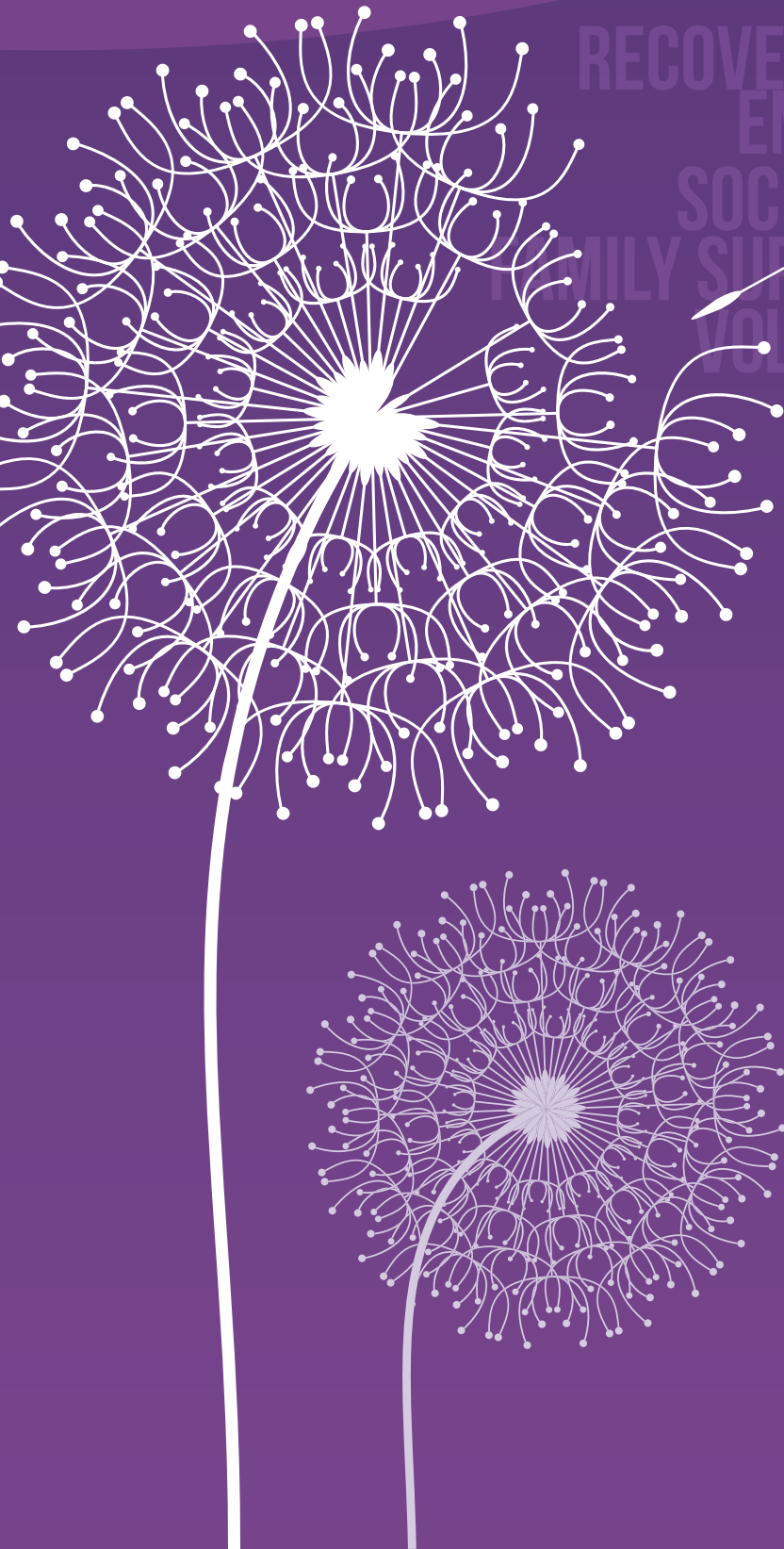


# doncare

## ANNUAL REPORT 2017-2018



RECOVERY INFORMATION  
EMERGENCY RELIEF  
SOCIAL SUPPORT  
FAMILY SUPPORT  
VOLUNTEERING  
COUNSELLING  
COUNSELLING  
RECOVERY INFORMATION  
EMERGENCY RELIEF  
SOCIAL SUPPORT  
FAMILY SUPPORT  
VOLUNTEERING

STRENGTHEN

SUPPORT

EMPOWER

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## ABOUT

# doncare

Doncare supports people who are vulnerable or in crisis in the City of Manningham and surrounds.

