

# 2019/2020 ANNUAL REPORT

PRESENTED BY THE DAREBIN INFORMATION,  
VOLUNTEER AND RESOURCE SERVICE.



*Building stronger communities through volunteering and support*



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## WHO ARE WE?

## OUR PURPOSE:

Darebin Information, Volunteer & Resource Service (DIVRS) is a not-for-profit volunteer-driven organisation that delivers services and programs to vulnerable populations in Darebin, reducing financial stress, social isolation and barriers to accessing community information.

## DIVRS PROVIDES:

- Resources and support to low income Darebin residents who suffer from financial stress or crisis. Our aim is to strengthen their financial independence and increase resilience.
- Programs and services that advance the education and skills development of disadvantaged Darebin residents.
- A volunteer service that promotes social inclusion and strong networks creating opportunities for participation in the City of Darebin.
- Local capabilities and knowledge to address disadvantage, promote resilience, and contribute to the development of social policies and services that impact on the residents of our community.

# A WORD FROM OUR CHAIRPERSON

It is with great pleasure that I present to you my Review for 2020. Firstly, I would like to thank the Committee of Governance for their support and commitment towards ensuring a bright future for DIVRS.

On behalf of the Committee I would like to sincerely thank the Executive Officer of DIVRS, Frances Trimboli, for giving her time and expertise towards achieving the best possible outcome for the organisation. Frances has worked closely with her team to focus on the wellbeing of the community we are here to serve. There are many vulnerable individuals in the City of Darebin who rely on the support of DIVRS to make their daily lives more meaningful and productive.

I believe, and I am sure you would all agree, that the challenges of 2020 have been extraordinary and immense. Our lives have been changed beyond belief and our lives may never be quite the same again. We are fortunate that the expertise of Frances, her staff and volunteers has enabled DIVRS to navigate a very difficult path with many obstacles to tackle along the way. There has been no hesitation in facing these obstacles head on and finding the best possible solutions in this difficult environment that we find ourselves in.

Let us hope 2021 is a very different year in every way. However, I am sure there will be new challenges to encounter but DIVRS remains in a strong position to bring about positive outcomes for the residents of the City of Darebin.

Strong relationships with our key stakeholders are the key to the success of this agency. We also hope that DIVRS continues to enjoy positive and fruitful support from our funding bodies. This is going to be of the utmost importance so that DIVRS can continue to provide an essential and excellent service to the most vulnerable in our community. This organisation is acknowledged as an essential service provider in the City of Darebin and requires ongoing support to ensure that it remains relevant in the lives of many that it serves.

On behalf of the Committee of Governance I would like to take this opportunity to thank the Mayor of the City of Darebin, Councillor Susan Rennie, for her leadership and her ongoing support. Councillor Rennie has acknowledged the importance DIVRS as a lead agency in this Municipality. The Committee remains hopeful that we can secure premises that are more appropriate to the needs of DIVRS in the not too distant future. It will mean working closely with the Council over the coming months and into 2021.

Finally, I would like to wish you all the very best as we approach the end of 2020. I sincerely hope that we all have some cause for celebration along with our family and friends as we approach this Festive Season and the beginning of a New Year.

Joy Banerji.  
Chairperson.  
Committee of Governance.

# A WORD FROM OUR TREASURER

We are pleased to report that the auditors, Collins & Co, found no matters to report during 2019-20 and their statement is attached. We thank them for their report.

DIVRS has achieved a strong financial performance this financial year. Grants income has increased by \$55K. Despite the drop of \$30K Operating income due to COVID, DIVRS received \$62K from COVID-19 related Government Assistance Payments. Overall, this year DIVRS sees a 17% increase in total income, climbing from \$507K last year to \$594K this year. The increased income allowed DIVRS to allocate more funds on more important areas such as Emergency Relief & Food store Expenses from \$82K to \$104K (27% increase), Project Expenses from \$42K to \$56K (32% increase), and Depreciation from \$7K to \$47K (fixed assets purchase). These areas are critical to DIVRS' operation during the COVID pandemic.

As a result of all above, DIVRS is in a strong financial position as at end of June 2020. Cash balance more than doubled from \$129K to \$282K, with a final position of \$47K in surplus. I believe that in such a difficult time not only for normal businesses but also non-for-profit organizations, DIVRS has adopted a strategic approach during the pandemic and will start off with a favourable position financially for 2020-21.

I would like to thank Anna Morgan who sat on the Finance Sub Committee and ensured that it provided sound advice and analysis to the CoG. A big thank you as well to our Executive Officer, Frances Trimboli, and our bookkeeper, Evan Butterworth, for their timely analysis and reporting during the year.

Terry Zhu.  
Treasurer.  
Committee of Governance.

This has been a year to remember. Most of the year DIVRS was operating to plan by exceeding targets, providing service to more clients in need and engaging more volunteers across our programs. That was until COVID-19 impacted on our community in March and our service changed overnight. Last year my report reflected on the DIVRS values and now more than ever they have guided our team, as we navigated DIVRS during the last quarter of the financial year to manage the COVID-19 pandemic.

## RESILIENCE

OUR ABILITY TO BOUNCE BACK, STRENGTHENING THROUGH GROWTH AND KNOWLEDGE.

As Executive Officer I have witnessed resilience through the work of our committee to support, plan and guide DIVRS through a time of uncertainty. I have been impressed by the resilience of the DIVRS staff to adapt their programs. Their commitment to redeveloping their programs has ensured continuity of services to clients in need, while focussing on the health, safety and wellbeing of the community and their volunteers during this time.

- DIVRS provided \$274,309.45 of direct material and aid to low income and vulnerable Darebin residents.
- DIVRS volunteers and students provided 16,836 hours of service to Darebin residents. This equates to \$420,900 of worker resource.
- DIVRS supported 818 households with 9000 food parcels in Emergency Relief of which 54% of clients were new to our service.
- DIVRS provided 14,821 instances of assistance with material aid.
- DIVRS provided 361 hampers to the community.
- DIVRS recruited 43 new volunteers.
- DIVRS L2P provided 1,182 hours of learner driver mentoring.
- DIVRS Urban Food Fruit Squad generated 10,368,seedlings provided 31 fruit and veg picks and distributed 1,971kgs of locally grown food to community members experiencing food insecurity.

## COLLABORATIVE

WORKING TOGETHER WITH ALL PEOPLE AND ORGANISATIONS TO ACHIEVE SHARED GOALS.

