

ANNUAL REPORT

DIAMOND VALLEY
community support



2019

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Statement of Purpose

- To provide support and assistance in the City of Banyule, the Shire of Nillumbik and 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.



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 stationery and postage.
- 1971 First volunteer training undertaken.
- 1972 Official opening DVECAB office at 83 Main Street, Greensborough on February 2nd.
- 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
- 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 stallholders' 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 Inquiry statistics breaks the 10,000 barrier
- 1991 50% cut in Government funding significantly reduces Emergency Relief funding.
- 1992 DVECAB celebrates 21 years of Service.
- 1993 Diamond Valley FoodShare opens its doors. DVECAB refers clients for food parcels.
- 1993 Tax Help service commences.
- 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 office.
- 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 1 to help raise funds for ER program.
- 2015 DVCS moves to new premises at Shop 378a Level 3, Greensborough Plaza.
- 2016 With regret DVCS Legal Service closes down.
- 2016 Macleod Op Shop celebrates fundraising of over \$200,000 since opening.
- 2017 New Opportunity Shop opens at 37 Chute Street, Diamond Creek on April 22nd to help raise funds for ER program.
- 2018 Macleod Op Shop Volunteers win the Banyule Volunteers Community Group Award for their outstanding achievements in fundraising and helping the local community.
- 2019 DVCS expands Emergency Relief assistance to support all people in Nillumbik Shire.



Who We Are

Committee of Management:

Sonia Gilderdale—President
John Blackman—Vice President
John Gluyas—Treasurer
Gemma Sprague—Secretary
Rosie Bray
Brian Grace
Ratilal Pranjivan
Karen Molinaro (Banyule City Council)

Op Shop Committee

Judy Thompson (Chair)
Ratilal Pranjivan (Treasurer)
Nancy Tsaklakis (Secretary)
Cheryl Bahen (Co-Ordinator/Diamond Creek)
Carmel Crane (Co-Ordinator/Macleod)
Andrea Brazis
Sue Lewis
Denise King

Staff Members

Judy Thompson—Executive Officer
Anne Tattersall—Office Manager
Kerri Wellington—Client Programs/
Volunteer Coordinator
Vangie Kealey—Accounts Coordinator
Darrell James—Market Manager—
KDCM
Gavin Watson—Market Manager—HBM
Ronnie Abicic—Market Assistant
Lynda Blethyn—Market Assistant
Travis Kealey—Market Assistant
Gordon Reinecker—Market Assistant

Volunteer

Administration Team

Maggie Bradley	Tammy Nates
Loris Kannas	Mayla Nguyen
Lesley Daniels-King	Leah Opray
Renee de Beer	Charissa Smith
Nitha Francis	Priya Perera
Annette Kay	Michelle Webb
Robyn Moore	

Life Members

Robin Bailey
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

Marketing/PR/ Communications/Fundraising

Marcela Santos-Navarro
Ruth Wookey

Youth Team

Kate Byriell
Eboney Rawady

Kingsbury Drive Community Market Volunteers

Rebecca Gleghorn
John Pedersen

Tax Help Volunteers:

John Gluyas
Joseph Manders
Garry McIntosh
Chris Sherrell

Community Support Workers

Karen Alen
Mandy Au
Cheryl Bahen
Helen Besley
John Blackman
Andrea Brazis
Margaret Brincat
Alison Campbell
Hilary Coward
Lesley Daniels-King
Josie D'Alesandro
Benita Ewings
Kate Farrelly
Lisa Fisher
Rosemarie Frieden
Diana Garzon
Lorna George
Sonia Gilderdale
Eleanor Hands
Kaye Hanvin
Nikki Isaks
Anna Jardon
Jill Keyte
Rae Kidston
Chris Martin
Raimonne McCutchan
Joyce McNamara
Liz Milburn
Fred Nemeth
Ratilal Pranjivan
Anne-Marie Primmer
Gemma Sprague
Trevor Wilson

Personal Counselling:

Claudia Devora
Miranda Lewtas

Op Shop Workers

Anne Armstrong
Penny Armstrong
Cheryl Bahen
Teresa Baxter
Judy Blackman
Andrea Brazis
Maxine Catherall
Carol Cole
Pamela Collins
Carmel Crane
Liz Deehan
Beth Dower
Nitha Francis
Gabriella Frediani
Marie Fenton
Hayley Gardner
Sonia Gilderdale
Margie Hammond
Fatma Hasan
Rosie Hassett
Jan Hollingsworth
Judy Houston
Eda Howden
Loris Kannas
Gwen Lakin
Chris Lee
Sue Lewis
Jacqueline McDonald
Dorothy McKeown
Maureen Meaney
Liz Milburn
Lisa Morris
Carol Nowatzky
Joy O'Callaghan
Pam O'Connor
June Ooi
Joanne Osborne
Luong Pham
Margaret Ong
John Pedersen
Joyce Pendock
Mary Presta
Leanne Pye
Lorraine Raymond
Lea Riddell
Theresa Rogers
Sandie Roughsedge
Kerri Ryant

Op Shop Workers

Rosemary Sceats
Lupe Schmidt
Ally Scott
Hannah Smith
Angela Snow
Val Spark
Gemma Sprague
Christine Stewart
Coleen Supple
Nedal Tahan
Sherry Tay
Dana Topliss
Rebecca Topliss
Nancy Tsaklakis
Julie Yeo



From the President & Executive Officer

We are very pleased to bring you the Diamond Valley Community Support (DVCS) Annual Report for 2018-2019.

