



Diverse Communities &
Social Services Australia Inc.
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Not-for-Profit Community Justice & Social Services Charity Organisation

ANNUAL REPORT

Financial Year 2019
(1 January 2019 – 31 December 2019)

Australian Business Number: 40138287319
Victoria Consumer Affairs Incorporation Number: A0097996T
Victoria Charity Fundraiser Registration: FR-000015113
New South Wales Charity Fundraiser Registration: CFN/25116
Department of Human Services Organisation Number: 554129551H

Email: Secretary@dcssaaustralia.org | Website: <http://www.dcssaaustralia.org/>

Values: Trust – Respect – Integrity – Belief – Equality

Not-for-Profit Community Justice & Social Services Charity Organisation

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SECTION 1**AN OVERVIEW OF DCSS AUSTRALIA****ABOUT US****Our Mission**

Diverse Communities and Social Services (DCSS) Australia are proud to be the leading Not-for-Profit Charity within the industry and first of its kind within Australia to run such a unique and helpful quality program, which the focus is to provide personalised assistance to those who are most in need of support and are at high risk of falling through the gaps of key support networks.

Our approach utilises the unique perspectives of the direct personal life experiences of our volunteer team. Direct experience is powerful and real - it is not learnt from a textbook!

The lived experiences of our members and volunteers mean we can offer greater empathy, understanding, advice and unique personalised service to empower our clients.

DCSS Australia is proud of our unique team is made of volunteers from diverse and inclusive communities with no real boundaries of age, geographic backgrounds, industry experience and passion to help people.

Our History?

DCSS stands for Diverse Communities and Social Services (formally known as LGBTIQ – Support and Protection Services Inc.)

DCSS Australia is a Not-for-Profit (NFP) Charity, which is Incorporated Community Services Organisation, in the state of Victoria in 2016, then registered as a Charity Fundraiser within the state of Victoria and New South Wales in 2018, which now support people throughout Australia, DCSS Australia is now applying for the Australian Charities and Not-for-profits Commission (ACNC) as a National Charitable Organisation.

DCSS Australia was founded in 2014 under our principal founding partner LGBTIQ - Support and Protection Services, which initially started as a team of 5 consultants as an unincorporated entity to support the LGBTIQ+ communities and consulting with various government agencies as well as many Not-for-Profits organisations and Charities around LGBTIQ+, Diversity and Inclusion matters and programmes, LGBTIQ - Support and Protection Services became incorporated in 2016, became a state registered Fundraiser Charities in both states of New South Wales (NSW) and Victoria (VIC) in 2018.

LGBTIQ - Support and Protection Services resolved to become Diverse Communities and Social Services (DCSS) Australia Inc. which also included a change of logo at our 2018 AGM in January 2019, to inline our programs and service delivery to be more in-sync with our purpose and vision.

What we do?

At Diverse Communities and Social Services (DCSS) Australia we have a team of volunteers who have incredible training, skills, experience and education within Community Services, Mental Health, Psychology professionals and students who are passionate about helping people with their needs.

DCSS Australia also has some great partnerships with community services and psychological services organisations that we can refer our clients to receive additional support as required. We focus on supporting people vulnerable people and communities who have incurred specific fines and debt in Victoria (VIC) and New South Wales (NSW), who reside in Australia.

DCSS Australia is the only dual accredited Not-for-Profit Community Justice Program, which is accredited under Section 10H of the Fines Reform Act 2014 (Victoria Department of Justice) and under Section 99A of the Fines Act 1996 (NSW Revenue Department).

DCSS Australia can assist people to get the appropriate services for their unique health and well-being needs, we do our best to ensure our clients do not fall through the cracks of the public health and social services systems.

Our clients are generally identified with have complex psycho-social and physical health concerns and may need services which are not adequately provided for by government agencies or other social ventures and charities, so that is where DCSS Australia will try to provide support and assistance to the best of our abilities, for example, we may provide referrals to or and physically accompany people to Medical, Psychology and other Counselling appointments to provide support.

We can provide basic case management tailored to their needs, which we empower our clients to self-manage how they would like our volunteers to help manage their case management and support services, as long it is practicable, and productive.

Who We Serve?

Diverse Communities and Social Services (DCSS) Australia is the only Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual or other gender and sexual diversities (LGBTIQA+), Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD), Diversity and Inclusion focused organisation which delivers a dual-accredited Community Justice Program operating in Victoria (VIC) and New South Wales (NSW).

We are not limited to a specific community or social support services sector; therefore, we are able to assist the community wherever it is required, and in alignment with the capabilities of our team. Our focus is to provide personalised assistance to those who are most in need of support.

The Communities that we serve are people with psycho-social; physical health difficulties; victims of family or domestic violence abuse; people who may have some form of substance abuse and we assist them to better manage the challenges of everyday life in a safe and non-judgmental environment.

We are rapidly expanding our services and programs, as well as partnering with other community organisations to help the communities that we serve.