I would like to acknowledge the Darebin service sector coming together during the pandemic to ensure that no one went without during the response phase of COVID-19. New partnerships were developed, and old partnerships strengthened. The commitment and good will in Darebin has got us all through the last quarter of the financial year. At DIVRS we also experienced a significant increase in the number of volunteer enquiries demonstrating that people wanted to give back during a time of hardship and crisis. On the flip side COVID-19 impacted on our partnership with La Trobe University, as we were unable to host large numbers of nursing students who form an important part of our work within community.

Fortunately, through the La Trobe partnership we have been able to commence a research project exploring the experience of information sharing, participation, isolation, and safety for individuals accessing, volunteering, and working for DIVRS during COVID-19.

## FEARLESS

BEING BOLD, UNAFRAID TO TAKE RISKS, ACTIVE AND BEING COURAGEOUS.

As a small not for profit we have been tested as individuals and as a team to think and work in new ways. Engaging technology to reach our clients and accepting the initial challenge of working remotely. We have all experienced the ups and downs and have made some difficult decisions. We have demonstrated courage to try new and innovative service delivery models for the greater good of all clients. We have successfully managed to increase our resources to meet the growing need of clients who have lost their income due to the pandemic. We have explored new ways of working that have had a great success, offering a telephone Emergency Relief and food delivery service that will continue in our service model going forward.

## RESPECT

RECOGNISING AND VALUING EACH OTHER AND THE CONTRIBUTIONS EVERYONE MAKES.

During the pandemic, council supported our work as the lead Emergency Relief agency in Darebin, to provide food relief, information, referrals, and support to the community. The pandemic has brought DIVRS into contact with new services, volunteers, and community members. The team has dedicated much time connecting with our clients and networks during this period to ensure that relationships are supported and nurtured. Client contact during this period has been lengthy and complex leading to a significant increase in referrals to other services.

## SOCIAL EQUITY

DISTRIBUTION OF RESOURCES BASED ON NEED.

The immediate impact of the pandemic lead to DIVRS supporting 30% new clients. Our ER team contacted all registered clients to ensure that they continued to access our service and receive support. We managed to increase our resources through a range of grants and donations from our funders to meet the growing need. All clients that registered during the March to June period received support. A great achievement from a small NFP.

As I review the achievements of the 2019/20 year and the learnings for the team, I believe that we are better positioned to adapt the new models of service to our long term plan, and continue to provide a much needed quality service to the community of Darebin. I hope that the pandemic has brought into focus the issue of poverty and the need for governments to work together to support the community in the months and years ahead.

Frances Trimboli.  
Executive Officer.



# OUR TEAM

## VOLUNTEERS

Alexander Thomas  
 Albina Dal Santo  
 Alexandra Garrido  
 Ammarah Kahlon  
 Amrita Chandra  
 Andrew Mclagan  
 Anna Lewenhagen-Allvin  
 Anna Morgan  
 Anne Stevens  
 Astrid Bialas  
 Callum Irvine  
 Cam Geeves  
 Camille Gerrard  
 Cathy Arter  
 Catie Payne  
 Charlene Trestrail  
 Cheryl Davies  
 Chloe Deane Johns  
 Christine Banks  
 Christy Clarke  
 Claire Burns  
 Colette Leber  
 Courtney Bryant  
 Cristina Webber  
 David Hayes  
 Dawn Butcher  
 Dawn Lawry  
 Dawn Lowery  
 Donna Le Gallant  
 Elisa Midolo  
 Ellen St Ruth

Emily King  
 Faye Vellucci  
 Flora Bee  
 Frank Formosa  
 Geetha Kumar  
 Gianni Grigoletto  
 Gloria Hernandez  
 Greta De Moore  
 Haylee McCormick  
 Heidi Fischer  
 Hudson Pearce  
 Isabelle Chabaud  
 Jackson Bradshaw  
 Jan Washfold  
 Jane Caruna  
 Jay Aggarwal  
 Jenny Martin  
 Jenny Rainer  
 Jenny Woodgate  
 Jessica Beaty  
 Jessica Ridout  
 Jim Kirkpatrick  
 Jo Boltin  
 John Hillier  
 Joy Banerji  
 Juliana Bisada  
 Kamal Jawish  
 Kasia Odell  
 Kat Phillips  
 Ken Scott  
 Khoi Cao

Kim Hatzi  
 Kim Cadigan  
 Kimberley Ng  
 Laurie Eaton  
 Leigh Kronman  
 Lucinda Walravens  
 Manuel Goncalves  
 Marie-Louise Drew  
 Mark Bruin  
 Martin Thompson  
 Mary Marcyk  
 Mason Littlejohn  
 Matilda Mahney  
 Maureen Hurley  
 Megan Bortolussi  
 Michael Haralambous  
 Michael McCormick  
 Michelle Casamento  
 Ngoc le  
 Nicla Nannipiere  
 Nikita Brockmuller  
 Oliver Caruana-Brown  
 Paul Daly  
 Penny Fowler  
 Peter Gunn  
 Peter Sambell  
 Philip Bouchier  
 Poornima Solanki  
 Priyantha Wirasekara  
 Rachel Carlisle  
 Rhonda Barson

Rhonda Otto  
 Rick Christy  
 Rob Castagnini  
 Roger Cripps  
 Romme Grimes  
 Rosa Romeo  
 Ruben Stoney  
 Sally Radcliffe  
 Sam Arter  
 Sam Ferraro  
 Sarah Ahmed  
 Sarah Rudledge  
 Sean Hossack  
 Shanice Vilone  
 Sharmila Kual  
 Shona Gilchrist  
 Simon Le Page  
 Simon Jane  
 Sue Cudmore  
 Sue Humphries  
 Sue Pinchbeck  
 Terry Daly  
 Terry Downes  
 Thanh Huynh  
 Thomas Hannon  
 Thomas Olejniczak  
 Tory Montgomery  
 Tracy Carroll  
 Violet Murphy  
 Willow Hartley



## COMMITTEE OF GOVERNANCE

**Chairperson:**  
 Joy Banerji

**Vice Chairperson:**  
 Judy Lazarus

**Treasurer:**  
 Terry Zhu

**Members:**  
 Andrew Thackrah  
 Anna Morgan  
 Simone Condon  
 Tony Lander

## STAFF

**Executive Officer:**  
 Frances Trimboli

**Emergency Relief Program Leader:**  
 Fiona Scoullar

**TAC L2P Program Leader:**  
 Julie-Anne O'Brien

**Urban Food Program Leader:**  
 Michelle Casamento  
 (August 2019 - April 2020)  
 Vanessa Nitsos Chan (April- Present)

**Project Officer:**  
 Bianca Lyndon

*"volunteering provides the opportunity to do something I love, while learning and giving back"*



# OUR VOLUNTEERS

**123 VOLUNTEERS ACROSS ALL PROGRAMS**

**43 NEW VOLUNTEERS**

**16,836 HOURS**

OF VOLUNTEERS AND STUDENT PLACEMENT SUPPORT TO DAREBIN RESIDENTS.