During this year we have successfully introduced several new initiatives, as well as continuing to consolidate our existing programs in line with our strategic plan. Key points are as follows:

- DVCS successfully tendered for DSS Emergency Relief (ER) funding for the next four years to assist Shire of Nillumbik clients for the first time, as well as continued funding for the northern part of Banyule. This has enabled us to offer a full complement of ER services to Nillumbik, with assistance and ongoing cooperation from Diamond Valley FoodShare.
- During the year we assisted over 725 individuals and their families with ER including Coles Vouchers, FoodShare Referrals, Fuel Cards, PTV cards, Telstra Vouchers and help with prescriptions. Our Back to School program assisted over 300 children with school expenses.
- The KidsAssist program, which was run as a pilot last year, was rolled out across schools in Nillumbik to assist needy children attending those schools as well as the schools included in the pilot program. Thank you to Eltham/Montmorency RSL for the grant received for this purpose.
- Other new programs include a Family Legal Service provided by West Heidelberg Legal Service, Lads Packs and Swags for the homeless.
- DVCS successfully tendered for a 3-year contract to run the Hurstbridge Farmers' Market, and Gavin Watson has been recruited to manage this venture.
- We were fortunate to be successful in applying for grants from Watsonia RSL, and Nelson Alexander Charitable Fund, as well as Eltham/Montmorency RSL (as mentioned above) to continue our valuable work.
- Our Social Enterprises (Kingsbury Drive Community Market and Macleod and Diamond Creek Op Shops) continue to perform well and provide support for our programs
- During the year we forged new Partnerships and continued previous ones, for example Diamond Valley Superules Football Club, Nillumbik Lions Club and Eltham Bunnings.

We would like to thank all of our supporters, including Banyule City Council for our accommodation at Greensborough Plaza and ongoing financial support. Also, sincere appreciation to all of the organisations mentioned above, and individuals and organisations that continue to offer assistance in supporting the work that we do with our needy and vulnerable clients.

Without our 120+volunteers in the Greensborough office, Op Shops and elsewhere we would be unable to run our programs, so a sincere thank you to them for their time, dedication and professionalism. Our clients are the beneficiaries of their efforts. We would also like to thank our Staff and Committee of Management for everything that they do to ensure everything runs smoothly.



Sonia Gilderdale
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.

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 Community Information and Support Services 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

Everything we do we try to align back to our Strategic Plan objectives which defines the goals of our organisation for the immediate future and the strategies by which these goals will be achieved and resourced.

The Committee of Management will revisit and update the DVCS Strategic Plan next year for the 2020 – 2024 period.



Our Programmes

Emergency Relief

Our Emergency Relief program continues to be the cornerstone of our community service work, complemented by our information and referral bureau and community development programs.

A significant development this year was our successful tender for Federal Government Emergency Relief funding for the whole of the Nillumbik Shire. Nillumbik residents, who previously accessed emergency relief services through healthAbility in Eltham, can now visit Diamond Valley Community Support and access our full range of support services including emergency financial relief and financial and personal counselling.

In other announcements, the Eltham Foodshare Committee decided to voluntarily wind up and cease operations after 25 years of valuable service to the Nillumbik community. Thankfully the wonderful team at Diamond Valley Foodshare has allowed us to refer Nillumbik clients to them for quality Foodshare parcels five days per week. We are currently in the process of working with Nillumbik Council to explore options for an outreach service in Nillumbik so that those people living in the far outer areas can access services closer to home.

People who access emergency relief typically have a low or no income, making them vulnerable to financial shock such as high utility bills whilst others may need support as a result of unforeseen or life changing events such as illness or family violence.

For those people living in north east Banyule and Nillumbik Shire, DVCS is a place they turn to for assistance. Our drop-in service operates Monday to Friday 9:30am – 4:30pm with no appointment necessary, which makes our service accessible and responsive to people's needs as and when they arise.

Our Community Support Workers are always on hand to welcome people, sit with them to discuss their issues and offer the information, referral and support they need to help overcome their problems.

WE HAVE HELPED 1,458 PEOPLE IN THE LAST 12 MONTHS

**807 Adults &
651 Children
Assisted**

**1,913
Emergency
Relief Visits**

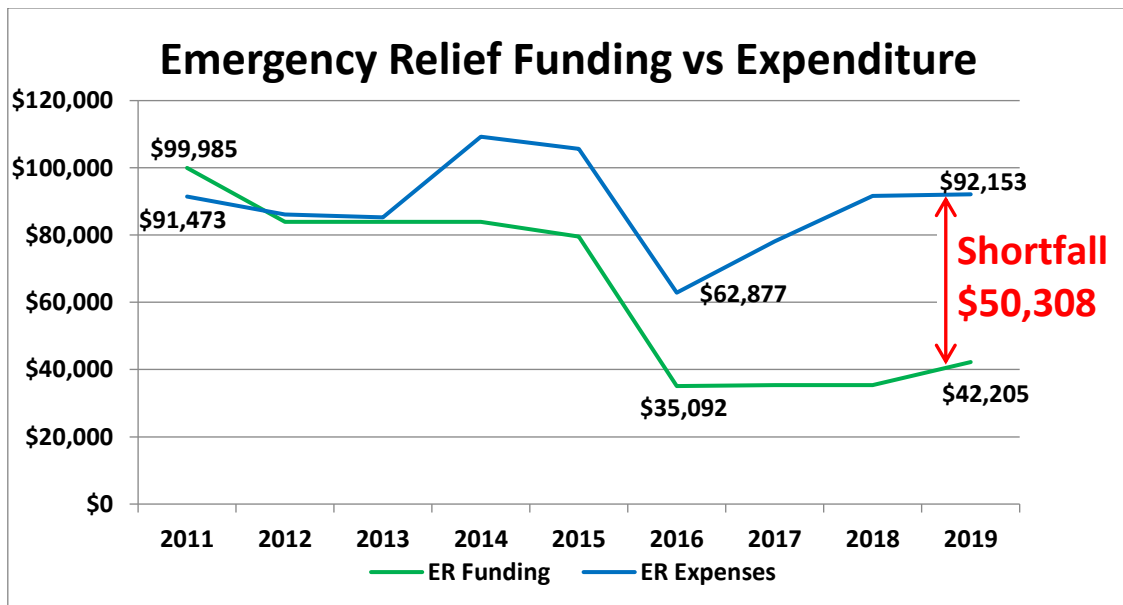
**1,698
Foodshare
Referrals**

38% of clients seeking emergency relief are on Newstart Allowance, 29% on Disability Support Pension, 12% on Single Parenting Payment and 8% on Aged Pension. 32% of clients are a sole parent with dependant(s) and 23% are single people living alone. Those relying on Centrelink and living in private rental are hardest hit, and for many, regular visits to our agency for food and other assistance is their only option.