OUR PEOPLE

Board Members and Advisory Committee

Name	Position	Dates acted
Tom Conley	President & Executive Managing Director	Feb 14 - Current
George Farmakis	Board Member & Financial Advisor	Feb 19 - Current
Piotr Debowski	Deputy Secretary	Jul 19 - Jul 20
Kerry Drusetta	Acting Secretary	Jan 19 - May 19
Adriana Saw	Governance, Risk, Compliance Director	Jul 18 - Aug 20
Paul Gardiner	Business Development Manager	Nov 18 - Nov 19
Catherine Hopper	Interim Treasurer	Apr 19 - Jul 19
Joanne Ewen	Acting Assistant Secretary	Aug 19 - Dec 19
Azatara (Margie Cerato)	Non-Executive Board Member	Jan 18 - Nov 19
Chloe Palmer	Non-Executive Board Member	Nov 18 - Dec 19
Neil Blount	Acting Principal Legal Officer	Aug 19 - Apr 20
Sepehr Pour	Legal Counsel Advisor	May 19 - Jan 20
Pinky Alphin	People and Culture Coordinator	May 18 - Aug 19
Tara Camilleri	Acting Project Manager	Sep 19 - Dec 20
Arthur Chan	Public Relations Officer	Jul 19 - Mar 20
Stacey D'Cruze	Business Development Officer	Jul 19 - Feb 20
Siddhant Menon	Project Support Leader	Nov 18 - Aug 19
Holly Duncan	Project Support Officer	Sep 19 - Mar 20
David Keating	Membership & Project Support Officer	Nov 18 - Nov 19
Alexander Mullan	Client Services Case Manager Leader	Jun 19 - Current
Rosalyn Wood	Client Services Project Leader	Oct 19 - Current

Volunteers

Name	Position	Dates acted
Tom Conley	Executive Managing Director (CEO)	Feb 2014 - Current
George Farmakis	NSW State Director	Mar 2019 - Current
Piotr Debowski	Advisory Committee Chair	Jul 2019 – Jul 2020
Eva Conley	Chief Paws Support Officer	Aug 19 - Current
Alexander Mullan	Client Services - Case Leader	Jun 2019 - Current
Rosalyn Wood	Client Services - Project Leader	Oct 2019 - Current
Lauren Boyle	Student Case Manager	Sep 2019 - Current
Jaiesh Diwedi	Student Placement - Case Manager	May 19 - Nov 19
Stephanie Va'Lucas	Student Placement - Case Manager	Sep 18 - Mar 19
Azatara Margie Cerato	Disability Support Officer	Jan 18 - Aug 20
Catherine Hopper	Acting Client Services Leader	Apr 19 - Jul 19
Kriti Puri	Case Manager (Past Student)	Oct 18 - Sep 19
Grant Atwill	Community Support Officer	May 19 - Current
Ankitha Sreedhar	People and Culture Officer	Nov 2019 - Current
Renju George	People and Culture Officer	Nov 2019 - Current
Jenny He	Acting People & Culture Officer	May 19 - Sep 19
Paul Gardiner	Business Development Manager	Nov 18 - Nov 19
Stacey D'Cruze	Business Development Officer	Jul 19 - Feb 20
Siddhant Menon	Project Support Leader	Nov 18 - Aug 19
Holly Duncan	Project Support Officer	Sep 19 - Mar 20
Himanshu Sachdeva	ICT Support Officer	Nov 18 - Oct 19
Gayleg Zangmo	Administration Support Officer	Jun 19 - Current