**\$420,900**

COMBINED VOLUNTEER CONTRIBUTION FOR THIS FINANCIAL YEAR (HOURLY RATE OF \$25)

## STUDENT PLACEMENT

**6 SOCIAL WORK STUDENTS**

**209 NURSING STUDENTS**

**9,906 STUDENT PLACEMENT HOURS**



*'I feel I am accomplishing something useful and important for the community'*

***'Learners smiling when get the licences'***

*'I love volunteering with the Veg Squad - great people, fun work, lots to learn'*

*'I like contributing something positive to the community, I like using a resource that is in abundance and being wasted and providing it for people who are living in hardship. I like being part of a team and meeting other volunteers and getting to know other people. I like seeing a project flourish and establish and provide a much needed form of healthy nutrition for people whose nutritional status is often compromised'*

*'Knowing that my efforts to assist people in need and the company of other volunteers'*

*'It's a way to connect with my local community, get outside, and contribute to food security'*

*'Being able to give back/pay it forward and the connection with my mentees'*

***'Wonderful to be a part of DIVRS'***

# WHY VOLUNTEER AT DIVRS?

*'Volunteering at DIVRS has been a game changer! It has helped me make friends in a new city, give back to my local community and gain hands-on food growing experience. Most of all, I feel like I'm doing something truly useful with my time'*

*'Becoming a volunteer at DIVRS is one of the best things I've ever done, it's wonderful to be a part of something so meaningful. The staff and other volunteers are fantastic and welcomed me with open arms into their family!'*

*'I enjoy helping and watching the young people grow with their driving skills'*

*'I love volunteering at DIVRS and being apart of the community'*

*'I love being a part of the Urban Food Program because I can grow closer to my community, have a sense of achievement and purpose, and live according to my values of empathy, equity and kindness'*



# VOLUNTEER AND STUDENT HIGHLIGHTS FOR 2019/2020

## EMERGENCY RELIEF

Volunteer community support workers completed over **4,000** client interviews.

## EMERGENCY RELIEF

Food relief volunteers packed over **9,000** pantry and fresh food parcels.

## TAC L2P PROGRAM

Volunteer mentor drivers spent a total of **1,182** hours assisting young people with learning how to drive.

## URBAN FOOD

Fruit and Veg Squad volunteers harvested at total of **1,971** kgs fruit and vegetables, which was distributed back into the Darebin community.

## STUDENT PLACEMENT

**209** nursing students managed a health kiosk that provided health check to **2,920** people.



### THE ER TEAM WORKING REMOTELY FORM HOME

Our reduced remote team completed 1,857 interviews and provided 344 referrals.



### L2P MENTOR DRIVERS ASSISTING WITH FOOD RELIEF

Due to program suspension during COVID-19, 8 L2P mentors assisted the Emergency Relief program as food relief drivers.



### EXISTING AND NEW FOOD RELIEF TEAM

Both existing and new volunteers came together to pack and deliver over 1,300 pantry and food parcels in June.



### URBAN FOOD TEAM STILL GROWING FOR THE COMMUNITY

The Urban food team continued to harvest food from our growing sites and propagated over 1,000 seedlings.

# THE TEAM DURING COVID-19



WE COULDN'T DO IT WITHOUT YOU



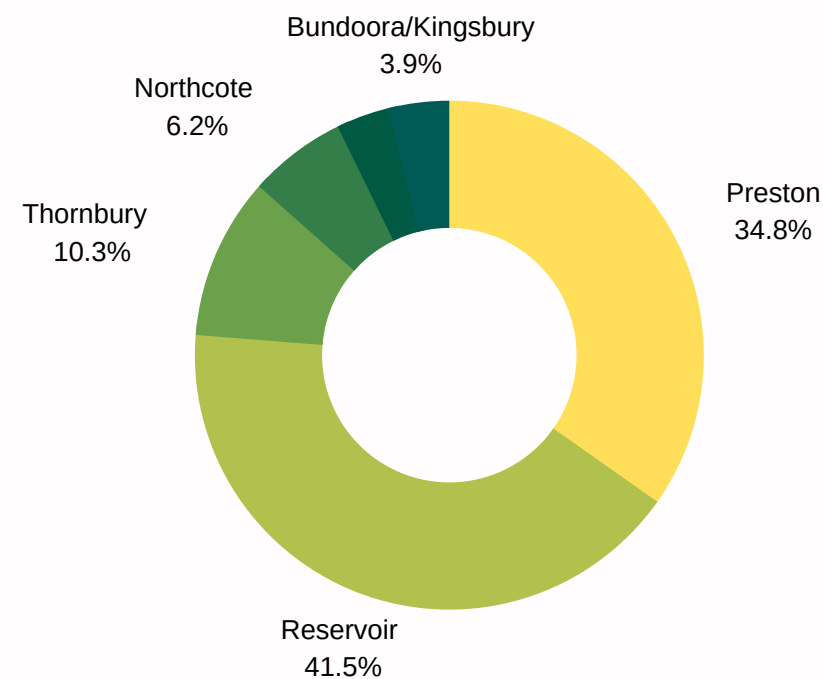
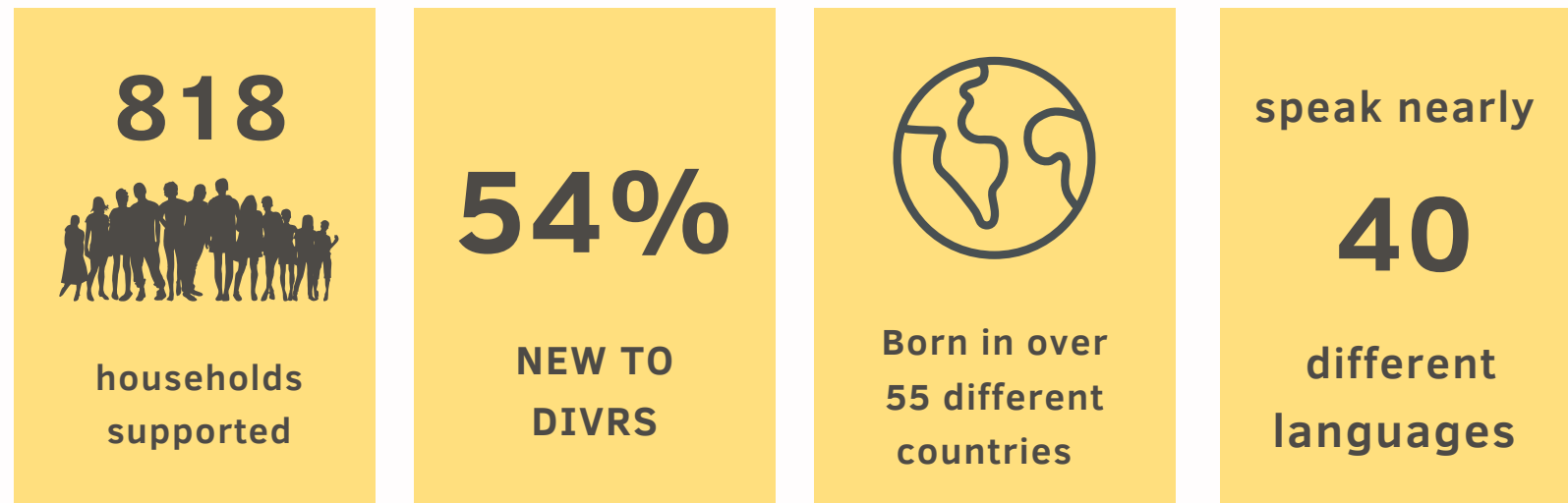