Our Emergency Relief program offers tangible support for people doing it tough and includes:

- Food Vouchers / Parcels – Coles Supermarket Cards and food and toiletry items are available from our Pantry
- Back to School – helps local families struggling with school expenses with payments being made to North of the Yarra Booksellers and Primary and Secondary Schools.
- KidsAssist – year round program aimed at helping families with children attending schools in Nillumbik, Rosanna and Macleod.
- Health Care Prescriptions – help people struggling to meet the cost of their prescription medication.
- Op Shop Vouchers – helps clients in need of clothing and household items at no cost.
- Fuel / PTV transport – Coles fuel cards are available to those struggling to pay for fuel, and PTV cards provide access to public transport
- Telstra Vouchers – assist clients struggling to pay their Telstra bills.
- Swags for those sleeping rough were a new addition this year. As were our Lads Packs and Youth Thrive Packs which were filled with essential hygiene items.

An analysis of historical emergency relief funding and direct expenditure as depicted below highlights the extra demands placed on agencies such as DVCS and how entrepreneurial we have been in sourcing additional revenues to fund our programs.



In 2011 Government funding was \$99,985 which covered direct expenses of \$91,473. Each year since then however, funding has not covered the direct costs of delivering emergency relief and DVCS has had to fund the shortfall from social enterprise profits and reserves.

In 2019 funding was \$42,205 with the expansion of services into the Shire of Nillumbik, but actual direct expenses was \$92,153 leaving a shortfall of \$50,308. Again this year, DVCS has funded the shortfall through its social enterprises. All thanks goes to our wonderful staff and volunteers who operate our Community Markets and Opportunity Shops – without you we wouldn't be able to offer such a high quality level of support.

Back to School

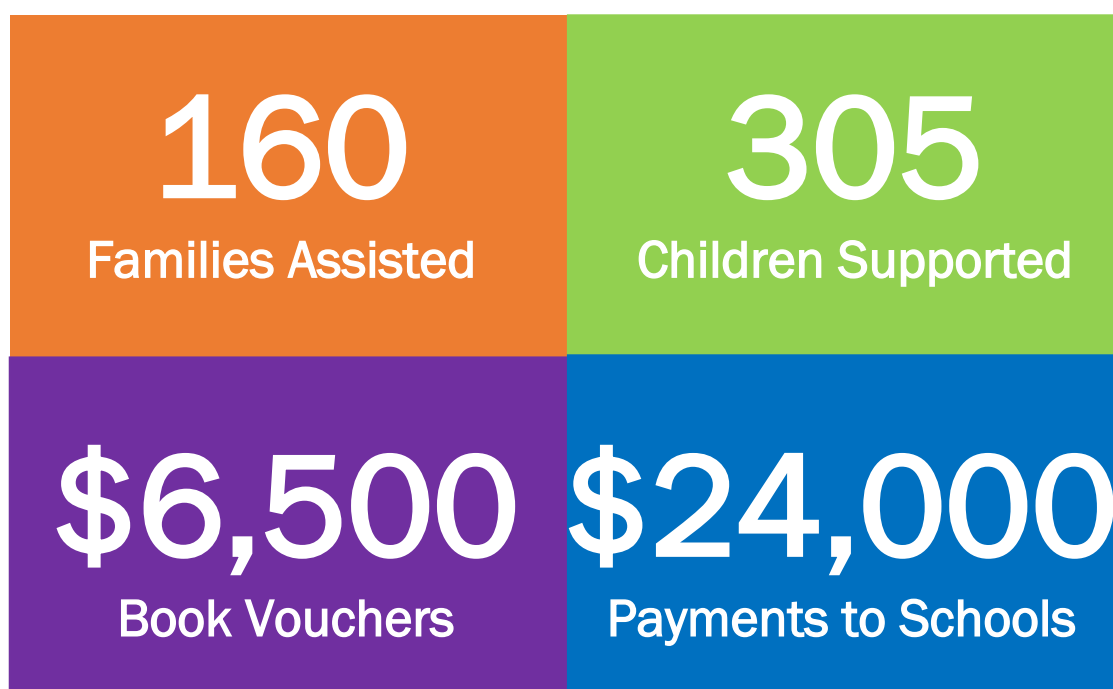
Whilst Victorian Public Schools are free to attend, parents know that doesn't mean their children can access resources and participate fully in all educational activities without essential items and other fees being paid. Indeed the extra costs associated with uniforms, books, digital devices and extra-curricular subjects and activities such as school camps and excursions is simply out of reach for many families and there appears to be no Government relief in sight to ensure an equal playing field for some of our most vulnerable children.

A 'free' public school education can cost \$1,300 a year – and it's getting harder for parents

We all want the best for our kids, we all want them to reach their full potential, and no one wants their child excluded. That's precisely why DVCS continues to support families experiencing financial hardship with Back to School Grants of \$100 per child and up to \$500 per family with payments direct to schools. Whilst these grants don't cover the full costs of education, it goes a long way to relieving the stress for those parents struggling to pay school expenses.