OUR SUPPORTERS

PRINCIPAL SPONSORS & FUNDING ORGANISATIONS



Partner and Professional Membership Organisations



SECTION 2

GOVERNANCE

CURRENT OPERATIONS STRUCTURE & TEAMS

LEADERSHIP TEAM

TOM
Executive Director (CEO)
Email: Director@dcssaaustralia.org

RACHEL
Executive Assistant
Email: EA@dcssaaustralia.org

ALEXANDER
Client Services Leader
Email: Services@dcssaaustralia.org

ROSALYN
Client Services Leader
Email: Services@dcssaaustralia.org

ANKITHA
People & Culture Leader
Email: People.Culture@dcssaaustralia.org

EVA
Chief Paws Officer
Email: Enquiries@dcssaaustralia.org

PEOPLE SERVICES TEAM

TOM
Executive Director (CEO)
Email: Director@dcssaaustralia.org

ANKITHA
People & Culture Leader
Email: People.Culture@dcssaaustralia.org

Mark
Volunteer Engagement Officer
Email: People.Culture@dcssaaustralia.org

PINKY
Diversity & Inclusion Leader
Email: People.Culture@dcssaaustralia.org

RENJU
People & Culture Leader
Email: People.Culture@dcssaaustralia.org

Matthew
Organisation Support Officer
Email: Admin@dcssaaustralia.org

SERVICES TEAM

TOM
Program Director/Delegate
Email: Director@dcssaaustralia.org

Angela
Program Strategic Advisor
Email: Enquiries@dcssaaustralia.org

ROSALYN
Client Services Program Leader
Email: Services@dcssaaustralia.org

ALEXANDER
Client Support Services Leader
Email: Services@dcssaaustralia.org

LAUREN
Client Support Officer
Email: Services@dcssaaustralia.org

RACHEL
Paralegal & Client Support Officer
Email: Services@dcssaaustralia.org

Shuchi
Paralegal & Client Support Officer
Email: Services@dcssaaustralia.org

DR CARMEN
Client Support Officer
Email: Services@dcssaaustralia.org

ALPNA
Student Placement - Community Officer
Email: Services@dcssaaustralia.org

EXECUTIVE MANAGING DIRECTOR REPORT



Tom Conley (AMICDA)
President and Executive Managing Director

Dear Members and Friends,

Huge changes were announced at the January 2019 Annual General Meeting, for the Financial Year of 2018, including transitioning from **LGBTIQ – Support & Protection Services Inc.** to what we are now known as, **Diverse Communities and Social Services (DCSS) Australia Inc.** This transition has brought clients, stakeholders, partners, and communities to the organisation which we serve closer together and building stronger T.R.I.B.E.S, as per our new values.

Together we have reached amazing new targets and goals which had not previously been expected or thought possible, especially not in the short period of only twelve months.

New values have been adopted by integrating our old values into the newly formed T.R.I.B.E; **Trust – Respect – Integrity – Belief – Equality**. This acronym reflects exactly what we do.

By building relationships with clients, communities, also partnering with other community organisations, applying for new grants and financial support, developing new programs, adopting new policies and activities, we are forming TRIBES within our communities and working together to achieve bigger and greater things!

We have a new website for you all to visit at www.dcssaaustralia.org including updated information about DCSS Australia, partners, programs and team members across the organisation, which is constantly being updated all the time.

Over the past 12 months our services have been dedicated to the Community Justice Program, which similarly provides basic case management, peer support and compliance to our participants. These participants come from vulnerable communities, which may suffer from mental health illness, have a disability, be addicted to drugs, alcohol or other substances, experiencing homelessness, financial hardship or are victims of family and or domestic abuse.

There has been great success to date with the program working closely with the Victorian Department of Justice – Fines Victoria (WDP Team) and NSW Revenue Office – Legal Aid (WDO Team). This has also led us to work with other community organisations; namely Three Seas Psychology, providing free Psychology Counselling to our clients that helps work off and reduce incredible amounts of debt (up to \$1,000+ per month) from their respective state governments, also now with significant support with the partnership and funding from the City of Melbourne, which has supported the greater impact in our services and development of the organisation.

Over the past twelve months more than \$200,000.00+ worth of debt has been cleared for over 65+ individuals with infringement debts across Victoria, New South Wales, and the rest of Australia. This is an outstanding achievement for a team of up to five dedicated volunteer Community Justice Officers and Case Managers at any one time across Australia, working remotely within ongoing training and development.

This success has seen DCSS Australia welcome grants that are appreciated by the organisation and the community. DCSS Australia welcomed a grant of \$5,000 for ICT Equipment from the Department of Social Services (DSS) to continue our dedicated volunteers with their great work within the community.

DCSS Australia welcomes the City of Melbourne (CoM) Social Innovation Partnership Program entitling us to \$40,000 distributed over the 24 months as of 1 July 2019, this grant has seen us provide Melbourne with greater services to the community around the Community Justice and Rehabilitation Program, the grant will also help us to continue being the industry leader, growing and advancing our organisation, to empower our clients, organisations and the communities we work with, also with other needs such as marketing and other essential material matters to assist the program to continue succeeding.

In January 2019, we launched a new team in New South Wales (NSW) which has already grown and developed significantly over the past twelve months. I would like to thank our New South Wales (NSW) Advisory Board, Advisory Committee and volunteers who are led by George Farmakis (NSW State Director) and who has also written a report, detailing many of our great achievements within New South Wales. We look forward to achieving more goals within Victoria, New South Wales and across Australia throughout 2020.

The great work and success could not have been achieved without the dedication of our volunteers, students, leadership team, Advisory Committee, partners, stakeholders and Advisory Board Members, whom I would like to express my sincerest gratitude towards and to everyone I work, lead and continue to grow with. I look forward to more growth and development in the financial year of 2020, achieving even greater results and reaching bigger goals which we have in the pipeline.

I look forward to welcoming the incoming Board and Advisory Committee Members who will be elected at the Annual General Meeting in 2020 and send a huge thank you to all past and current members. I acknowledge that some were short-term members due to unforeseen circumstances and short-term engagement to help the short-term members to gain industry experience, which for most was their first Advisory Committee or Board within the sector which we are proud to announce we developed 18 new leaders which continue to develop in other organisations, which provided us with interim support to the organisation and community.

For those of you who have served for longer and are now moving on to new adventures, we are sad to see you go, however we hope to keep you involved in some capacity in future, such as the Associate Community Membership which allow you to continue as voting member for the organisation at Special General Member Meetings and Annual General Meetings. I wish you all the very best for your future endeavours 😊.

I look forward to continuing leading our organisation for the next financial year 2020.

