



DIVRS

Phone: 9480 8200
www.divrs.org.au

Building Stronger Communities

Through Volunteering & Support

Annual Review 2014

Darebin Information Volunteer Resource Service



DIVRS acknowledges the Wurundjeri people who are the Traditional Owners of the land we work from. DIVRS also thanks and acknowledges their Elders, past and present, for their assistance.

Published by Darebin Information Volunteer and Resource Service

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Darebin Information Volunteer and Resource Service is Incorporated under the Incorporated Associations Act 1981. It was formerly called Northcote Community Information and Support Service, and Northcote Citizens' Advice Bureau and Information Centre **No. A0020287B**. It is endorsed as a **Deductible Gift Recipient** under the Income Tax Assessment Act 1997, **ABN 80 927 699 259**

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Our Purpose

DIVRS is a not-for-profit community based charitable organisation, that through a variety of services:

- Provides resources and support to low income Darebin residents who experience financial stress or crisis. Our aim is to strengthen their financial independence and increase resilience.
- Delivers programmes which advance the education and skills development of disadvantaged and other Darebin residents.
- Promotes social inclusion and strong networks through the operation of a volunteer resource service that provides opportunities for volunteer participation in Darebin.

DIVRS offers a service that is:

- Free
- Confidential
- Impartial
- Independent
- and recognises clients' rights to make their own decisions



Our Values

Values become the guiding principles for our daily interactions and implementation of strategy

Resilience

Our ability to bounce back, strengthening through growth and knowledge

Fearless

Being bold, unafraid to take risks, active and being courageous

Collaborative

Working together with all people and organisations to achieve shared goals

Respect

Recognising and valuing each other and the contributions everyone makes

Social Equity

Distribution of resources based on need

Governance and Staff

Chair **Paul Waite** (Resigned) · Deputy/Acting Chair **Gina Wittingslow** · Secretary **Niki Sheldon** · Treasurer **Vanessa Liang** · Ordinary Members · **David Redfearn** · **Elizabeth Billings** · **Phil Smalley**



Freedom Preston-Clark Manager · **Lesley Galbraith** L2P Programme Leader · **Martin O'Callaghan** Urban Food Programme Leader · **Sally Mendes** Volunteer Resource Programme Leader · **Samantha Levey** No-Interest-Loans / Casework Programme Leader · **Evan Butterworth** Contracted Accounts

Report from the Manager

The work of DIVRS is far reaching and this year, once again, DIVRS volunteers and staff have enabled our services and programmes to reach more people in more different ways. Their efforts and the assistance of our generous donors should be recognised as excellent examples of sharing our organisational values.

DIVRS members, volunteers and staff have provided in the last year, the most basic human rights, assisting in access and inclusion for Darebin residents. **I thank all our members, volunteers, staff and our partners for their valued contribution, dedication and drive; it is our people who make the difference.**



Visitors Language Representation 2014

DIVRS has undergone programme restructure encouraging equitable access to the Emergency Relief and No Interest Loans programmes. The number of volunteers required to achieve this was significant. Through the Volunteer Resource Programme DIVRS has increased its volunteer participation by 42%.

The Committee of Management and staff have recently developed a strategy which outlines who we are and what we will do to achieve our purpose. Our focus will be around strategic objectives;

promoting culture of advocacy for vulnerable populations; attracting and retaining highly engaged and diverse members, volunteers and staff; having a strong financial base with growing income and robust infrastructure.

Through the generosity of Darebin and many others we have been able to provide grants and assistance in addressing basic support for people who are in need of essential assets.

DIVRS is supporting those in need and helping prepare, strengthen and grow our own capabilities and the resilience of our communities. We have lifted our own emergency relief capacity by restructuring and growing our volunteer emergency relief teams through the extension of reception and fresh food.

DIVRS has a mobile team available to respond to volunteer enquiries and increasing social inclusion through volunteer placement.

With new programmes like Urban Food, Darebin Fruit Squad, Backyard Basics and the Changing Shed, DIVRS is positioned to expand its delivery and meeting community priorities. We welcome your input and engagement.