November through to February is one of our busiest times of the year for DVCS, with parents and carers seeking help for their children's education. DVCS is the largest provider of education assistance in the local area assisting over 300 primary and secondary school aged children with essential items and activities such as books and stationery, school camps and excursions, and electronic devices.

This funding is made available by our wonderful Op Shop volunteers who work tirelessly all year round to raise funds for this essential program.



KidsAssist

Following a very successful pilot program in 2018, and thanks to Eltham Montmorency RSL's grant of \$5,000, we expanded our KidsAssist program to over 28 primary and secondary schools in Nillumbik and Banyule. And the feedback has been overwhelmingly positive with schools, parents and local community groups all welcoming this new initiative which provides year round financial assistance to those struggling with education expenses.

KidsAssist complements the already very successful Back to School Program by supporting disadvantaged families living in other areas of Banyule and Nillumbik. Parents can make application for KidsAssist grants of up to \$500 through their child's school or in person at the DVCS office. With KidsAssist, children in low income families can access the extra assistance they need for uniforms, books and excursions to ensure they don't miss out on educational opportunities because their family can't afford it.

Since KidsAssist started we have distributed \$12,475 in KidsAssist grants. And whilst the value of grants given is important, it's the stories of how these grants helps families that really demonstrates the value of KidsAssist.

What the schools tell us:

"there was a massive impact on school attendance for the kids as they weren't coming to school – now they come 100% of the time"

"one grandmother looking after her grandchildren was in tears and overcome with relief with the KidsAssist funding"

"families are very grateful knowing there was support out there, they felt cared about and supported"

"there was massive relief for families, who were feeling guilty about not being able to fund their children in activities that other children were able to access and participate in"

"For a couple of families KidsAssist took the stress away, that financial stress that makes life so hard"

"for kids who are in out of home care it is a great relief on the carers who have to look after those kids, many of whom are grandparents and are struggling financially"

We are extremely proud to have Lions Clubs of Nillumbik & Diamond Creek support KidsAssist through its Keeping Kids in Nillumbik Schools program. Lions raised funds and made a very generous financial contribution to the KidsAssist program which was greatly appreciated.

Thank you very much Eltham Montmorency RSL and Lions Clubs of Nillumbik & Diamond Creek for all your tremendous support in helping DVCS make a positive difference to the lives of local families.



Banyule Children's Gift Appeal



This year, DVCS was very proud to be the major partner with Banyule City Council in delivering the Banyule Children's Gift Appeal.

The 2018 appeal provided toys and gifts for 431 children from 186 families.

Christmas can be the most difficult time of year for many families. Paying for every day expenses such as rent, utilities and food can be challenging enough, but when the end of the year comes with Christmas holidays and school expenses looming, this can be the tipping point for many families.

And that's the primary reason why the Banyule Children's gift Appeal exists – to support those families doing it tough at Christmas time by offering toys and other gifts for their children aged 0 to 16 years.

The Banyule Children's Gift Appeal is a whole community affair. This year many individuals, families and community groups contributed to the success of the appeal in a variety of ways including:

- Ivanhoe Grammarians Lodge No 584 generously donated \$5,800 to help with the cost of gift bags, gift cards and toys which are in short supply.
- Diamond Valley Superules Football Club donated a variety of new sports and outdoor toys which are always very popular and in short supply.
- Students and teachers from Glen Katherine Primary School delivered three trolley loads of toys - a very generous donation from the whole school community.
- 3081Angels donated enough books so that every child received one in their gift bag.
- The many wonderful volunteers sorted, picked, packed and delivered toys and gift bags during November and December.
- The community donated new toys at the various collection points across Banyule.

This is a true testament to the give where you live concept with local people supporting local people.

Thank you for helping ensure every child received a gift on Christmas day.



Tax Help

Again this year we ran our very effective Tax Help service, helping people with income less than \$60,000 to lodge their tax returns free of charge.

Our team of Tax Help volunteers help clients prepare and lodge their tax returns, and in many instances, give clients the skills to lodge their returns themselves. We help people with simple individual tax matters to lodge online with myTax (with or without a myGov account), lodge amendments and also claim for refunds of franking credits. We can also assist people to create a myGov account and link to the ATO as well as other Government agencies.

Our Tax Help centre operates three days per week from July to October each year and we assist clients from all age groups but our biggest client base comes from the over 60's who in many cases are not familiar with the online technology. The software provided by Government is getting better by the year, and in many cases returns can be lodged quickly and efficiently. But of course, our Tax Help volunteers are experts in their field and are able to assist clients with more complicated queries which is gratefully accepted.

Many fact sheets and tools are made available by the ATO which assists our clients, and these are made available at appointment time. A marvelous tool these days is the ATO app. Download it and see for yourself, and yes, it is free.

Last year our Tax help Volunteers worked 111 hours and completed over 155 returns. Some people we helped had not lodged a tax return for several years and in many cases were entitled to a refund which is always a satisfying outcome.

Thanks to our dedicated team Gary McIntosh, Joseph Manders and Chris Sherrell for their time and expertise and the volunteers in the office who arrange the appointments and provide the cups of tea.

John Gluyas
TAX HELP VOLUNTEER



**Get free help with
your tax return from
a Tax Help volunteer**

Personal Counselling

This year we've seen a lot more clients seeking personal counselling with many engaging in just a few sessions or the full five sessions that we are able to offer free of charge.

We recently welcomed the lovely Miranda as a new counsellor who will be working in the office on Wednesdays. We're sure she will do a great job at helping those in need of emotional support and we will hopefully see the number of clients increase.

Many of DVCS' volunteers and staff trained in Suicide Prevention this year which has given us more tools and confidence in dealing with high complex clients or with those that are feeling extremely depressed.

The DVCS Community Support Workers assist clients struggling to make ends meet and help them with their immediate relief needs. Importantly they also act as a sounding board and allow clients to talk about their problems, listening and supporting in a warm, non-judgmental and objective way which can make a big difference.