# COMMUNITY PROFILE

During 2019/2020 the Emergency Relief team provided

# 14,821

Instances of support and aid to our Darebin community.



## OF THE 818



# Community Survey

A community survey took place in December 2019 to gauge DIVRS clients insight and attitude towards our service, as well as client's experiences with food insecurity. There was a total of 196 anonymous responses collected on site through an online survey, supported by the Emergency Relief team as well as La Trobe University's nursing cohort.

## Key insights

- 30% of clients access Emergency Relief on a weekly basis.
- 35% of clients have been accessing this services for 1 -3 years.

## Food Insecurity

In the survey food security was defined as "When all people, at all times, have physical, social and financial access to necessary, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life". Barriers that can impact food security can include - the availability of different types of food, the price of food, as well as the price of living and the ability to select food that is nutritious.

Of the 196 respondents:

**66%** stated they experience food security

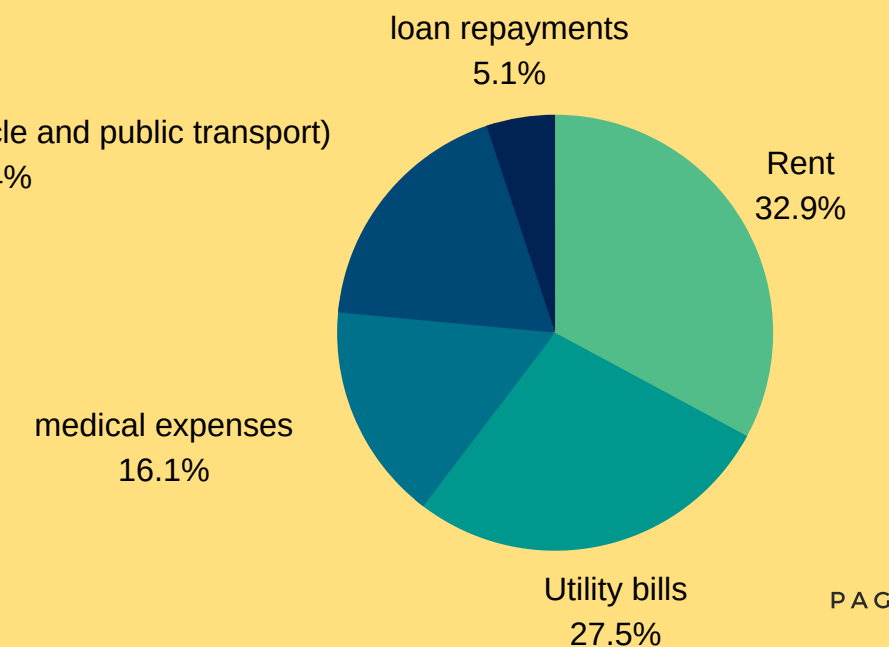
54% were worried there was not enough food to eat

45% ate less than usual because you/your household ran out of food

41% were unable to eat healthy and balanced food

38% had to skip a meal because there was no access to food

## Main contributor to food insecurity












The Emergency Relief Program supports Darebin community members who are experiencing financial crisis, with the provision of material assistance, information and support. Our program aims encourage self-reliance through dignified support.

# PROGRAM HIGHLIGHTS

## \$274,309.45

OF DIRECT SUPPORT THROUGH MATERIAL AID, UTILITY RELIEF SUPPORT, ADVOCACY, INFORMATION AND REFERRALS TO LOW INCOME AND VULNERABLE DAREBIN RESIDENTS.

### BREAKDOWN

				
FOOD PARCELS	TELSTRA ASSISTANCE	INTAKE AND ASSESSMENT	ADVOCAY AND SUPPORT	UTILITY BILL ASSISTANCE
\$124,567	\$8,780	\$117,529.00	\$3,323.00	\$20,110



COMMENCING OUR WEEKLY FRESH FOOD PROGRAM AT EAST PRESTON COMMUNITY CENTRE.

### THE 47 VOLUNTEERS WITHIN THE EMERGENCY RELIEF PROGRAM COMPLETED

<b>4561</b> CLIENT INTERVIEWS	<b>9490</b> PARCELS PACKED AND DISTRIBUTED
<b>361</b> HOLIDAY HAMPERS	<b>511</b> OUTGOING REFERRALS
<b>51</b> NO INTEREST LOANS	<b>43</b> TAX RETURNS COMPLETED THROUGH TAX HELP
<b>13,000KG</b> OF FRESH PRODUCE RESCUED FROM LANDFILL AND PROVIDED TO THE COMMUNITY	

## VOLUNTEER HIGHLIGHTS

- Two volunteers completed Community Support Worker training
- One volunteer completed Energy mentor workshop
- Five volunteers completed Energy relief training

### DIVRS DURING COVID-19

The Emergency Relief program underwent a drastic transformation from the provision of face to face service to a phone service, with volunteers assisting remotely from home. Food Services was suspended, and in place of food parcels clients were provided with E-Vouchers. The team conducted over 200 health and well-being calls, which were well received by the community and also gave the ER team insight into the issues that clients were facing at that point. From March – May DIVRS provided 1096 vouchers to the Darebin Community, which in total equals to \$24,705 of material support.