Our lives are more interconnected, with the digital landscape increasing our reach and ability to connect. Social media, and our new website and technological equipment will play a more crucial role over the next year in enabling us to do more and better in communicating and advocating the needs of our community.

DIVRS is here for those in need, and for the most vulnerable. It is a pleasure to serve this community and its passionate organisation.

We are made with potential, we see potential in our community and we will realise our potential with continual effort and courage. Continue to join us.



Freedom Preston-Clark

Volunteering at DIVRS



People ask what I get out of it, it's clear, when you see the smile on a new volunteers face.

Con Hatzi, Volunteer Interviewer

142 DIVRS Volunteers

 42%

Increase of Volunteers since 2013

Albert Huber * Albina Dal Santo * Alexi Galgano * Alice Liu * Alice Maddineni * Alistair Tuffnell * Amalia Galletti * Andrew Marzolo * Ann McDonald * Anna Twinning * Barbara Winter * Ben Holland * Bethel Capel * Bezy Mathew * Bojana Stankovic * Brian Johnstone * Bronwyn Hofert * Carmel Brennan * Carole Romeril * Carolyn Speed * Chanuka Dee * Cheryl Davies * Cheryl Paine * Cnr Bo Li * Con Hatzi * Corey Mansfield * Craig Walters * Damien Johnson * Dan Laurence * Daniel Nguyen * David Arche * David Methven * David Tongs * Dawn Lowery * Dhanushya Kopal * Emma Yench * Eric Choi * Eshan Sachin Arya * Frank Damiano * Fred Falvo * Gaby Harris * Gayathiry Packiyarajan * Geoff Toll * Gwenda Prince * Hannah Pennington * Heda Ruzic * Helen Wills * Holly King * Ian Peters * Ian Williamson * Janice Hoy * Jenny Rayner * Jill Simeoni * Jithan James * Joanna Parissis * Jodie Williams * John Coppola * John Pinniger * Jo MacBride * Jose Brissos * Justine McDonough * Kate Burns * Kate Patrick * Katherine Mackay * Kathryn Bolger * Kay Morrison * Leanne Sumpter * Liz Zanella * Lorraine McCallum * Louise Harvey * Luisa Sanchez * Maeve Wild * Maggie Lee * Malcolm Rust * Manuel Goncalves * Mariam Warsame * Marie-Louise Drew * Mark Reid * Max Sargent * Maxienne Tritton-Young * Maylyun Mohamed * Megan Miller * Melanie White * Melinda Mulherin * Michele Fatone * Michelle Tyrell * Nahid Chowdarey * Nasrin Abdi * Nazish Khan * Ngawaiata Prodger * Nick Mauby * Nicky Leitch * Nockie Le * Paola Rossini * Patrizia Falco * Paul Daly * Paul Shelton * Paul Waite * Peter Muskens * Peter Ryan * Phil Mitchell * Phil Smalley * Philip Bouchier * Philip Shirrefs * Priyantha Wirasekara * Puneeta Puri * Qaium Saeed * Rachel Carlisle * Ranjan Weththasinghe * Rawinia Carroll * Rhonda Otto * Richard Benton * Rick Edwards * Robert Morwood * Robin Tregenza * Roger Cripps * Rosalind Pach * Rosemary Finn * Roy Burns * Russell Morison * Sally McAdams * Sam Hitarosa Caucci * Sanam Torab Tarki * Sarah Holloway * Sebastian Enmark * Seng Tan * Shamsa Satwani * Shari Cohen * Sophia Pappas * Steven Quach * Sue Pinchbeck * Susan Chong * Terry Daly * Tessa Vanderzee * Thomas Olejniczak * Thomas Vincent * Tracy Burrows * Trudie Orchard * Vicki Turner * Vijay Pilli * William Coenik * Zorica Grozdanovska * Team Nelson Alexander - Colin Abbas - Thomas Vinch- Kerry Jordan - Brad Airs - Allie MacDougall - Michelle Portelli - MadisonRiches - Stephanie Paterson - Margaret Riches - Rhonda Townsend - Nique Murch - John Sinclair - Dale Jones

No Interest Loans Scheme



I needed beds for my sons, they'd been sleeping on the floor. I had been working but became sick and had to have leave my job. I've used payday loans before but they got me nowhere. NILS helped me to move forward.