Thanks to all the volunteers that help with bookings, and supporting clients, you do a really great job!

Claudia Devora
Personal Counsellor



Financial Counselling

People find themselves in financial difficulty for a whole range of reasons such as loss of income, health issues, separation or death, or inability to manage figures or face conflict.

Regardless of how a person finds themselves in a financial crisis, the most important thing is to seek help from someone that can be trusted and who is qualified to inform you of your options and help take the necessary action.

Better Place Australia has provided a free and confidential financial counselling service delivered by professionals at the DVCS Greensborough, and helped many people address their financial problems. Better Place financial counsellors can take the time to listen to you and explain what options you have in relation to your financial situation. Financial counsellors can advocate or negotiate with creditors, government agencies and others on your behalf and refer you to specialist support services if required such as personal counselling or emergency services.

We extend our thanks to Diane Debell from Better Place for her professional financial counselling service this past year.



Kingsbury Drive Community Market

The Kingsbury Drive Community Market (KDCM) continues to have a strong and increasing customer following and our stallholders continue to offer a wonderful variety of goods and services each week.

Our market has a long history of being a place to meet up with friends, enjoy some great food and a coffee, shop for fresh produce, obtain quality plants and garden advice and explore a variety of stalls for hidden treasures and gifts.

We are extremely lucky to have a very loyal and hardworking group of stallholders who turn up week in, week out, rain, hail or shine. Most of our stallholders are reporting favorable trading results on a regular basis despite the level of competition due to increasing numbers of markets. Although there has been a slight general reduction in available casual stallholders across the board this year, we have a strong core group who see our market as one where they are consistently successful, and which features in their regular rotation of markets.

The formation of a food court has enabled a better flow within the central market area. It has been well received by our shoppers who are now presented with a more visible range of food choices. Food areas are a feature trend in markets currently and this adjustment has meant we are now presenting what many of our visitors expect and enjoy.

We thank all our key stakeholders including La Trobe University for giving us access to the carpark areas, all our Stallholders, and of course all our visitors. We also thank market staff members, Gordon, Lyn, Ronnie and Travis for the great work they do assisting on market day.



And of course, we are reminded of the importance the market has in supporting DVCS Emergency Relief programs. The KDCM is operated by DVCS for charitable purposes, that being to raise funds for disadvantaged members of our community. Every supporter, stallholder, visitor, volunteer and staff member, through their involvement in the market, helps us to help others.

Darrell James - Market Manager

Hurstbridge Market

The Hurstbridge Market operates from Fergusons Paddock in Hurstbridge on the 1st Sunday of the month and incorporates a Farmers Market, Local Makers and Producers Market, and a Food Court.

DVCS was delighted to win the tender and take over the management of the market from Nillumbik Council in December 2018. At this time the market was performing poorly and only consisted of 14 Farmers Market stalls. Many changes have been made to the look and feel of the market since then, and both the local community and the stallholders have been engaged in how we can make this a successful market.

The market community has been extremely supportive accepting the changes and trusting us to make the Hurstbridge Market a desirable destination for a great Sunday morning on the city fringe. As of June 2019, we have approximately 30 stalls per market attend and it's growing.

We have introduced entertainment back into each market day, and this has been provided by the amazing talent of local musicians and dance groups. The sausage sizzle has also been re-introduced with local community groups operating the BBQ as a means of raising funds and we have involved more community groups through displays and promotional activities. We have also changed the name to Hurstbridge Market and conducted a new logo competition in which a local start-up design company created the new logo.

The market participated in Nillumbik Open Farms Day in April and we have also added our own events such as an Easter Egg Scavenger Hunt for April, a Mother's Day competition in May, and more is planned for the next 12 months.

None of this would have been possible without the support of the loyal stallholders and patrons who love this market and have stuck by us during this transition period. We look forward to further developing the market and investing profits back into our education assistance program KidsAssist, and emergency relief.

Gavin Watson - Market Manager



Op Shops

Macleod – 44 Aberdeen Road



Our small shop at 44 Aberdeen Road Macleod is thriving and is extremely busy. The donations keep on arriving, and the majority of goods received are in good condition and keep our shelves well stocked. This in turn helps us offer our customers good quality stock at very reasonable prices.

Any donations that we are unable to sell are forwarded onto other charities. We recycle all cardboard and paper where we can and are encouraging customers to use Boomerang bags wherever possible. The majority of staff

are now wearing aprons, made by one of our volunteers from donated recycled fabric. We have received many lovely comments from customers and it makes us easily identifiable and looks very professional.

The shop is well known for our window displays which we match in line with what is topical. Our Christmas window display this year was well received and one comment was 'it is just as good as the Myer windows'. Our wedding displays are always a big hit, especially with our elderly customers. They relive their special day with us and bring in their wedding photos on their next visit.

We have had a number of half price sales, mainly at the end of each season. They are a big hit and really help bring in the customers. Our books, DVDs and CDs have been 50% off for some months now, many of our regulars buy a book and then donate it back soon after. We never seem to run out, and we receive enough new donations each week to keep the sales going.

In conjunction with our Diamond Creek store the two Op shops have made a profit of \$90,811 which is amazing. The monies raised helps fund the many programs that Diamond Valley Community Support operate in Banyule and have this year implemented in the Nillumbik Shire.

Currently we have 37 volunteers in our team. Many of them have formed lasting friendships with their teams and enjoy mixing and liaising with our customers. It is because of the lovely band of volunteers we have that we are so successful.

THANK-YOU!!!!!!!!!!

Carmel Crane
Coordinator DVCS Op Shop Macleod

Diamond Creek – 37 Chute Street

The Diamond Creek Op is slowly, but surely, endearing itself into the local community with our participation in all the local community events.

