funding Programs.

Online: www.dvsupport.org.au

All donations of \$2 or more are Tax Deductible

THANK YOU

- All stallholders and patrons who support the Kingsbury Drive Community Market
- La Trobe University for their support of our market operations
- Banyule City Council for their funding and support
- City of Darebin Council for their assistance with the market
- Jones Lang LaSalle for their assistance with our tenancy
- Rentokil Australia for keeping away the things that crawl



- Community Information and Support Victoria (CISVic)
- Diamond Valley FoodShare for their great work and support of our clients
- Living Faith Church for providing meeting space and meal program to clients
- Greensborough RSL for providing our Committee of Management meeting space
- FMC Mediation and Counselling Victoria for providing our clients with free Financial Counselling
- Our generous donors
- And most importantly:



**Our clients for giving us a purpose, and
Our volunteers for making the purpose a reality.**



DIAMOND VALLEY
community support

Diamond Valley Community Support Inc.
Shop 378a—Level 3, Greensborough Plaza
Greensborough 3088

Tel: 03 9435 8282/03 9435 5440

Fax: 03 9432 4147

Email: info@dvsupport.org.au

Web: www.dvsupport.org.au