Yours sincerely,

Tom Conley (AMICDA)

President and Executive Managing Director



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CLIENT SERVICES REPORT

Rosalyn Wood (BA, LLB, GDLP) and **Alexander Mullan** (BApsych, GDpsych)
Client Services Leaders - Advisory Committee

Diverse Communities and Social Services (DCSS) Australia focuses on supporting people from diverse and inclusive such as Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual or other gender and sexual diversities (LGBTIQA+); Aboriginal and Torres Strait Islander (ATSI); Culturally and Linguistically Diverse (CALD) communities, who have incurred infringement fines and debt in Victoria (VIC) and New South Wales (NSW).

Diverse Communities and Social Services (DCSS) Australia is accredited under Section 10H of the Fines Reform Act 2014 (Victoria Department of Justice and Community Safety) and under Section 99A of the Fines Act 1996 (NSW Revenue Department). We also engage in community support and development programs across Australia, helping people navigate their way through various challenges to ensure an equal and just outcome for all parties.

The Work and Development Order (WDO) and Work and Development Permit (WDP) are initiatives provided in partnership with NSW Revenue Department/NSW Legal Aid and Department of Justice/Fines Victoria, which DCSS Australia is an accredited Sponsor Organisation to deliver the program, which we call the Community Justice Program (CJP). The program enables us to assist people who are disadvantaged and genuinely want to change their lives.

Clients can complete a Community Justice Program Order (DCSS Australia)/Work and Development Order (NSW)/Work and Development Permit (VIC) through DCSS Australia and our partnered accredited organisations via the following programs:

- Volunteering/Community Service;
- Medical or Mental Health Treatment;
- Education, Vocational or Life Skills Training;
- Financial Counselling/Case Management;
- Drug or Alcohol Treatment;
- Participate as a Mentee in a Mentoring Program;

To be eligible to participate in the Community Justice Program Order (DCSS Australia)/Work and Development Order (NSW)/Work and Development Permit (VIC) through DCSS Australia and our partnered accredited organisation and be engaged with the scheme, a person must meet the following eligibility criteria:

- have a mental or intellectual disability, disorder or illness;
- have an addiction to drugs, alcohol; gambling or a volatile substance;
- be experiencing homelessness;
- be experiencing acute financial hardship, or;
- be the victim of family and or domestic violence.

Statistics

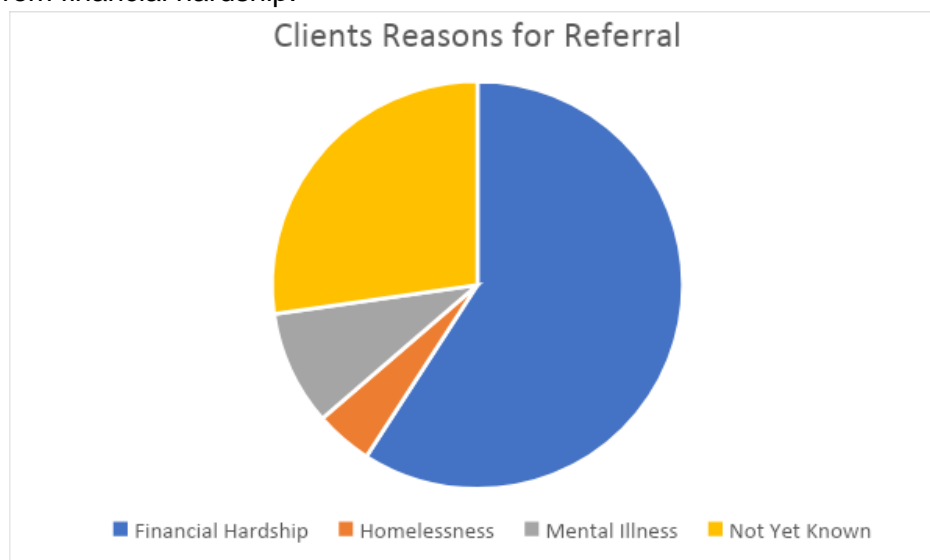
As of 31 December 2019, DCSS Australia had the following figures:

- 22 active clients, 66 pending clients, 44 successfully graduated clients and 1 withdrawn client.
- In the WDP program (Victoria), there was \$189,729.80 was set aside or and recovered.
- In the WDO program (NSW) \$13,548.28 was set aside or and recovered.
- A total of 67 people assisted and \$203,278.08 of infringement debts across Australia which Diverse Communities and Social Services (DCSS) Australia assisted

Client Profiles

The grounds for referral are not always articulated to Diverse Communities and Social Services (DCSS) Australia at the time a client first becomes known to us. Some of our pending clients have therefore not yet established their reasons for seeking out the Community Justice Program. However, the two most common reasons for client referrals to DCSS Australia is financial hardship and mental illness, making up the largest percentage.

A brief overview of the pending client statistics makes this clear, with at least 59% of referrals being due to financial hardship. It is fair to assume that at least several clients in the “not yet known” category are also suffering from financial hardship.



Regarding the age and gender of clients/pending clients, there is a diverse spread, with the general age ranges being between 17 and 74 years of age. The breakdown between male and female clients is approximately 50-50, with at least two clients identifying as transgender.