Doncare provides personalised support services including counselling, family services, social support, child mental health assistance, family violence support, crisis management, emergency relief and volunteering programs. We strengthen and empower families, the aged, youth, women and people who are experiencing disadvantage.

Doncare is a not for profit community services organisation that has operated in Melbourne's Inner East since 1969.

Doncare acknowledges the Wurundjeri people as the traditional custodians of the land now known as Manningham. We pay our respects to Wurundjeri Elders past, present and emerging.

*Protecting personal and sensitive information is a key element of Doncare's work. Stories and quotes presented throughout this report are indicative of clients seen throughout 2017-2018.*

### Program snapshot:

#### ● Family Violence Prevention and Recovery Services

Since 2004 Doncare has progressively increased its services for women experiencing family violence where no programs previously existed. Doncare provides a wide range of programs to support women and children who have experienced family violence through the different stages of recovery.

#### ● Information and Emergency Relief

Community Support Workers provide financial and material assistance to families experiencing emotional or economic hardship.

#### ● Family Services

Doncare is committed to building stronger families and offers services to support, strengthen and empower families. Family Services provides information, guidance, practical strategies and emotional support, offered to families and children in their own homes.

#### ● Social Support for Seniors

Our social support program provides volunteer supported social and recreational outings to community venues for older isolated individuals.

#### ● Counselling

Our trained counsellors provide a confidential and impartial counselling service.

#### ● Op Shops

Our six op shops not only support Doncare's programs, they also strengthen the community by providing opportunities for volunteers to gain new skills and make new friends.

#### ● Volunteering in Manningham

ViM is a conduit between people in the community wanting to volunteer and organisations recruiting volunteer personnel.

# HIGHLIGHTS

2017-2018



**Four Doncare  
Volunteers  
honoured at 2018  
Menzies Australia  
Day Awards**

**The Rotary Club  
of Templestowe  
present “Pride of  
Workmanship” Awards  
to Doncare staff**

**Successful  
ISO accreditation  
with no  
non-compliances  
and no  
recommendations**

**Doncare’s inaugural  
fundraising event  
“Empowered Women,  
Empowering Women”  
sells out**

**Clinical Services staff  
provide emergency  
clinical debrief to  
survivors following the  
tragic balcony collapse in  
Doncaster**

**Doncare pilots  
the Intensive  
Family Services  
initiative**

**Chinese  
Walking Group  
celebrates  
twenty years**

# FOR THE COMMUNITY BY THE COMMUNITY

doncare



**579**

pensioners, families and children received Christmas provisions

**279**

Social Support outings supported by 77 volunteers

**598**

students and youth attended iMatter workshops

**70**

students supported through Back to School and Student Wellbeing programs

**5542**

hours of active client support delivered by Family Services

**100%**

of Doncare staff said they feel valued (2018 Staff Survey Results)

**358**

clients supported through the Clinical Services program

**3325**

Emergency Relief Services provided

**90%**

of Doncare volunteers said they are proud to tell people they volunteer at Doncare (2018 Volunteer Survey Results)

**501**

volunteers provided

**68%**

increase in website visitors

**217**

face to face volunteering consultations undertaken (ViM)

**112,329**  
hours of service

**32**

University students hosted on placement



# A MESSAGE FROM OUR PATRON

**ROSIE  
BATTY**

As you may be aware, in February 2018, I made the decision to step away from the spotlight and close the foundation named in memory of my son, Luke, after four gruelling years in the public eye. I realised that I needed time away from my public roles to take time to prioritise self-care. I could not continue the unsustainable pace I have kept up since being named the 2015 Australian of the Year.

I started the Never Alone Campaign in 2015 to bring people together to drive change. Countless campaign initiatives have led to a national conversation about family violence to give focus to an issue that had been ignored for far too long. I hope the campaign's momentum continues and that the community continues to speak out on behalf of victims. We must all work together to prevent violence towards women and children and stop women from being murdered.

I am continuing my role as Chair of the Victim Survivors' Advisory Council for the Victorian Government, which formed in response to the country's first Royal Commission into Family Violence and with several smaller Ambassador roles, including being patron of Doncare.