Darebin NILS Client

 **441**

Darebin Loans since DIVRS operation

 **\$50,461**

NAB Capital in current annual loans

What's great about NILS and DIVRS is the workers go the extra mile

Darebin NILS Client



I am so excited about this loan, I have been without a laptop for so long and without NILS I wouldn't be able to get one any time soon.

Darebin NILS Client



Enquiries Non-Approved Current Loans

Volunteer Resource Programme



I am 55 years old and recently came to this country. But I am lonely and just want something to do, I don't want to waste away doing nothing! After an interview with the Volunteer Resource we made a match that worked! I'm now volunteering at a local library assisting others. It's been a success!

New Community Volunteer

 **15,190**

DIVRS Volunteer hours

 **2,210**

Referrals for Volunteer Placement

Community Counselling

 **40%**

Free Hours of Counselling since 2013



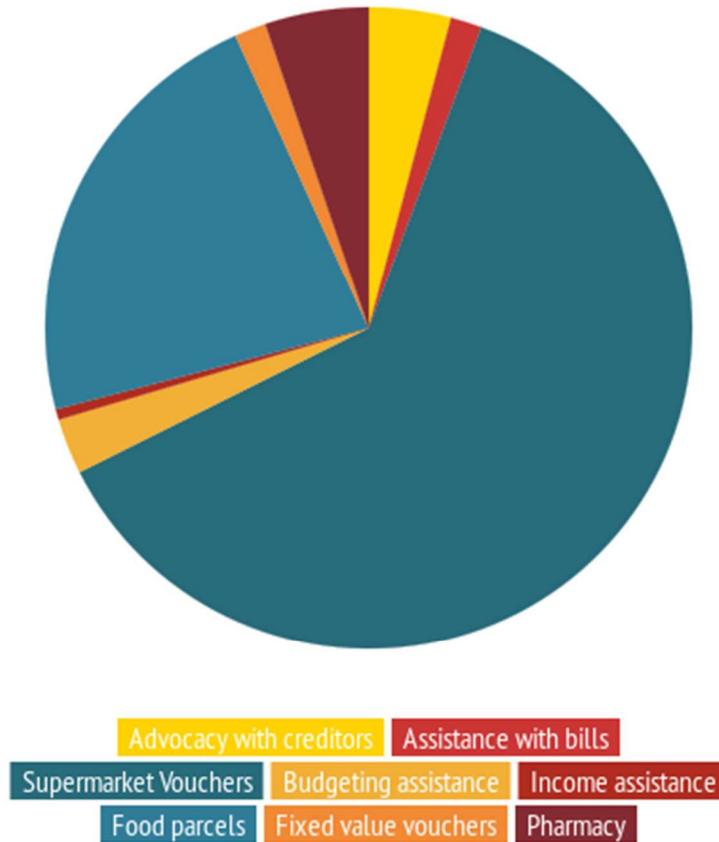
DIVRS Community Counselling began in November 2002 with only 2 counsellors. We have literally seen hundreds of clients all free of charge and we continue to grow.

Phil Smalley, Counsellor



Hours Counsellors

Emergency Relief



Emergency relief is the last safety net that we cannot afford to lose.

CISVIC Executive Officer Kate Wheller

 **2,175**

New Clients Assisted

 **5,090**

Types of Assistance Provided

Poverty is not an accident. Like slavery and apartheid, it is man-made and can be removed by the actions of human beings.