The annual Easter Egg Hunt was very popular again this year with the local children. We trialed a DVCS sponsored colouring in sheet for the first time this year at Easter. This will be further expanded to include the Halloween Trick or Treat with the added inclusion of a write up of our services on the reverse side. This is to further promote our brand and charity status within the local and broader community.



The Diamond Creek volunteers are to be congratulated and commended for their patience, understanding and good humour with the ongoing renovations. Unfortunately, these are taking a lot longer than was first predicted. Quite a few challenges have been thrown up for the builders along the way which has extended the build time quite considerably. This was especially difficult with the new council and building regulations to include disabled access.



My sincerest thanks go to the wonderful team of volunteers at the Diamond Creek shop. It has been inspiring and humbling to observe the special friendships that are forming within the various groups. The wonderful part of volunteering is the opportunity for individuals to make new friends and continue to use the skills that they have built up during their working career. Working at our Op Shop is also a great training opportunity for volunteers to learn a new set of skills and to build confidence working as part of a team. It is especially pleasing to see some of these volunteers go on to paid employment.

My special thanks again go to the supervisors for taking on the extra duties, often amongst the rubble of the renovations, training new staff and making my role so much easier.

Your role has also included assisting DVCS emergency relief clients in their selection of clothing and household goods to help make their lives easier. Your interaction and caring attitude to our clients and customers has been much appreciated.

Cheryl Bahen

Coordinator DVCS Op Shop Diamond Creek

Our Volunteer Program

The past 12 months has been an exciting time for the DVCS Volunteer Program with many of our team members participating in projects like the Banyule Children's Gift Appeal, fundraising events such as the Lads Pack Donations Drive with the Lions Clubs, and events like the Diamond Valley Superules Football Club Women's Day.

We have seen an increase in numbers to our already fabulous op shop and community support worker teams, and some new volunteer positions filled. We have received over 130 enquiries about volunteering with DVCS and have welcomed over 40 new volunteers to our organisation. These have included the reception team, pamphlets officers, data entry team, community support workers, a second personal counsellor, op shop volunteers, two new Youth Team volunteers and a fundraising and donations volunteer. We have also had 4 students complete their student placement with us from community services to social work and youth work courses. Many of our students have gained paid employment with other community service organisations which we always love to see.

As part of striving to meet National Volunteering Standards we developed the DVCS Volunteer Handbook, outlining everything our volunteers need to know about DVCS, and ensuring our team is kept informed about our organisation and the value the volunteer team brings to the organisation.

One of the ways we celebrate the contribution of our volunteers is through nominations for volunteer awards and showcasing our volunteers to share their story and experience of being part of our organisation.

On Saturday 26th January 2019, three of DVCS' long serving volunteers - Benita Ewings, Joyce McNamara and Sonia Gilderdale received Australia Day awards from Jenny Macklin MP, and DVCS was also recognised. Congratulations to these volunteers for their well-deserved individual awards and to the all the DVCS Volunteers for their wonderful contribution to our organisation and local community.



Our Volunteers

As part of the 2019 National Volunteers Week in May, we undertook a “Volunteer Satisfaction Survey” to gain valuable feedback about how our volunteers felt being part of the DVCS team, about their volunteer role and contribution, and to hear their suggestions on how we can improve the overall volunteer experience at DVCS.

The responses were overwhelming positive. Here’s a snapshot of what some of our Volunteers had to say.

“I love the culture, all the volunteers are so helpful, as well as the management staff”

“even though I'm a small cog in a big wheel I like being part of DVCS and the services provided”

“it's so beneficial to me; it's good to feel useful!”

“it is so good to see the difference when clients walk out the door”

“companionship and a sense of being needed also gets me out of the house”

“helping the community, talking to customers; helping keep our shop welcoming and fun”

“the work, the companionship, the support & the brain stimulation”

“I have a sense of doing something worthwhile”

“helping customers, recycling goods, raising money for DVCS”

“companionship, new friends, interesting people; interacting with the public”

Many volunteers commented that what was most enjoyable and rewarding was the team they work with, the relationships with others, the great company, camaraderie, meeting new people and interacting.

For many, it's the social connection, friendships and meeting like-minded individuals that brings many rewards. Volunteering has given our team ways in which they can give back and contribute to the community, a sense of purpose and satisfaction and being able to raise money to assist those less fortunate than ourselves.

It is great to see that over 90% of volunteers are intending to continue to volunteer with DVCS next year – which demonstrates the value they gain from volunteering with DVCS, and how worthwhile being a member of the DVCS team is to them.

**THANK YOU TO EACH AND EVERY
ONE OF OUR VOLUNTEERS!**

Volunteer Stories

As part of celebrating the contribution and achievement of our volunteers, we are proud to showcase some of their stories, to demonstrate the value of our volunteering team and rewards that being a volunteer at DVCS can bring.

Hilary

"I came to DVCS in my final year of studying a Bachelor of Health Promotion and Public Health as I wanted some on the ground experience working at a community level. I certainly got valuable experience and my eyes were opened about how many people there are in the community that are doing it tough. Being able to talk with these people and assist them in some small way has been hugely rewarding. I'm sure the skills and knowledge I have developed here will continue to assist me in my career in health promotion."



Garry



"I have been a Tax Help volunteer at DVCS for 15 years. I started to volunteer after working for tax accountants who had clients with a small income and most of the refund would go to paying to have their tax lodged. I heard of the tax help service through the ATO and volunteer up to 12 hours a week. I get satisfaction from helping low income earners with tax advice, lodging their returns and saving them having to do it themselves or pay someone to lodge it. It keeps me mentally active keeping up with changing technology and taxation laws. I also feel I am helping people in the community that need some help. Usually they leave quite pleased knowing they are going to get a refund that will pay some bills. It's also great to meet other volunteers who are willing to help other less fortunate people in the community."