As Doncare patron, it was a pleasure to be a keynote speaker at the organisation's inaugural and inspiring Empowered Women Empowering Women fundraising event in April. Reflecting on the event and Doncare's work in 2017 and 2018, I am reminded of the impact organisations like Doncare make at a local level. I thank the Board, CEO, staff, volunteers, stakeholders and supporters for their continued commitment and look forward to an ongoing association with the Doncare team in 2018 and beyond.

**Rosie Batty**  
Doncare Patron 2018



“ It’s my pleasure as your President to present to you, the 2018 Annual Report of Doncare.

# PRESIDENT’S REPORT

Our mission to serve the Manningham community continues, with services delivered by our dedicated management team, staff and volunteers. You will find details of these programs and their outcomes throughout this report.

Whilst we continue to face funding challenges in the face of ever-increasing demands, we were heartened this year to be the beneficiary of several substantial private philanthropic donations. These donations have enabled us to upgrade our information technology and to fund community work that would otherwise be unfunded. It is important to remember that not all of Doncare’s work is fully funded by government, and that we are very reliant on philanthropic donations and the efforts of our valued Opportunity Shop volunteers, to sustain our work. Doncare’s role in building a healthy and safe community in Manningham is widely acknowledged and needs to continue to be funded accordingly.

In closing, I once again wish to record my thanks to our CEO Doreen Stoves and her leadership team for their dedication. I thank all our staff and the many volunteers who support Doncare and make such a difference to the wellbeing of our community. I also thank all our funding bodies – Federal, State and Local Government as well as the many philanthropic supporters of Doncare.

This is my last annual report for Doncare as I step down from the role of President at this year’s Annual General Meeting. It is a fundamental principle of good governance that Boards should be refreshed periodically, to introduce new ideas and challenges. Having now served Doncare’s Board for 10 years, it is time for new leadership. I leave the role knowing we have a strong Board, fully committed to serving our community diligently and professionally.

**Tony Monley OAM**



Tony and Volunteer Counsellor Lynette Flynn



“ Strive not to be a success, but rather to be of value.

*Albert Einstein*

# CEO'S REPORT

It has been an exciting and challenging year and I am inspired and impressed by the dedication and hard work of the amazing Doncare Team comprising of the Board of Directors, the Executive team and both paid and unpaid staff. Together we make a significant difference in the lives of others, as is evidenced by the feedback we receive from our clients and supporters.

We cannot do this work alone and are eternally grateful to the many sponsors, donors and supporters who provide financial and practical assistance to ease the burden and personal pain of the clients we serve. This is the very nature of our existence and the reason why we choose to work in the world of welfare.

We value the partnerships we have that support the work we do for clients and the community and are grateful to the Bendigo Bank, Manningham Council, the Department of Health & Human Services (DHHS), Eastern Domestic Violence Service (EDVOS), Manningham YMCA Youth Services, Asian Australian Foundation, schools, churches and many others all of whom are listed in the Donors page of this report.

Achievements:

- Inaugural 'Empowered Women Empowering Women' fundraising event.
- iMatter, youMatter, weMatter workshops held in many schools and sporting clubs including Kilvington Grammar, Siena College, Doncaster Secondary College and many more.
- Successful ISO accreditation with no non-compliances and no recommendations. Thank you to Kerrie McMahon and team for their work to achieve such a high standard of quality management.
- DHHS chose Doncare to pilot the Intensive Family Services initiative.

The Executive Managers are a dedicated and experienced team with a passion and vision to ensure that Doncare continues to grow to meet the diverse needs of our clients on a daily basis. To all staff, thank you for your ongoing hard work and commitment; I am blessed to have such an experienced enthusiastic team of staff to work with. Particular thanks to my wonderful Executive Assistant, Lia Henry, who is unwavering in her support and loyalty.

**Doncare Board Director, Ron Kitchingman,  
MCC Mayor, Michelle Kleinert, MCC CEO, Warwick Wynn,  
Doncare CEO, Doreen Stoves AM PSM JP,  
Doncare President, Tony Monley OAM**

Sadly Nitika Maharaj, Director of Clinical Services resigned in May. Nitika's resignation was a great loss to her team and to Doncare. Her departure however presented the opportunity to undertake a review of our Executive Team and allowed us to restructure a number of the program areas. I am looking forward to working within this new structure in 2018 and to see the continuing progress of each program area.