Nelson Mandela

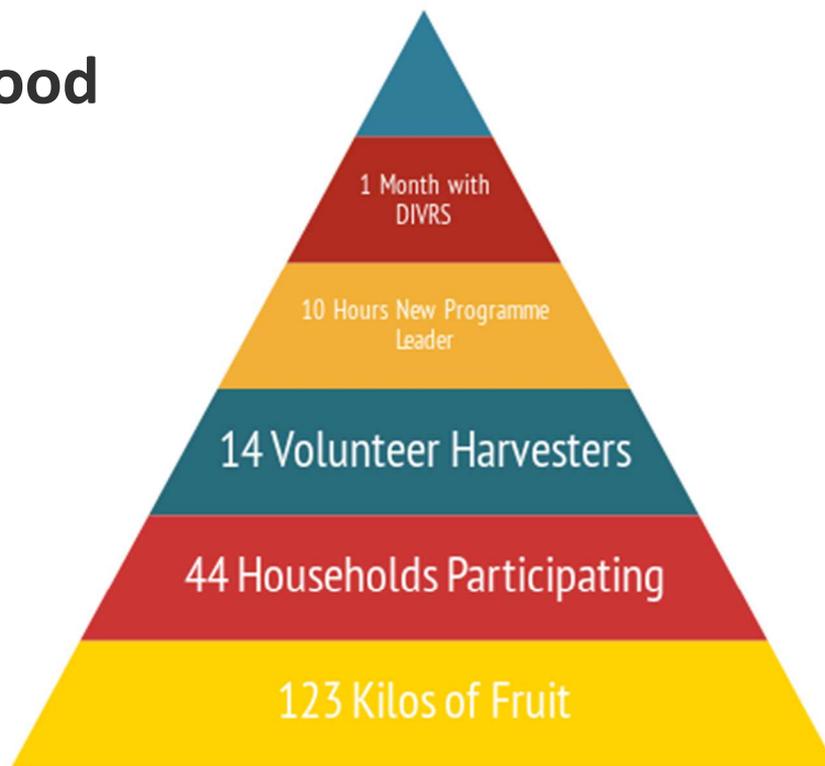


I first came to DIVRS about 4 years ago. I've visited a bit for different things like food vouchers or parcels. One time I needed help with bills and housing. I'm 52 and have been on DSP for the last 10 years, I don't think I'll ever work again. Sometimes not for want of the work, but I have pretty heavy days when my mental illness is too big of a deal to face anything else, let alone the landlords rent or whatever. When things are really bad, that's when I need my medication most and if I'm honest, that's a growing drain on my money. It's not getting any easier. Don't start me up about the power costs either! I'm worried it's going to be cancelled, I'm stressing about this all day! The other things that worry me is the petty crime around my housing, I want to move, and I'm not sleeping well. I know DIVRS can't help with everything. But the food and vouchers I get help me to put more aside for my meds. We've made a plan and DIVRS referred me to a service that can help with some new housing. In the meantime, we have been successful in getting a grant for both my gas and electricity. We checked too, and now I'm getting all the entitlements I can.

I'm not in the black yet. But I feel better today!

Darren

Urban Food



Darebin Fruit Squad



Challenges for Darebin include population growth leading to residential expansion and increased density. This will mean less backyard space for growing food in the future

City of Darebin Urban Food Production Strategy 2014-2018

Growing Potential

Be involved with DIVRS to share and learn backyard basics in growing your own food garden with limited resources and small spaces



L2P Learning to Drive



I've learnt more patience than I ever thought possible. Pete, Darebin L2P Driving Mentor