John

"My wife Pat and I moved into Montmorency in March 2008 and in July of that year I began as a Tax Help volunteer. I was approached by the Manager if I would take on the position of Treasurer. Of course, I didn't know how to say no and here I am 11 years later. Volunteering has been part of my life, because I love sharing with people and I like a challenge. It keeps one out of mischief, and keeps you physically and mentally active. I would certainly recommend volunteering, especially if it's an area in which you have those skills that are applicable to the position. But don't let that deter you, one can learn new skills and meet great people."



Where Are They Now?

We are proud to highlight the contribution DVCS makes to increasing employment opportunities for DVCS volunteers by sharing the experiences of those who have gone on to work in the community services or social support sector.

Kaveesha



"DVCS offered me a Project Support Officer position that complemented my educational qualifications and previous work experience. This significantly helped to refresh my knowledge of MS Excel, statistical analysis and report writing. Being a Sri Lankan who recently migrated to Australia, volunteering at DVCS gave me the experience and confidence working in an Australian organisation. So thanks to DVCS I am now a Senior Advisor at the Department of Health and Human Services."

Diana



"I volunteered at DVCS as a Community Support Worker for just over 12 months before starting a new job as a Social Worker, supporting members of the Aboriginal Community. My experience at DVCS helped me develop my skills and self-confidence. It also trained me in areas such as attention to detail, admin skills, interviewing skills and opportunities for professional development. The contacts built through volunteering supported me in finding a new job, and serving as a reference which I greatly appreciate!"

Lisa



"Thanks to my experience volunteering at DVCS I was able to get a job in the Homelessness sector at Haven Home Safe. I also study a Bachelor of Social Science at Swinburne whilst continuing to volunteer with DVCS. I love being part of the team and working with clients and gaining experience for my career. The most enjoyable thing about volunteering with DVCS is the clients. It's so good to assist and check in with them to see where they are at and celebrate any wins with them! For those who are thinking of volunteering at DVCS, my advice would be that it is the most rewarding and challenging job you will ever face."

Kate



"I volunteered at DVCS as a part of my student placement. I learnt so much from everyone there and gained the experience I needed to successfully apply as Volunteer Coordinator at Banyule Support & Information Centre (BANSIC). DVCS helped me enormously by giving me an amazing reference and helping me to apply for the position. My advice to anyone wanting to help local people is to volunteer at an emergency relief centre. The experience you gain when you help people in the community could not be more rewarding. DVCS is a great place to volunteer and I would recommend it to everyone who is wanting to give back and gain valuable work experience!"

Our Partners and Supporters

We have been working hard on “lifting our profile” with staff and volunteers doing more guest speaker engagements and presentations about DVCS services and developing relationships with other organisations who may be able to work with us.

In the last 12 months these have included presentations at the Austin Health Mental Health Outreach Service, Lions Clubs of Nillumbik-Diamond Valley, Eltham Rotary, Greensborough Interchurch Council, Ivanhoe Grammarians, the Banyule Nillumbik Youth Services Network, the Banyule Nillumbik Principals Network, St Vincent de Paul Greensborough, the Greensborough Plaza over 55s Club (Korus Connect), and going out and meeting with nearly all of the primary and secondary schools in Nillumbik as part of our KidsAssist rollout.

This focus on relationship development with others in our community is an important part of developing important relationships with others and hopefully working in a more collaborative way to have a greater impact for our community.



Our Partners and Supporters

To our wonderful partners and supporters
your help makes all the difference!

Some highlights for 2018-2019 include:

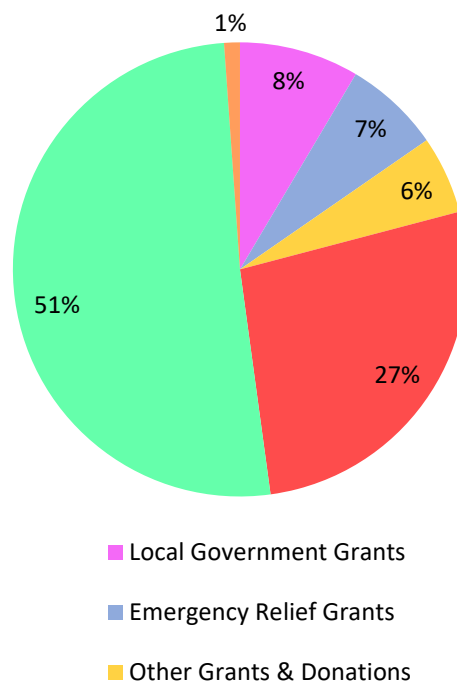
- DVCS expanded its KidsAssist education assistance program to over 25 schools in Nillumbik and Banyule, thanks to the generous contribution of \$5,000 from Montmorency Eltham RSL.
- Supporting partners Diamond Valley Superules Football Club continued their commitment to raising funds for DVCS emergency relief programs as well as donating sports toys to the Banyule Children's Gift Appeal.
- Nelson Alexander's Foundation Day was again a huge success with Nelson Alexander Greensborough Office donating its professional fees of \$7,130 from the sale of a property in Diamond Creek.
- We forged a new partnership with Lions Club of Nillumbik who helped raise funds and donations for our Toiletry Packs, Lads Packs and Rough Sleepers Programs and contributed \$1,300 to KidsAssist education grants.
- Ivanhoe Grammarians Lodge very generously donated \$5,800 towards the Banyule Children's Gift Appeal.
- Greensborough Inter Church Council contributed \$500 towards helping those sleeping rough.
- Greensborough RSL donated a defibrillator for our Op Shop, helping ensure traders and shoppers in the local shopping area have access to life saving equipment if needed.
- Watsonia RSL donated \$5,230 for an upgrade of our old telephone system to a new NBN compliant system.
- Commonwealth Bank Greensborough's donation of \$500 goes a long way to keeping our emergency food pantry stocked.
- NDIS Brotherhood of St Laurence Greensborough donated clothing to our winter clothing drive.
- Glen Katherine Primary School donated three trolleys full of toys to the Banyule Children's Gift Appeal
- Eltham Bunnings donated childrens' toys and winter clothing.
- Share the Dignity donations of sanitary items help many women struggling to pay for hygiene products.
- KOGO continue to provide hand knitted winter woollies including scarves, hats, jumpers for people during the winter months.
- Patchwork Gallery Quilt Group again provided beautiful hand-crafted quilts of all sizes.