From these statistics, it is reasonable to conclude that financial hardship is a key issue which currently afflicts all kinds of people at all different stages of life, whether said persons are recent school leavers or retirement age.

It is also worth noting that neither Victoria or NSW currently have a system known as “day fines” or “structured fines”, which are partly based on the personal income of the fine recipient. This system exists in countries such as Finland, Denmark, and Sweden, whilst payment plans exist in Victoria and New South Wales, the actual amount of the fine’s is not lowered due to the client suffering from financial hardship. This can therefore be a great burden for those with limited income, which is why the Community Justice Program continues to be a great source of relief for the community and clients.

For more information, please visit our website at <https://www.dcssaaustralia.org/services>

Yours Sincerely,

Rosalyn Wood (BA, LLB, GDLP) and **Alexander Mullan** (BApsych, GDpsych)



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NSW STATE REPORT



George Farmakis (CFA, BComm)
State Director - New South Wales (NSW)

Dear Community Members and Friends,

On behalf of all volunteers and members based in New South Wales (NSW), I would like to acknowledge the team's strong sense of pride in serving an organisation such as DCSS Australia.

We are a new team still finding our feet, but this has not wavered our enthusiasm in carrying out our mission; to assist those who are in most need of support. We all have different strengths and ways in which we can add value in helping the wider community, and I believe the NSW team embodies this idea.

Building a team of knowledgeable and committed volunteers and members takes time. Since first establishing a presence in NSW in January 2019, we now have over 10 volunteers and members working in different areas of our organisation. Perhaps most importantly, we now have the base required to expand our Client Services team and become even more involved in the local community.

In saying that, I am proud to say that of the \$200,000+ worth of debt DCSS Australia has assisted in clearing or setting aside over the past 12 months, \$16,309 was NSW-based debt with 10 participants, 8 graduates and 2 active clients in the NSW WDO program; a good proportion of the overall number DCSS Australia is currently assisting with. Although these results are commendable for a new team, we remain focused on continuing to grow our NSW presence.

Looking ahead to 2020, we have a number of initiatives we will be looking to implement. A larger team brings with it a greater capacity to develop relationships and provide personalised assistance to our clients. Our colleagues in Melbourne have already formulated a successful blueprint to achieve this and with an eye on our Victorian friends, we look to emulate their achievements and leverage their knowledge and resources with the aim of being a truly integrated organisation.

Specifically, we have several goals for the NSW team in the coming year:

- Continue to recruit highly motivated and skilled volunteers, particularly in the Client Services space;
- Apply for government grants to help fund the larger operations of the team;
- Obtain adequate office space, equipment and other resources needed to assist a larger number of clients;
- Continue to engage with the community through fostering partnerships, organising fundraisers and events and reaching out to those who require assistance.

In closing, on behalf of all New South Wales Team, I would like to thank everyone for their support and continued interest in assisting us in our mission. We will continue to strive to reflect the values of our organisation and have the community that we serve at front of mind at all times.

We look forward to the year ahead and are proud to continue this journey with all of you.

Yours Sincerely,

George Farmakis (CFA, BComm)



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SECRETARY, MEMBERSHIP AND PARTNERSHIP REPORT



Piotr Debowski (LLB hons, GDLP)
Deputy Secretary and Advisory Committee Chair

2019 has been a strong year of growth for DCSS Australia in expanding its relationships. During the year, we have had over 3,500 people express interest in our work by subscribing to our mailing list, 20 people join as Members and 23 Organisations join as partners in some form to support the great work we do.

We have also received open invitations for discussions with several prominent Members of both State and Federal Parliament, demonstrating the growing community recognition of our organisation.

Throughout 2019, we would like to thank the following organisations who we partnered, became members or accredited with in some shape or form, to continue the work we do and help the vulnerable communities which we support: Australia Council of Social Services, Celebrating Abilities, City of Melbourne, CrimCheck, Employment Hero, Fast Track Leadership and Women into Leadership, Google for Non-profits, Shout for Good – ANZ, Sterling RISQ, Stotts College, UpSkilled Australia, Three Seas Psychology & ISN Psychology, Victorian Department of Justice, NSW Revenue, Victoria Consumer Affairs, Department of Human Services, VicRoads, Seek Volunteers, ANZ Bank, Bendigo Bank and many more.

We would like to thank all our members and partners for their continued support!

For those interested in supporting our work, we encourage you to join our organisation as an Associate Community Member, by simply emailing Secretary@dcssaaustralia.org or and visit <https://www.dcssaaustralia.org/support-us>;

Members enjoy certain privileges such as:

- Attendance and voting rights at our Annual General Meeting and Special Members Meetings;
- The opportunity to join the Advisory Committee or Advisory Board;
- The opportunity to advertise on our website and in our publications;
- Project collaboration;
- Networking opportunities; and
- The ability to view our financial records in the presence of a Board Director or Delegate.

Membership is just \$25 per annum for individuals and fees collected go a long way to helping cover the basic expenses incurred in operating our organisation.