 **20**

P's Obtained by Learners

 **169**

Professional Lessons

 **2,370**

Volunteer Driving Hours

 **89**

Mentor Matches

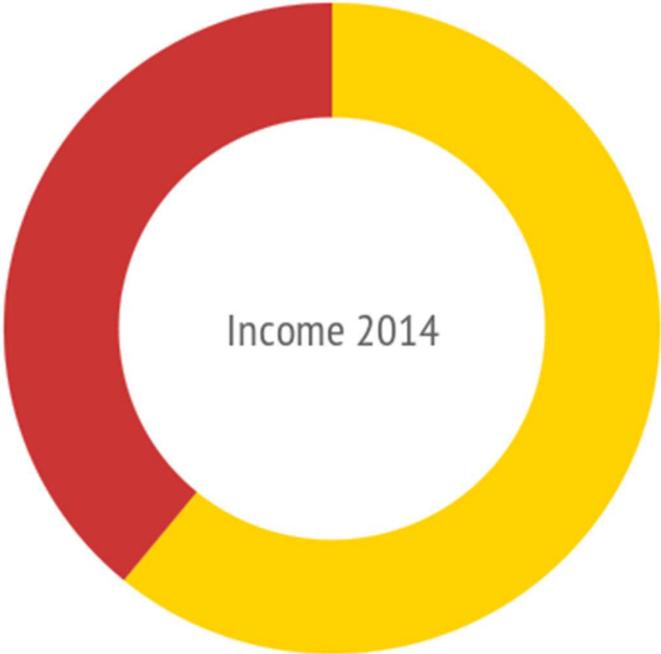


A few years ago I retired from the workforce after 35 years of continuous service with the same corporation. During those 35 years, I have always thought I should give back to the community. Now is the time. The L2P program helps me get out and about in the community, plus it makes me try to see the world from a younger persons eyes. It also gives me the self worth of achieving a goal after each session and especially when the learner get a Drivers Licence. Great for the Learner / Good for me. The L2P program has given me the training associated with the task of being a mentor.

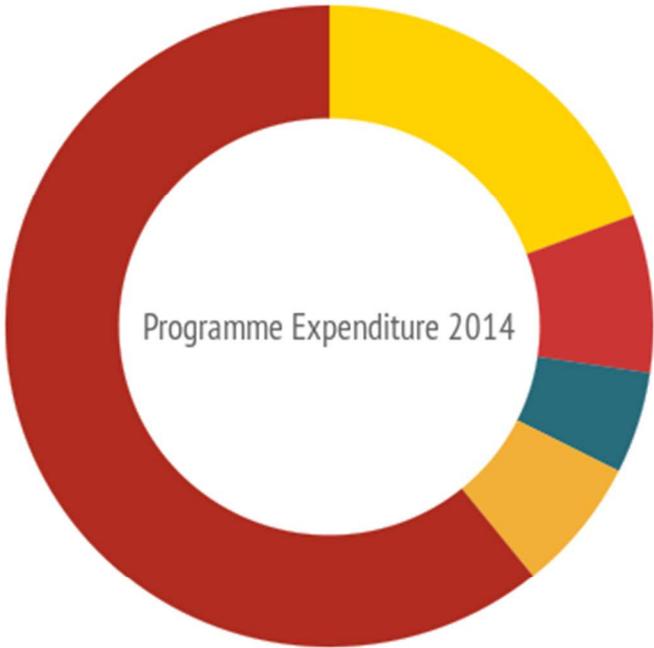
The young people I have met have been delightful. The world is all the better for them and don't believe what you see on Current Affairs TV shows about young people.

Philip Bouchier, Darebin L2P Driving Mentor

Summary Statement of Financial Performance FOR THE YEAR ENDED 30 JUNE 2014



Grants Operating Income



Emergency Relief L2P DIVRS Projects (NILS/DOSA/Vols)
DIVRS Operations Staff

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS
OF DAREBIN INFORMATION, VOLUNTEER &
RESOURCE SERVICE INC.**

Scope:

We have audited the Financial Statements, being the Statement by Committee, Profit and Loss Account, Balance Sheet, Statement of Cash Flows and notes to and forming part of the financial statements for the year ended 30th June 2014. The Association's Committee is responsible for the financial statements. We have conducted an independent audit of these financial statements in order to express an opinion on them to the member of the Association.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial statements are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures included have been undertaken to form an opinion whether, in all material respects, the financial statements are presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements and statutory requirements so as to present a view which is consistent with our understanding of the Association and economic entity's financial position, the results of their operations and their cash flows.