Special thanks to our dedicated volunteers, without whom Doncare would not exist. In particular, thank you to our wonderful Opportunity Shop volunteers who work so hard to raise funds for programs that support those most in need in our community. Each and every one of our volunteers is valued, respected and appreciated – they are the lifeblood of this wonderful organisation.

Finally, our Board has worked exceptionally hard to achieve the many outcomes presented in this report. I want to take this opportunity to thank Board President Tony Monley OAM for his leadership and good governance and to thank the entire Board for their support to me both personally and professionally.

**Doreen Stoves AM PSM JP**





144

clients sought counselling support because of their experiences of family violence

# TRANSFORMING LIVES

The Clinical Services program has continued to deliver a high standard of therapeutic services.

Our committed and skilled counsellors have worked with proficiency and empathic dedication to ensure that their clients feel empowered and more resilient as they cope with a wide variety of challenging situations.

The most common presenting issue to the program continues to be that of family violence, which tends in turn to bring concurrent issues related to trauma, anxiety, low self-esteem, as well as the frequent necessity to consider immediate safety concerns. Other common presenting issues are depression, loneliness, anger, grief and relationship issues.

The clinical services family violence funded stream of counselling underwent an audit early in the year and received a very positive report from the auditors reflecting the high quality of service delivery and staff skill and professionalism.

We were pleased to provide placement opportunities to post-graduate students in Psychology from the Cairnmillar Institute, the Australian College of Applied Psychology, Monash University, and Victoria University. The students bring enthusiasm and contemporary knowledge that benefits the program and their clients. The placements offer not only the opportunity to work directly with clients, but also provides the students opportunities for further learning from our highly skilled staff.

We also ran a number of successful therapeutic groups during the course of the year, including *Cool Kids*; designed to assist children to better manage their emotions, *Dad's Toolkit*; a group for fathers who want to improve their connection with their children, *Creativity to Calm*; a group for women who have experienced intimate partner violence or family violence, and planning is underway for our next delivery of *Parenting after Violence*; a workshop for women who have experienced domestic violence to assist them with parenting strategies.

**Counselling often has a huge impact on our clients as highlighted below:**

“ I think everybody should seek counselling at the time of a major issue, in a similar way that people go to a GP for health issues.

“ I was helped and healed. I feel confident and safe to stand on my own and not be afraid.

“ Really enjoy being counselled by the counsellor, very good listener and helpful. It has given me confidence when I felt quite low about myself.



Irene Gerrard, Senior Counselling Supervisor, retired from Doncare after 17 years. Irene stated that, although she felt sadness at the prospect of leaving Doncare, she was also very excited to have the opportunity to spend more time with her grandchildren and their families. Irene has contributed significantly to clinical services over her years. She continues to be a part of our choir - SASSing.

The *Psychological Strategies* counselling stream has continued to receive strong referrals. Indicators have shown Doncare as the largest provider of services in the Inner East. Doncare is currently exploring the new stepped care model which will replace this service in 2019.

Doncare's Child and Youth Counsellor works with Manningham residents aged 5 to 17 who have been referred by family, school welfare coordinators or our Family Services team. Typically half of the children that attend counselling have a history of family violence. Other children present with issues of grief and loss, parental divorce, anxiety or school issues. Our work with children uses a variety of methods of therapy that are tailored to the age and stage of the child, and that are appropriate for the difficulties being experienced.

Finally, we were very saddened by the departure of Nitika Maharaj as the Director of Clinical Services. Nitika's contribution to the team and the Family Violence services was significant during her tenure and we wish her every success in the future.

The impact of our children's clinical services is well represented by the following example:

*A 14 year old girl came to counselling with low mood, school refusal and questioning the meaning of life. Over four months, meaning was discussed together with her relationship with her mother, bullying at school and her daily routine. A plan was created for a return to school in 2018. Her mother has reported a return to school and counselling has finished. Her mother said "thank you for everything you have done to help her and Thank God for Doncare".*

The *Cool Kids* therapeutic group to help children to better manage their emotions, was successful, with both carers and children providing positive feedback.

*A participant went from angry outbursts at home and tears at school to being able to communicate her feelings of being invisible to her family. This meant her mother was then able to respond to this sad emotion in her child rather than respond to the angry outburst that would have occurred previously and not met the needs of either parent or child. Both mother and child were happy with the girl for her bravery in asking to have her needs met and her mother is pleased to have her daughter being more open.*

Responding to local needs expressed by schools and youth groups, we are soon to run a new therapeutic group for teens experiencing anxiety.