Yours Sincerely,

Piotr Debowski (LLB hons, GDLP)



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GOVERNANCE AND BOARD REPORT



Adriana Saw (BComm, CA)
Governance, Risk, Compliance & Police Director

Echoing the Executive Managing Director, during the past 12 months, I have seen significant growth has been seen both internally and externally to DCSS Australia, commencing with the 2019 transition from LGBTIQ – Support & Protection Services Inc. and the launch of an NSW team within the same month. The increase in the number of volunteers internally across NSW and Victoria has translated to key achievements in reaching organisational targets, goals and winning grants which has enabled us to focus on fundraising efforts.

The nature of Risks faced by Not for Profit and Community organisations can be classified in the following main areas:

1. **Operational** – associated with daily functions;
2. **Legal/Regulatory** – of litigation, fines, penalties, and regulatory non-compliance;
3. **Financial** – associated with transactions, financial systems, reporting;
4. **Strategic** – associated with the goals and strategies of the organisation;
5. **Political/socioeconomic** – associated with changes in government, community expectations or economic frameworks.

It is important these risks are managed to enable organisations to deliver on their objectives and to grow and maintain the value of the organisation. During 2019, DCSS Australia, has continued to demonstrate adequate controls and mitigating strategies to manage these risks.

The increased number of volunteers and improved volunteer retention rates has reduced operational key-person risk and enhanced overall governance with an additional increase in the number of Board and Advisory Committee members across Victoria and New South Wales.

The teams are providing full monthly reports on activities associated with their respective areas to the Board and Advisory Committee, thus enhancing decision-making. The continuing growth in human capital will help to ensure overall strategic risks are minimised and delivery of organisational goals in 2020 is viable.

In 2019 all policies, the DCSS Australian Constitution and website have been reviewed and updated to reflect the new organisation name and reduce legal/regulatory risk exposures. From my perspective, I have seen the active application and use of policies in day-to-day decision making. All financial decisions have adequate segregation of duties for approval with access from the organisation's Bank accounts. The rebranding and updating of the website content has ensured DCSS Australia, is adequately prepared for growth, remains current and connected to the community and clients, and reflects the new organisation's values: T.R.I.B.E – Trust – Respect – Integrity - Belief - Equality.

The signing of a new lease in November 2019 for DCSS Australia's first office space for Community Justice Team and Case Managers to meet clients will assist the community in terms of engagement and assist in DCSS Australia's continuing growth strategy and presence.

Being a part of the organisation since July 2018, I have witnessed the phenomenal growth first hand and acknowledge that cannot be achieved without dedication and I would like to say thank you to all those involved on behalf of the leadership team and look forward to more growth in 2020!

Yours Sincerely,
Adriana Saw (BComm, CA)



PEOPLE AND CULTURE/VOLUNTEER COORDINATOR REPORT



Pinky Alphin

People and Culture/Volunteers Coordinator

Hello Everyone,

We have successfully restructured our organisation, DCSS Australia now has a Client Support Services (which includes the Community Justice Program, Peer Support and Case Management), Board and Advisory Committee, People and Culture, Public Relations, Administration and Fundraising Departments. Each is operationally segregated to support accelerated growth, scalability, and strength to harmoniously work together to expand across Australia as a single entity.

Onward 2018, our goal was to create more transparency for people-related activities and improve volunteer experience, based on the tenet that volunteer engagement increases when volunteer experience is positive.

The first step was digitalisation of the organisation's People and Culture services via Employment Hero, a Human Resources portal (HRIS) that offers extensive tools and services, providing volunteers fast, easy, round-the-clock access.

In 2018-19, DCSS Australia engaged 53 current pro-bono volunteers to perform Client Support Services, People and Culture Officer, Community Engagement, Public Relations, Marketing, Events, Administration, Advisory Committee, Leadership and Board Member during the financial year of 2018 – 2019. Thank you to the 3,000 plus applicants who showed interest in joining our team over the past twelve months.

A more efficient recruitment process was adopted to validate identification and hire of the right talent in a timely manner with focus on candidate experience. Continued improvements have been made to our talent acquisition practices which included enhancement of hiring as well as screening and onboarding policies.

This year, further implementation of dedicated workforce management solutions strengthened volunteer engagement and reduced costs. People and Culture continued to focus on internal mobility, enabling redeployment across the organisation to increase employee satisfaction, retain knowledge and expertise and allow volunteers to pursue individual career goals. Work from home, part-time and job-share opportunities are now within scope to accommodate volunteer needs and offer more flexibility.

In line with our commitment to build future talent and address new and emerging workforce demands in modern working environments, the People and Culture team continues the University Recruitment Drives and Student Placement initiatives in Victoria and New South Wales. Focus is on supporting employability outcomes for those transitioning into work, in line with new models of work and organisational structures.

We continue to build student understanding of current market trends and provide practical placement opportunities. In return, Universities and Colleges allow us to have input to training future graduates that provide fresh recruitment opportunities.