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

Audit Opinion:

In our opinion, the Financial Statements of Darebin Information, Volunteer & Resource Service Inc. are properly drawn up:

- (a) so as to give a true and fair view of:
 - (i) the state of affairs as at 30th June 2014, and the profit and cash flows for the year ended 30th June 2014; and
 - (ii) In accordance with the provisions of Associations Incorporation Reform Act 2012.
- (b) in accordance with applicable Accounting Standards and other mandatory professional reporting requirements.

Dated at Melbourne this 11th day of July 2014.


.....(signed)

EUGENE ODACHOWSKI
REGISTERED COMPANY AUDITOR (Reg No: 9182)
Unit 7, 617-643 Spencer Street, West Melbourne, VIC 3003
Telephone No: (03) 9376 3455
Facsimile No: (03) 9329 5747

Darebin Information,Volunteers & Resource Service (DIVRS)

Income & Expenditure Statement for Year Ended 30 June 2014

	2014	2013
<u>INCOME</u>	\$	\$
Grants	247,702	238,208
Operating Income	157,511	245,863
Interest	1,270	3,520
	<hr/>	<hr/>
<u>TOTAL INCOME</u>	406,483	487,591
Less		
<u>EXPENDITURE</u>		
Administration Expenses	1233	1110
Advertising	492	186
Audit & Legal Fees	1500	2,200
Bank Fees	100	110
ER Expenses	77099	177,054
Computer Expenses	9640	3,316
Consulting Fees	3720	4,515
Depreciation	2766	240
Insurance	1647	1,370
light & Power	5286	3,403
Membership Fees	467	216
Project Expenses	31606	51,941
Printing & Stationery	1478	1,231
Provision for Staff Entitlements	4404	0
Postage & Freight	553	234
Repairs & Maintenance	3678	59
Salaries	216543	214,217
Staff Training	600	573
Sundry Expenses	1678	6,505
Superannuation	19164	18,487
Telephone & Internet	7075	4,301
Travel Expenses	256	177
Volunteer Expenses	1260	311
Workcover	1844	1,480
	<hr/>	<hr/>
<u>TOTAL EXPENSES</u>	394,089	493,236
	<hr/>	<hr/>
<u>NET OPERATING INCOME (LOSS)FOR THE YEAR</u>	12,394	-5,645

Darebin Information,Volunteers & Resource Service (DIVRS)

Statement of Cash Flows for Year Ended 30 June 2014

	2014	2013
	\$	\$
<u>CASH FLOWS FROM OPERATING ACTIVITIES</u>		
Operating Income received	429,267	252,701
Payments for Running Costs & Maintenance	-415,173	-341,013
	<hr/>	<hr/>
<u>NET CASH FLOW FROM OPERATING ACTIVITIES</u>	14,094	-88,312
<u>CASH FLOW FROM INVESTING ACTIVITIES</u>		
Purchase of fixed assets	-11,619	0
	<hr/>	<hr/>
<u>NET CASH FLOWS FOR YEAR</u>	2,475	-88,312
<u>Reconciliation of Net Cash Flows to Operating Surplus</u>		
Operating Surplus (Deficit)	12,394	-5,645
Add back Depreciation	2,766	240
	<hr/>	<hr/>
	15,160	-5,405
<u>Changes in Assets & Liabilities</u>		
Increase (Decrease) in		
Increase / Decrease in Current Assets	623	161
Increase / Decrease in Current Liabilities	-1,689	-83,068
	<hr/>	<hr/>
	-1,066	-82,907
	<hr/>	<hr/>
<u>NET CASH FLOWS FROM OPERATIONS</u>	14,094	-88,312
	<hr/>	<hr/>
CASH AT START OF YEAR	16,482	104,794
Add Net Cash Flows	2,475	-88,312
	<hr/>	<hr/>
<u>CASH AT BANK 30 JUNE 2014</u>	18,957	16,482
made up of:		
Cash at Banks	18,757	16,282
Cash on Hand	200	200
	<hr/>	<hr/>
<u>CASH AT BANKS & ON HAND 30 JUNE 2014</u>	18,957	16,482