Financial Summary

Financial Summary

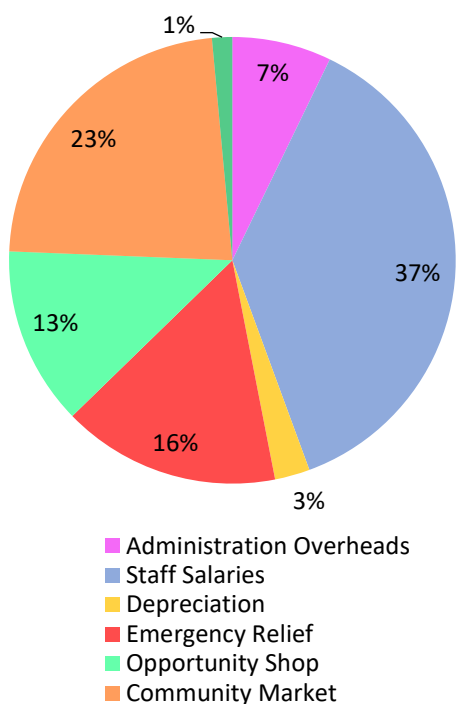
Summarised Statement of Financial Position as at 30 June

ASSETS	2018-19	2017-18
Current Assets		
Cash	152,641	87,668
Investments	175,479	167,605
Prepayments & Receivables	9,888	7,138
	<u>338,008</u>	<u>262,411</u>
Non Current Assets	<u>17,092</u>	<u>23,924</u>
TOTAL ASSETS	<u>355,100</u>	<u>286,335</u>
LIABILITIES		
Current Liabilities		
Accruals and Payables	45,177	21,411
Employee Provisions	46,777	35,004
TOTAL LIABILITIES	<u>91,954</u>	<u>56,415</u>
NET ASSETS	<u>263,146</u>	<u>229,920</u>
EQUITY		
Retained Earnings	229,920	226,424
Current Year Earnings	33,226	3,496
TOTAL EQUITY	<u>263,146</u>	<u>229,920</u>



Summarised Income and Revenue Statement to 30 June

REVENUE	2018-19	2017-18
Local Government Grants	52,604	51,472
Emergency Relief Grants	42,205	35,411
Other Grants & Donations	34,161	11,650
Opportunity Shop Sales	166,213	172,166
Community Market Revenue	314,852	286,886
Interest and Other Income	6,907	10,993
TOTAL REVENUE	<u>616,942</u>	<u>568,578</u>
EXPENSES		
Administration Overheads	41,974	39,642
Staff Salaries	217,154	233,142
Depreciation	14,816	12,382
Emergency Relief	92,153	95,978
Opportunity Shop	75,401	81,249
Community Market	133,678	93,876
Volunteer Costs	8,540	8,813
TOTAL EXPENSES	<u>583,716</u>	<u>565,082</u>
NET PROFIT / LOSS	<u>33,226</u>	<u>3,496</u>



How You Can Help

Volunteer with DVCS

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

- Community Support Workers
- Opportunity Shop Assistants
- Administrative Support
- Data entry, statistics, pamphlets
- Kingsbury Drive Community Market
- Counselling – personal, employment
- Committee of Management
- Project Research and Evaluation

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

Donate Material Items and Food to DVCS

We welcome donations of the following Emergency Supply items

- | | |
|---------------------------------------|--|
| • soap, face cloths | • tea, coffee, sugar |
| • toothbrush and toothpaste | • long-life milk |
| • deodorant | • breakfast cereals |
| • tissues, baby / cleaning wipes | • fruit juice boxes |
| • hairbrush / comb | • spreads (Vegemite, jam) |
| • shampoo, conditioner, dry shampoo | • biscuits (sweet and dry) |
| • pads and tampons | • tinned fruit and vegetables |
| • hair ties, hair clips | • rice, rice packs, pasta, pasta sauce |
| • razors, shaving cream | • tinned baked beans, spaghetti |
| • sunscreen | • instant noodles, pasta, packet soups |
| • scarves, jewellery or trinkets | • tinned fish, canned soup |
| • lotions and moisturisers | • toilet paper, tissues |
| • stationery, journals and pens | • babies nappies |
| • nail polish and other makeup | • plastic cutlery |
| • plastic rain ponchos, water bottles | • other non– perishable grocery items |

All donations can be dropped off at our Greensborough Office

Make a Tax Deductible Financial Donation to DVCS

DVCS is a charity registered with the ACNC and is certified as a deductible gift recipient, therefor donations of \$2 or more made to us are tax deductible.

**Donate now to our Emergency Relief, KidsAssist and
Back to School Grant Programs
Online: <https://www.dvsupport.org.au/donate>**

You don't have to be a millionaire to make a significant difference; even small donations have a positive impact. So make a donation today and improve an individual's quality of life.

Thank You

To our Wonderful Supporters



MIDAS



Nelson
Alexander



Commonwealth Bank



BED BATH N' TABLE



Greensborough
Interchurch Council



And most importantly to:
To our clients for giving us a purpose, and our volunteers
for making the purpose a reality.



DIAMOND VALLEY
community support



Shop 378a – Level 3, Greensborough Plaza
Greensborough 3088
Tel: 03 9435 8282 Fax: 03 9432 4147
Email: info@dvsupport.org.au Web: www.dvsupport.org.au