I would like to say a special thank you to our volunteers for their engagement and commitment, even in challenging times. It is true what they say, Together Everyone Achieves More (TEAM)! It is only through their efforts and hard work that we have been able to make good progress on our way to becoming a better organisation.

Yours Sincerely,
Pinky Alphin



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www.dcssaaustralia.org



Email: Secretary@dcssaaustralia.org | Website: <http://www.dcssaaustralia.org/>

Values: Trust – Respect – Integrity – Belief - Equality

Not-for-Profit Community Justice & Social Services Charity Organisation

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SECTION 3

OUR FINANCES

TREASURER'S REPORT

Dear Members,

Due to a number of unforeseen circumstances, the role of Treasurer has not been able to be filled for a prolonged period during the year. As such, utilising guidance and advice given by the volunteers that had temporarily taken up the position, the duties of the Treasurer have predominantly been fulfilled by the Executive Managing Director with assistance from Vice President/NSW Director and remaining members of the Board.

The recruitment of a long-term Treasurer is the current priority for DCSS Australia. Given the highly specialised nature of the role, finding a volunteer with the necessary skills, ability and commitment has not been easy, however we are committed to filling the role as soon as practically possible.

We wish to show our appreciation and thanks to the City of Melbourne for the Social Innovation Partnership from July 2019, which has been a tremendous support to the organisation, as mentioned briefly within the Executive Managing Directors message, which has positively impacted clients, communities, and the organisation.

We also would like to thank the long-term and short-term Advisory Committee, Board and Community organisation members, who annually make a contribution, which over the 6 years since we were founded, the financial year of 2019 has shown that our organisation is financially viable and successful.

This finance report is from 1 January 2019 to 31 December 2019 as per our constitution, and is only for this one (1) financial year, as we made the decision to re-brand and re-define our vision to align our services within the Not-for-Profit Community Justice Program, Basic Case Management and Peer Support Services, which ensures the best outcome for our clients, it also ensures that we can be a strong advocate for the communities within the sector across Australia.

Tom Conley (AMICDA) and **George Farmakis** (BComm, CFA)
Executive Managing Director and Vice President



FINANCIAL STATEMENTS

Financial Report

Income and Expenses

Income Statement summary

Revenue/receipts

Donations and bequests:	\$0.00
Revenue from providing goods or services:	\$462.80
Revenue from government including grants:	\$16,000.00
Revenue from investments:	\$0.00
Other revenue/Invoices:	\$3,742.00
Total revenue/Invoices:	\$20,204.80

Total income/receipts:	\$20,204.80
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Expenses/Payments for the Year Ended 31 December

2019

Employee expenses/payments:	\$0.00
Grants and donations made for use in Australia:	\$0.00
Grants and donations made for use outside Australia:	\$0.00
Other expenses/payments:	\$15,104.53
Total expenses/payments:	\$15,104.53
Net surplus/(deficit):	\$5,100.27

Balance Sheet Extract as at 31 December 2019

Total assets (cash in bank):	\$19,962.96
Total liabilities (Debt):	\$769.84
Net assets/liabilities:	\$19,193.12

Statement of compliance

The committee has determined that the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. The financial report is a special purpose financial report which has been prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Reform Act 2012*.

These financial statements have been prepared in accordance with following Australian Accounting Standards:

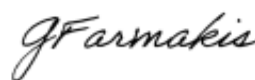
AASB 101	Presentation of Financial Statements
AASB 107	Statement of Cash Flows
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1048	Interpretation of Standards
AASB 1054	Australian Additional Disclosures

Signed by two (2) members of the Executive Committee:



Tom Conley (AMICDA)

President and Executive Managing Director



George Farmakis (CFA)

Vice President (NSW)

Fundraising Statement Submission

Annual statement summary

**Fundraising Act 1998****This statement is for the financial period**

28/01/2019 to 28/01/2020

Fundraiser details

Name of fundraiser DCSS Australia Inc.
 Fundraiser registration number FR0015113

Review or update your details

I confirm that I have reviewed or amended the fundraiser details (including personal details and fundraiser administrative details) and the information is true, correct and up to date. Yes

Eligibility

Since you applied for the fundraiser registration or last lodged the fundraiser annual statement, has a company or any person (appeal manager, company director, associate or any other person) who has managerial or financial responsibility for or significant influence over any fundraising funds: No

- become insolvent or under external administration;
- become a represented person under the *Guardianship and Administration Act 1986* (where a guardian or administrator has been appointed);
- committed a disqualifying offence (an offence involving fraud, dishonesty, violence or drug trafficking that is punishable by imprisonment for 3 months or more in the case of a natural person, or by a fine of \$10,000 or more in the case of a body corporate; or an offence under the *Fundraising Act 1998*)?

Financial details for the reporting period

Opening balance:	\$0.00
Total amount raised:	\$462.80
Total amount distributed:	\$462.80
Total administration expenses:	\$0.00
Total amount not distributed:	\$0.00

Amounts distributed to beneficiaries

Beneficiary name:	DCSS Australia Inc.
Amount distributed to this beneficiary:	\$462.80

Engaged commercial fundraisers

None provided.