In June Food Services recommenced on site, with support from our volunteers as well as Darebin Council staff members. Emergency Relief continued as a phone service. To continue promoting social distancing DIVRS offered clients the choice to have their parcels picked up on site or to have it delivered to their residential address. Over the June Period, ER completed over 700 emergency relief interviews and packed, and distributed more than 1,340 pantry and fresh food parcels.

*"Without this sort of assistance i've got no idea of how I would cope"*

*"Thank you very much for being there for me, especially in the world's hour of need. I really appreciate it"*

# TAC L2P PROGRAM

TAC L2P program supports young people aged 16-21 who either don't have access to a car or a supervising driver to gain 120 hours of driving experience and a probationary license.

## PROGRAM HIGHLIGHTS



**58**  
ACTIVE  
LEARNERS

ACTIVE  
VOLUNTEER  
**30**  
MENTOR  
DRIVERS

**13**   
LICENCES GAINED

**92**  
HOURS OF  
PROFESSIONAL  
DRIVING LESSONS

**96**  
LEARNER/MENTOR  
MATCHES

  
**1,182**  
HOURS OF VOLUNTEER  
DRIVING

TAC L2P Program integrated State Government selection criteria into our learner intake process. This allowed for easier and more transparent prioritisation of learners on the program waiting list, helping to ensure that those young people most in need are supported by the program.

This year the TAC L2P Program established a steering committee, providing the opportunity for local community representatives to be involved in guiding the program.

TAC L2P Formed a partnership with Australian Motor Club (AMC) who have provided funding towards a new program vehicle.

In April 2020 TAC L2P made a submission on behalf of DIVRS to the Parliament of Victoria Economy and Infrastructure Committee Inquiry into the Increase in Victoria's Road Toll. The submission advocated for broad-based funding for a program similar to our Pilot 'Migrant Driver Program' to provide support to people from new arrival communities to help them gain a licence as a means towards achieving higher levels of engagement in education, employment and community life, recognising the significant financial and social barriers for these people.

*"My mentor and I were a great match because we got along, and she explained everything in a way I understood. I did feel like I could talk to my mentor about driving or life...which allowed me to not hesitate to ask for help and support...each session we spoke about all the things I can improve on and all the skills I have accomplished. I believe this program was beneficial to the youth that need support driving to get their P's".*

## VOLUNTEER HIGHLIGHTS

- Eight volunteer mentors participated in on-line accredited Mental Health First Aid training that will support them in their roles in working with disadvantaged young people.
- Three mentors participated in introductory first aid and mental health first aid online courses.
- In March, Darebin hosted L2P mentor training for ten participants.
- Five L2P mentors have taken on an additional mentor role in the Migrant Driver Program.

## TAC L2P DURING COVID-19

TAC L2P program was suspended from March-June. During this period eight mentors offered their service to DIVRS Emergency Relief Program, assisting with delivery of food parcels throughout the Darebin community.





## BACKYARD BASICS

The Backyard Basics Program was able to utilise three sites throughout the year including:

- 1) Our main backyard on High St Preston.
- 2) The East Preston Community Garden on Newton St Preston.
- 3) Melbourne Farmers Markets at the Innovation Centre in Alphington.

The program is run by local volunteers who design the garden, propagate seeds, tend to daily tasks to keep the garden well maintained and producing as much food as possible.

This financial year the team propagated

**10,368 SEEDLINGS**

All beds remain fully planted and our yearly total of harvested vegetables from all sites is

**545KG VALUED AT \$8738**

**PROGRAM HIGHLIGHTS**

HARVESTED AT TOTAL OF

**1971KG**

FRUIT AND VEGETABLES, WHICH WAS DISTRIBUTED BACK INTO THE DAREBIN COMMUNITY.

**34**



**VOLUNTEERS**

**711**

volunteer hours



# URBAN FOOD PROGRAM

The Urban Food Program is the practical application of goals in home food growing, community gardening, urban food production and integrated approaches to planning urban food programs.

## DAREBIN VEG SQUAD

COVID-19 has changed the way Veg Squad approached household growing. It generated a new version of the Veg Squad that will see "urban food champions" signing up to 'Grow at home for DIVRS'.

**TOGETHER THEY HAVE PLANTED 355 PUNNETS OF SEEDLINGS.**

The vegetables that are grown in this program will be provided to those accessing our Emergency Relief Program.

## DAREBIN FRUIT SQUAD

- 122 REGISTERED FRUIT TREE HOUSEHOLDS.
- THE FRUIT SQUAD TEAM COMPLETED 31 PICKS
- FRUIT PICKED TOTAL WAS 1426.72KG
- 71 DONATIONS OF FRUIT FROM THE COMMUNITY
- TOTAL AMOUNT OF FRUIT PICKED THROUGHOUT THE DURATION OF FRUIT SQUAD IS VALUED AT \$6355



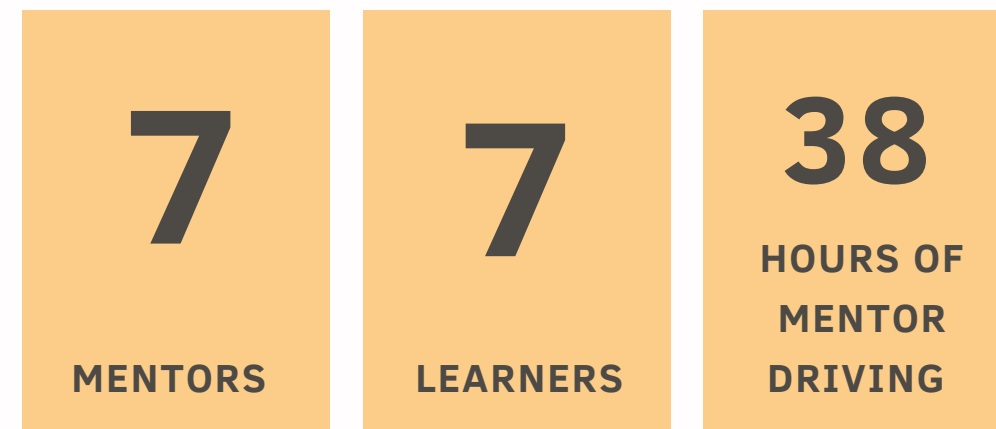
# MIGRANT DRIVER PROGRAM

DIVRS' Migrant Driver Program aims to assist adult learner drivers from a migrant or refugee background, by supporting them in gaining the knowledge and driving experience required to obtain their Victorian drivers' licence. The benefits to the participants includes opportunity for accessing employment, training, education, and community life, as well as improved road safety for the wider community.