**709**

**hours of children's counselling services delivered**



## Building the next generation



The iMatter youMatter weMatter peer-led program has had another very successful year. The program reflects Doncare's commitment to

actively addressing the issue of family violence from a preventative perspective. Volunteer iMatter leaders between the ages of 18-26 are trained to facilitate workshops that centre on fostering healthy relationships in schools, community groups and sporting clubs. The energy and enthusiasm of the young leaders in this program has been paramount in enabling the program to connect and engage with teens in a unique and innovative way.

iMatter leaders have been busy empowering young people to build self-esteem, respect and resilience. During the workshops delivered at Huntingtower School, Kilvington Grammar, Siena Collage and Wesley College, leaders engaged students in conversation about healthy and unhealthy relationship dynamics. In particular, identifying potential risks in relationships and learning how to respond to abusive behaviour. Students energetically engaged in tackling the big questions around societal pressures as well as social attitudes towards gender stereotypes. iMatter's first workshop with Wesley year 9 students worked to prepare them for a 2 month camp away at 'Clunes', while iMatter leaders led a tremendous workshop for 90 students at Huntingtower.

“ I liked being able to openly talk in groups about things we don't really touch on in everyday life.

### iMatter Leader's reflection:

*“Being part of the iMatter program has been such a wonderful experience as we get to work alongside bright, passionate and engaging students at every workshop. It is a real privilege to talk to young people about the world they inhabit, the pressures they face, and to be constantly humbled by their open-mindedness and progressive thinking. The magic of this program exists in those tiny moments in class when you get to watch a new idea take hold, where it may otherwise have never been cultivated. Working with young people in this critical stage of their life, on such important issues, is truly important and will go a long way towards addressing gendered inequality in Australia.”*

## Supporting women in the journey of recovery

The DAWN Mentoring Program provides long term support to women recovering from domestic violence. The program is designed to improve the safety, confidence and community connectedness of women (and their children) through the provision of both emotional and practical support. The program aims to combat the feelings of shame, anxiety and isolation that are common in women who have left an abusive relationship, especially those who have needed to relocate after experiencing family violence.

Referrals to the program continued to be high, as family violence services in the region noted a significant increase in demand. To address this increase, a recruitment drive for new DAWN mentors was undertaken early in 2018, resulting in 15 new volunteers joining the team. The priority for the program is always to balance the needs of the client and the volunteer mentors, thus stringent intake protocols are followed to ensure the best outcomes can be achieved for both clients and mentors.

In post-evaluation forms, women were asked what they had gained in their time with a DAWN mentor. They stated:

- Friendship, support, advice
- Having someone to chat to, meeting new people. Finding out more about the community
- Social connection - 'finding me again'
- Someone to confide in
- Now able to accept things as they are and not be unrealistic about what is happening
- It kept me going
- Feeling connected to someone and Doncare
- A stable anchor on a very rough sea
- Having a constant social connection
- Increased self worth and improved confidence
- Importance of self-care
- More positive outlook for the future

598



students and youth attended iMatter workshops

## ANNA

### CASE STUDY

Anna was a young mum with two children aged 3 and 8. After another incident of domestic violence, police were called and removed her partner. Anna then found herself in a townhouse in Doncaster that she could no longer afford. Anna's sister lived interstate, her parents were overseas and she had no friends. Her partner had always controlled her social networks and forbade personal friendships.

Anna found the DAWN information on a flyer and called Doncare. The DAWN program linked Anna to a mentor who assisted her to seek housing and legal support. They identified that her immediate concern should be to seek more affordable housing. However, Anna was concerned about the state of the garden, and feared losing her rental bond.

Anna had no lawn mower, or gardening tools. With Doncare's support, volunteers were found who could assist with her garden tidy up. Through the connection with the volunteers, Anna went on to join the local basketball team, enjoying the sport, but more importantly the connection with the other Mums, with regular coffee catch ups, and other kids for her children to socialise with.

With the invaluable support from Doncare and her DAWN mentor, Anna feels more socially connected and confident in her capacity to move on from her past.



# EMPOWER



# RESTORING THE DIGNITY

Figures from the Bureau of Statistics show the cost of life's basic essentials like fuel and transport are rising at their fastest pace, and well above growth in wages.