Information for the next financial period

In the next financial reporting period, will you still be conducting fundraising activities that require registration? Yes

Estimates for next financial period

Generated on 1/06/2020
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Estimated amount that you expect to raise:	\$5,000.00
Estimated percentage of your fundraising proceeds that will be distributed:	85.00%
Estimated percentage to be spent administering fundraising activities:	5.00%
Estimated percentage to be held in a bank account:	10.00%

Acknowledgment

I declare that I am authorised to lodge this annual statement on behalf of the registered fundraiser and if nominating to cease registration authorised to do so. Yes

I declare that to the best of my knowledge the contents of this annual statement and any attachments are true and correct. Yes

I acknowledge that it is an offence under section 62 of the *Fundraising Act 1988* to make a false or misleading statement or in relation to a fundraiser annual statement. Yes

I acknowledge that Consumer Affairs Victoria will accept this communication as containing my signature for the purposes of the *Electronic Transactions (Victoria) Act 2000*. Yes

Full name of authorised person lodging annual statement Tom Conley

Date 1/06/2020

There is **no fee** to lodge a fundraiser annual statement.

After you lodge the annual statement

You may be required to provide further information. If this is the case, we will contact you.

PRO-BONO IN-KIND SERVICE REPORT

Volunteer Hours Completed, by combined teams from January 2019 – December 2019

- Client Support and Program Delivering = 2,500 hours = \$100,000.00
- Student Placements = 3,000 hours = \$60,000
- Training and Development = 350 hours = \$7,000
- External Programs and Community Events = 250 hours = \$8,750
- People & Culture Services = 5,200 hours = 208,000.00
- Administration and Management = 4,000 hours = \$240,000
- Board, Advisory Committee and Leadership Meetings = 2,160 hours = \$172,800

The financial value rate in which we calculate our services are as follows:

- Client Support valued at \$40 per hour/per person
- Student Placements values at \$20 per person/per hour
- Training and Development valued at \$20 per hour/per person
- People & Culture Team valued at \$40 per hour/per person
- External Programs and Community Events valued at \$35 per hour/per person
- Administration and Management valued at \$60 per hour/per person
- Board and Advisory Committee valued at \$80 per hour/per person

Grand Total = 17,460 In-Kind Pro-Bono Volunteer hours valued at \$796,550

Please note, we introduced our new HRIS (Human Resources Information System) in mid-year, which means some hours have been lost. So, the above figures are an estimate with the organisation at capacity.



Diverse Communities &
Social Services Australia Inc.
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www.dcssaaustralia.org



Email: Secretary@dcssaaustralia.org | Website: <http://www.dcssaaustralia.org/>

Values: Trust – Respect – Integrity – Belief – Equality

Not-for-Profit Community Justice & Social Services Charity Organisation

SECTION 4**OUR OTHER IMPORTANT INFORMATION****ACKNOWLEDGMENTS & THANK YOU****Donors**

Tom Conley – Operations Cost (out of pocket expenses) = \$12,184.19

All Volunteers & Members (Pro-Bono Voluntary Service Work) = \$796,550 (approximately)

Grants and Funding

City of Melbourne – Social Innovation Partnership Program = \$40,000

Department of Social Services – Community Grants Program = \$5,000

Volunteers

Name	Position
Tom Conley	Executive Managing Director (CEO)
George Farmakis	NSW State Director
Piotr Debowski	Advisory Committee Chair
Eva Conley	Chief Paws Support Officer
Alexander Mullan	Client Services - Case Leader
Rosalyn Wood	Client Services - Project Leader
Lauren Boyle	Student Case Manager
Jaiesh Diwedi	Student Placement - Case Manager
Stephanie Va'Lucas	Student Placement - Case Manager
Azatara Margie Cerato	Disability Support Officer
Catherine Hopper	Acting Client Services Leader
Kriti Puri	Case Manager (Past Student)
Grant Atwill	Community Support Officer
Ankitha Sreedhar	People and Culture Officer
Renju George	People and Culture Officer
Jenny He	Acting People & Culture Officer
Paul Gardiner	Business Development Manager
Stacey D'Cruze	Business Development Officer
Siddhant Menon	Project Support Leader
Holly Duncan	Project Support Officer
Himanshu Sachdeva	ICT Support Officer

CONTACT US

General Enquiries

Email: Enquiries@dcssaaustralia.org

Office

Hub Australia - Southern Cross
696 Bourke Street Melbourne, VIC, 3000
Please note appointment required

Make a Donation and Support Us

Please visit the following Sites:

- <https://www.dcssaaustralia.org/support-us>
- <https://shoutforgood.com/charities/dcass-australia-inc>

Follow up on Social Media

Please visit the following Sites:

- <https://www.linkedin.com/company/dcass-australia-inc/>
- <https://www.facebook.com/DCSSAustralia.org/>
- https://www.instagram.com/dcass_australia/
- <https://twitter.com/DCSSAustralia>

Volunteer with us

Please visit the following Sites:

- <https://www.dcssaaustralia.org/join-us>
- <https://www.volunteer.com.au/volunteering-organisations/15603>



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