The Migrant Driver program commenced in December 2019 and was active until March 2020, where it became suspended due to COVID-19. The program recommenced in June to all active learners of the program.



## PROGRAM HIGHLIGHTS



- One learner had been linked to the Volunteer Training Pathways Program, where they completed a step up to work program, a pre-accredited program offered free through the pathways program.
- One learner had been onboarded as a Food Service volunteer for DIVRS, assisting with DIVRS Emergency Relief program.

*" I really enjoy the driving program! Under the guidance of my mentor, my driving skills improved a lot and I received enough support from program leader! I will recommend the program to anyone who want to learn how to drive"*

# VOLUNTEER TRAINING PATHWAYS PROGRAM

The Volunteer Training Pathway program provides the Darebin community with access free pre- accredited short courses. This project commenced in April 2019 in partnership between DIVRS and local Darebin neighborhood houses The Bridge, PRACE, Jika Jika, East Preston Community Centre. SPAN and Reservoir Neighbourhood House.



Over the financial year there were a number of courses available including:

- Step up for Work program
- Computer classes
- English and literacy classes
- Gardening
- Sewing.

Due to COVID-19 majority of these courses were no longer offered and available from April – June 2020.

Over this financial year there have been a total of

# 15

people enrolled in the program.



# STUDENT PLACEMENT AND RECOGNITION

DIVRS continues to work with RMIT and La Trobe University in facilitating student placements. In the past financial year, we have assisted with the placements of **6 Social Work Students** and **209 Nursing students**. Combined, DIVRS has provided **9,906 student placement hours**. Placement at DIVRS gives students first-hand experience working with diverse clients in a clinical setting. DIVRS was able to continue to offer nursing and social work student's placements during COVID-19, assisting with the Emergency Relief phone service.

*“Living and working throughout this crisis was rewarding in being able to help others. I am glad, the organisation were open and running online, and we could assist and have a chat with the clients that needed the most.” – Gloria, Social work student.*

## DIVRS MELBOURNE POLYTECHNIC STUDENT CAPSTONE PROJECT:

DIVRS has developed a Partnership with Melbourne Polytechnic and have completed a mentoring program with 1st year Marketing students. The students were given a project to help DIVRS to raise awareness for their services within the Darebin community and DIVRS volunteers provided some guidelines and support for the project. Students developed fun and interesting resources including videos, Instagram back drops for photos and event plans. They also completed a full project report that DIVRS will use as a resource.





# SMILE STUDENT PLACEMENT

The SMILE program consists of various activities that enhance student's learning and collaboration within the community in promoting health and wellbeing.

## StARTalking



StARTalking is free art-based program that is open to all, with the aim to strengthen social connection within the community. The participants consist of La Trobe University nursing students and members of the community, who collaborate in art making and creative expression. Various topics are integrated into the program, with emphasis on mental health and physical wellness. The programs popularity has seen it increase to being available two days per week until March, when it was suspended due to COVID-19.

## HEALTH KIOSK

The health kiosks operate across five agencies in Darebin, Including DIVRS. The kiosks are led by La Trobe University nursing students, providing health assessments, education, appropriate health referrals and support services to individuals who accessed this service.

Over the financial period the health kiosk provided health check to **2920** people.

## TEACUPS:

Through the health kiosk students have also identified the need for a space clients to talk and have implemented a service called "Teacups". This program run in conjunction with Emergency Relief hours and provided client an opportunity to have a cuppa and talk with the student nurses. It also provided the time for clients to develop a better understanding of the information and services that are available as well as improving social connectedness.

*"I've become enamoured with the community spirit here. It's about sitting down and talking to people within your own community"*



**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED**

**ABN 80 927 699 259**

**SPECIAL PURPOSE FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2020**

**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)  
ABN 80 927 699 259  
SPECIAL PURPOSE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2020**

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**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**BOARD OF MANAGEMENT'S REPORT**

Your Board Members present the special purpose financial report on the Association for the financial year ended 30 June 2020.

**Board of Management Members**

The names of board of management members throughout the year and at the date of this report are:

Joy Banerji	Chairperson
Judy Lazarus(OAM)	Vice chairperson
Terry Zhu	Treasurer
Dr. Andrew Thackrah	Secretary
Simone Condon	General member
Annabelle Morgan	General member
Tony Lander	General member

**Principal Activities**

The principal activities of the Association during the financial year were:

Darebin Information Volunteer Resource Service is a not-for-profit volunteer driven organisation that delivers free services and programs for vulnerable populations in Darebin, reducing financial crisis, social isolation and barriers to accessing community information.

DIVRS through a variety of services provides:

- Resources and support to low income Darebin residents who suffer from financial stress or crisis. Our aim is to strengthen their financial independence and increase resilience.
- Programs and services which advance the education and skills development of disadvantaged and other Darebin residents.
- A volunteer service that promotes social inclusion and strong networks creating opportunities for participation in the City of Darebin.
- Local capabilities and knowledge to address disadvantage and promote resilience, contributing to the development of social policies and services that impact on the residents of our community.

**Significant Changes**

No significant changes in the nature of the Association's activity occurred during the financial year.

**Operating Results**

The surplus for the year attributable to the Association amounted to \$47,551 (2019: \$95,005).

**After Balance Date Events**

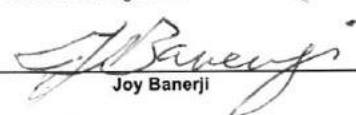
A matter has continued to evolve since 30 June 2020 that has significantly affected, or may significantly affect:

- (a) the entity's operations in future financial years, or
- (b) the results of those operations in future financial years, or
- (c) the entity's state of affairs in future financial years.

The COVID19 pandemic is likely to induce significant changes in the state of affairs of the association during the financial period ended 30 June 2021. The committee members will take all necessary measures to preserve capital and shepherd the association through this uncertain period.

Signed in accordance with a resolution of the Board of Management.