Darebin Information,Volunteers & Resource Service (DIVRS)

Balance Sheet as at June 2014

	2014	2013
	\$	\$
CURRENT ASSETS		
Westpac Bank	15,143	14,023
Uniting Church	3,614	2,258
Petty Cash	200	200
Prepayments	512	1,135
	<u>19,469</u>	<u>17,616</u>
NON CURRENT ASSETS		
Property Plant & Equipment at cost	14,619	8,902
Less Provision for Depreciation	-3,848	-6,984
	<u>10,771</u>	<u>1,918</u>
TOTAL ASSETS	<u>30,240</u>	<u>19,534</u>
CURRENT LIABILITIES		
Trade & Other Creditors	0	5,916
Provision for emplyee Entitlements	22,914	18,510
Payroll Liabilities	4,289	7,936
Gst Liability	6,298	2,827
TOTAL LIABILITIES	<u>33,501</u>	<u>35,189</u>
<u>NET ASSETS</u>	<u>-3,261</u>	<u>-15,655</u>
Represented by		
MEMBERS EQUITY		
Opening Balance 1 July 2013	-15,655	-10,011
Add/Less Net Operating Profit/Loss For theYear	12,394	-5,644
<u>TOTAL EQUITY 30 JUNE 2014</u>	<u>-3,261</u>	<u>-15,655</u>

**DAREBIN INFORMATION, VOLUNTEER & RESOURCE
SERVICE INC.**

STATEMENT BY MANAGEMENT COMMITTEE

In the opinion of the Management Committee of the Darebin Information, Volunteer & Resource Service Inc.:

- a) The accompanying Income Statement and Cash Flow Statement are drawn up so as to give a true and fair view of the result and cash flow of the Darebin Information, Volunteer & Resource Service Inc. for the year ended 30 June 2014;
- b) The accompanying Balance sheet and Statement of Changes in Equity is drawn up so as to give a true and fair view of the state of affairs for the Darebin Information, Volunteer & Resource Service Inc. as at the end of the financial year, and
- c) At the date of this statement, there are reasonable grounds to believe that Darebin Information, Volunteer & Resource Service Inc. is able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Management Committee

Name: PAVL WAITE Signature:  Date: 16/7/2014
(Chair)
Darebin Information, Volunteer & Resource Service Inc.

Name: MELVEN LANG Signature:  Date: 16/7/2014
(Treasurer)
Darebin Information, Volunteer & Resource Service Inc.

DIVRS gratefully acknowledge partners, project grants, donations and gifts from

Australian Tax Office Tax Help Volunteers * Bakers Delight Fairfield * Bunnings Northlands * Coles Northland * Cargill Australia Limited * City of Darebin * Community Information and Support Victoria (CISVic) * Darebin Community Legal Centre * Darebin Emergency Relief Network and its members * Darebin Fruit Squad * Darebin Libraries * David Feeney MP Office * East Reservoir Neighbourhood House * Elizabeth Hoffman House * FareShare * Feed Melbourne * Former Department of Immigration and Citizenship * George's Meat Preston * Good Shepherd Microfinance * Heidelberg Magistrates Court * Infoxchange * Preston Neighbourhood House * Jika Jika Community Centre * JP Hardwicke and Associates * La La La Choir * La Trobe University * Lions Club Northcote * Lions Club Preston * Makin and Luby Motors * Melbourne City Mission, Eric St Project * National Bank of Australia * Northcote Police-Darebin * Northland Youth Centre * Preston Rotary * Raccoon Club * RACV Community Foundation * Salvation Army Support Services Preston * SecondBite * Senator the Hon Kate Lundy * Spectrum Migrant Resource Centre * Sunrice * The Darebin Response * Transition Darebin * Transurban * Vic Roads * Victorian Relief & Foodbank



City of
DAREBIN



L2P
LEARNER
DRIVER
MENTOR
PROGRAM



No one has ever become poor by giving

Anne Frank