Chairperson

  
 Joy Banerji

Treasurer

  
 Terry Zhu

Dated this

day of October 2020

**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2020**

	2020	2019
	\$	\$
<b>INCOME</b>		
Grants	336,451	281,278
Operating Income	195,074	225,068
Interest Received	646	704
COVID-19 Federal Government Assistance Payments	52,541	-
COVID-19 State Government Assistance Payments	10,000	-
<b>TOTAL INCOME</b>	<b>594,712</b>	<b>507,050</b>
<b>EXPENDITURE</b>		
Administration Expenses	352	89
Advertising & Fundraising	-	323
Audit & Legal Fees	2,000	1,000
Bank Fees	4	-
Bookkeeping Fees	6,300	12,300
Consultants	-	900
Emergency Relief & Foodstore Expenses	104,025	82,172
Computer Expenses	3,130	14,829
Depreciation	47,434	6,909
Insurance	1,095	1,095
Light & Power	4,906	5,377
Membership & Subscriptions	2,190	1,925
Portable Long Service Benefits Scheme Levy	4,186	-
Project Expenses	56,477	42,756
Printing & Stationary	10,821	4,762
Provision for Leave Entitlements	6,300	(1,713)
Repairs, Maintenance & Cleaning	4,784	5,054
Salaries and Wages	258,644	206,346
Staff Training/ Workforce Development	595	397
Superannuation	24,266	18,096
Telephone & Internet	5,572	4,783
Volunteer Expenses	667	1,976
Worker's compensation insurance	3,413	2,669
<b>TOTAL EXPENDITURE</b>	<b>547,161</b>	<b>412,045</b>
<b>NET SURPLUS/(DEFICIT) FOR THE PERIOD</b>	<b>47,551</b>	<b>95,005</b>

The Income and Expenditure Statement is to be read in conjunction with the audit report and the notes to the financial statements.



**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020**

	2020 \$	2019 \$
<b>CURRENT ASSETS</b>		
Cash at Bank	281,857	128,826
Petty Cash	400	400
Accounts Receivable	5,934	-
Other Receivables	18,541	-
Prepayments	559	553
<b>TOTAL CURRENT ASSETS</b>	<b><u>307,291</u></b>	<b><u>129,779</u></b>
<b>NON-CURRENT ASSETS</b>		
Office Furniture and Equipment	91,377	76,345
Less Accumulated Depreciation	(68,017)	(20,583)
<b>TOTAL NON-CURRENT ASSETS</b>	<b><u>23,360</u></b>	<b><u>55,762</u></b>
<b>TOTAL ASSETS</b>	<b><u>330,651</u></b>	<b><u>185,541</u></b>
<b>CURRENT LIABILITIES</b>		
Trade and Other Creditors	16,933	33,697
ATO GST & PAYGW Payable	7,893	7,459
Grants received in advance	105,417	-
Superannuation payable	2,172	-
Provision for annual leave	23,728	17,808
Provision for long service leave	3,623	3,243
<b>TOTAL CURRENT LIABILITIES</b>	<b><u>159,766</u></b>	<b><u>62,207</u></b>
<b>NON-CURRENT LIABILITIES</b>		
Provision for long service leave	-	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b><u>-</u></b>	<b><u>-</u></b>
<b>TOTAL LIABILITIES</b>	<b><u>159,766</u></b>	<b><u>62,207</u></b>
<b>NET ASSETS</b>	<b><u>170,885</u></b>	<b><u>123,334</u></b>
<b>EQUITY</b>		
Accumulated funds	170,885	123,334
	<b><u>170,885</u></b>	<b><u>123,334</u></b>

The Statement of Financial Position is to be read in conjunction with the audit report and the notes to the financial statements.

**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020**

	Accumulated funds \$	Total \$
Opening Balance as at 1 July 2018	28,329	28,329
Surplus/ (Deficit) attributable to the Association	95,005	95,005
<b>Balance as at 30 June 2019</b>	<b><u>123,334</u></b>	<b><u>123,334</u></b>
Surplus/ (Deficit) attributable to the Association	47,551	47,551
<b>Balance as at 30 June 2020</b>	<b><u>170,885</u></b>	<b><u>170,885</u></b>

The Statement of Changes in Equity is to be read in conjunction with the audit report and the notes to the financial statements.



**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Grants		441,868	281,278
Receipts from Operating Income		189,140	225,068
Receipts from Other Sources		44,000	-
Payments to Suppliers and Employees		(507,591)	(377,137)
Interest Received		646	704
<b>Net cash generated from/(used in) operating activities</b>	<b>(i)</b>	<b><u>168,063</u></b>	<b><u>129,913</u></b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for Property, Plant and Equipment		(15,032)	(57,774)
<b>Net cash (used in)/provided by investing activities</b>		<b><u>(15,032)</u></b>	<b><u>(57,774)</u></b>
Net increase/(decrease) in cash held		153,031	72,139
Cash and cash equivalents at beginning of financial year		129,226	57,087
<b>Cash and cash equivalents at end of financial year</b>	<b>(ii)</b>	<b><u>282,257</u></b>	<b><u>129,226</u></b>

**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**NOTES TO THE STATEMENTS OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020**

	2020 \$	2019 \$
<b>Note (i). Net cash generated from/(used in) operating activities</b>		
Net surplus for the year	47,551	95,005
Non-cash flow item: depreciation	47,434	6,909
Non-cash flow item: profit on disposal of fixed assets	-	(258)
(Increase)/decrease in accounts receivable	(5,934)	-
(Increase)/decrease in other receivables	(18,541)	-
(Increase)/decrease in prepayments	(6)	540
Increase/(decrease) in trade and other payables	(14,158)	29,430
Increase/(decrease) in grants received in advance	105,417	-
Increase/(decrease) in provisions	6,300	(1,713)
	<b><u>168,063</u></b>	<b><u>129,913</u></b>
<b>Note (ii). Cash and cash equivalents at end of financial year</b>		
Cash at Bank	281,857	128,826
Petty Cash	400	400
	<b><u>282,257</u></b>	<b><u>129,226</u></b>

The Statement of Cash Flows is to be read in conjunction with the audit report and the notes to the financial statements.

**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020**

**Note 1. Statement of Significant Accounting Policies**

This financial report includes the financial statements and notes of Darebin Information, Volunteers & Resource Service Incorporated (DIVRS), a incorporated association, which is incorporated in Victoria under the Australian Charities and Not for Profits Commission Act 2012 and the Associations Incorporation Reform Act 2012.

**Basis of preparation**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Australian Charities and Not for Profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Victoria). The Board has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the general purpose financial report. The accounting policies have been consistently applied, unless otherwise stated.

**Accounting Policies**

**a. Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

**Plant and Equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

**Depreciation**

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the Board commencing from the time the asset is held ready for use.

The asset's residual values and useful lives are reviewed and adjusted, if appropriate, at each balance date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement.

**b. Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

**Note 1. Statement of Significant Accounting Policies (continued)**

**c. Revenue**

Revenue is measured at the fair value of the consideration received or receivable.

**AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities**

The mandatory date of adoption for AASB 15 and AASB 1058 was 1 January 2019. The Association has elected to apply the modified retrospective approach allowable under the Standard, reflecting the cumulative impact arising from adoption (if any) as an adjustment to opening accumulated surplus at 1 January 2019. As a result, comparative financial information has not been restated.

AASB 15 involves the use of a five-step recognition model for recognising revenue, the steps are:

- Step 1 – Identify the contract with the customer
- Step 2 – Identify the sufficiently specific performance obligations to be satisfied
- Step 3 – Measure the expected consideration
- Step 4 – Allocate that consideration to each of the performance obligations in the contract
- Step 5 – Recognise revenue

AASB 1058 measures income by reference to the fair value of the asset received. The asset received, which could be a financial or non-financial asset, is initially measured at fair value when the consideration paid for the asset is significantly less than fair value, and that difference is principally to enable the entity to further its objectives. Otherwise, assets acquired are recognised at cost.

Where the asset has been measured at fair value, AASB 1058 requires that elements of other Accounting Standards are identified before accounting for the residual component. These standards are:

- AASB 15 Revenue from Contracts with Customers
- AASB 16 Leases
- AASB 1004 Contributions
- AASB 137 Provisions, Contingent Liabilities & Contingent Assets

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

**d. Income Tax**

By virtue of its aims as set out in the constitution, the Association qualifies as an organisation specifically exempt from income tax under the *Income Tax Assessment Act 1997*.

**e. Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

**f. Employment Entitlements**

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amount expected to be paid when the liability is settled.

Contributions are made by the association to employee superannuation fund and are charged as expenses when incurred.

**g. Provisions**

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

The Board of Management has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Management the financial report as set out on pages 2 to 7:

- 1 Presents a true and fair view of the financial position of Darebin Information, Volunteers & Resource Service Incorporated (DIVRS) as at 30 June 2020 and its performance for the year ended on that date.
- 2 At the date of this statement, there are reasonable grounds to believe that Darebin Information, Volunteers & Resource Service Incorporated (DIVRS) will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

Chairperson

  
Joy Banerji

Treasurer

  
Terry Zhu

Dated this

day of October 2020



**DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)**  
**ABN 80 927 699 259**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS**

**Opinion**

I have audited the accompanying financial report of Darebin Information, Volunteers & Resource Service Incorporated (DIVRS) (the Association), which comprises the statement of financial position as at 30 June 2020, and the income and expenditure statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by the members of the Board.

In my opinion, the financial report of the Association is in accordance with the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012* (Victoria), including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2020 and of its performance for the year ended; and
- ii. complying with Australian Accounting Standards as per Note 1, the Australian Charities and Not for Profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Victoria).

**Basis for Opinion**

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. I am independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

**Emphasis of Matter - Basis of Accounting and Restriction on Distribution**

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Darebin Information, Volunteers & Resource Service Incorporated (DIVRS) to meet the requirements of the Australian Charities and Not for Profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Victoria). As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

**Responsibilities of Management and Those Charged with Governance for the Financial Report**

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

**Auditor's Responsibilities for the Audit of the Financial Report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

Name of Auditor: Frederik R. L. Eksteen

Address: Collins & Co  
127 Paisley Street  
Footscray VIC 3011

Date:

DAREBIN INFORMATION, VOLUNTEERS & RESOURCE SERVICE INCORPORATED (DIVRS)  
ABN 80 927 699 259  
CERTIFICATE BY MEMBERS OF THE BOARD OF MANAGEMENT

---

I, Joy Banerji & I, Terry Zhu certify that:

- (a) We are members of the board of management of the Darebin Information, Volunteers & Resource Service Incorporated (DIVRS).
- (b) We attended the annual general meeting of the association held on 24 September 2020.
- (c) We are authorised by the attached resolution of the Board to sign this certificate.
- (d) This annual statement was submitted to the members of the association at its annual general meeting.

Chairperson

  
Joy Banerji

Treasurer

  
Terry Zhu

Dated this

day of October 2020



GRATITUDE AND  
ACKNOWLEDGEMENTS:

- Alphington Neighbourhood House
- Australian Tax Office Tax Help volunteers
- Bakers Delight Fairfield
- CERES
- City of Darebin
- Community Information and Support Victoria
- Darebin Community Legal Centre
- Ged Kearney MP Office
- East Preston Community Centre
- FareShare
- Feed Melbourne
- Foodbank Victoria
- Fruitbox
- Good Shepherd Microfinance
- H&A Espresso
- Haven; Home, Safe
- Heidelberg Magistrates Court
- Individual Donors and Supporters
- Inner North Foundation
- Jika Jika Community Centre
- Knit One Give One
- La Chorale Francis de Melbourne
- La Trobe University
- Learn Local
- Lord Mayors Charitable Foundation
- Mayor of the City of Darebin, Councillor Susan Rennie
- Melbourne Polytechnic
- Melbourne Farmers Markets
- Mood Rabbit Cafe
- Need a Feed
- Nelson Alexander Local Staff
- Northcote Lions Club
- Northern Community Church of Christ
- OZ Harvest
- PRACE
- Preston South Primary School
- Preston West Primary School
- Reservoir Neighbourhood House
- RMIT
- Salvation Army Support Services Preston
- SecondBite
- SPAN
- Share the Dignity
- Shut up and Drive Driving school
- St Josephs Primary School Northcote
- St Stevens Primary School Reservoir
- The Bridge Neighbourhood House
- Transport Accident Commission
- Uniting
- Vic Roads
- Victoria Police, Darebin
- Victorian Relief & Foodbank
- Your Community Health





DIVRS acknowledges the custodians of this land, the Wurundjeri peoples of the Kulin Nation and their Elders past and present.  
We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Published by the Darebin Information, Volunteer & Resource Service

[www.divrs.org.au](http://www.divrs.org.au)  
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254 High St, Preston 3027  
[admin@divrs.org.au](mailto:admin@divrs.org.au)

Darebin Information, Volunteer & Resource Service is incorporated under the incorporated Association Act 1981. It was formally the Northcote Community Information and Support Services, and Northcote Citizen's 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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