*"Broadly, rising cost-of-living pressures are pressuring income-earners across the board," Commsec economist Ryan Felsman said.*

*He said Australians receiving welfare payments and pensioners were suffering the most. [ABC News, published 8 Feb 2018, author David Taylor].*

The Information and Emergency Relief team continued to meet the needs of people living in the City of Manningham facing hardship and disadvantage. We see an increasing demand for support, the majority of which relates to the rising cost of living, with many families struggling to maintain basic necessities – food, clothing and shelter. Fortunately, philanthropic donations continued to allow us to respond to community need.

We successfully secured a funding grant from the *Feed Melbourne Appeal* to assist with essential non-perishable food items for our food pantry to supplement other donated food items. This grant also provided the opportunity to further support the "Eat and Greet @ Ajani" project at the Ajani Centre in Lower Templestowe by sharing items ordered. This wonderful partnership continues to assist clients with 'home cooked' meals throughout the year.

Another large part of the program is the coordination and distribution of Christmas donations. This mammoth undertaking starts in October and doesn't really finish until well into January! The incredible generosity of the local community who, every year, donate huge amounts of food, toys, clothes and vouchers, is truly inspiring. The difference this generosity makes to disadvantaged families cannot be understated.

The program could not operate without our highly trained Community Support Workers who are invaluable to service delivery. We were very sad to farewell one long-standing CSW this year, Lindy Gilham, who had dedicated 10 years to Doncare and the program.

The Intake program, like all of Doncare's programs, is dedicated to educating the next generation of professionals. To this end, we were fortunate to host three Social Work students on placement. Again, their contribution to our work is outstanding and invaluable.

## Student Reflection - Katrina

*Participating in the Intake program on placement was an invaluable experience. I was able to work directly and indirectly with many clients. Working alongside and learning from the Community Support Workers was also incredibly valuable, enabling me to learn from their diverse skills and experiences. I believe the term "diversity" encapsulates my time as a student in the Intake team, in which I was supported to develop a range of practical tools to address social issues and disadvantage experienced in the Manningham region. Being a student in Intake has grown my confidence to work directly with a diverse range of clients and I look forward to applying all I have learnt throughout my Social Work career.*

## A letter to the CEO - April 2018:

*I would like to thank you for your help and support over the past twelve months.*

*It's hard to believe that three or so years ago my teenage daughter and myself were virtually homeless.*

*Doncare and its staff have opened so many doors for us; it's quite overwhelming.*

*Every child deserves every opportunity that they can get, no questions asked.*

*It is a relief to know that someone has your back in the perilous journey of child rearing.*

*The help we have received from everyone will ensure my daughter is an enormous contributor to not only our community but to society as a whole.*

*Thank you and God bless.*



# 47

over 60 year olds assisted with utilities

# 1282

emergency relief visits, supported by 13 volunteers





## JOSIE'S STORY

### CASE STUDY

A single parent, Josie, with five children ranging from 2 - 12 years of age, recently separated from her partner in difficult circumstances including family violence.

Her only close adult relative had recently passed away, leaving her with little support. Limited by only a Centrelink income, Josie found the day to day responsibility of maintaining a household, caring for the children and paying all the bills herself quite overwhelming. By accessing the Doncare Information and Emergency Relief program, Josie was able to receive food vouchers, food parcels and a referral to the Ajani Eat & Greet Program, which provided freshly cooked meals to her family as often as they required.

After receiving this practical support and thereby feeling less worried about where the next meal may come from, Josie was able to move on to addressing some of the other issues affecting her and her family. Josie accessed counselling and further support for her children from Doncare and other agencies. Thus slowly, Josie began to rebuild her life and think about the future for herself and her children beyond the immediate day to day struggle.



EMPOWER

# ADDRESSING DISADVANTAGE

The Response Team effectively combines professional staff with students on placement to provide short term case management to individuals and families presenting with multiple complex issues.

This successful model provided placement to 12 students studying Masters of Social Work from RMIT, Box Hill TAFE, Chisholm and Swinburne Universities.

The Response Team offers the level of support required to deal with the multifaceted disadvantage of many in the community and assists people to move beyond their immediate cycle of disadvantage. We also work alongside other specialist programs to strengthen partnerships with local service providers to enhance client outcomes.


Some of the common presenting issues include unemployment or underemployment, housing affordability, domestic violence, mental health, navigating the new NDIS, ageing, disability, visa issues, Centrelink disputes or a combination of all. Doncare can assist clients in the lowest income category facing immediate crisis with food vouchers, yet this assistance does not address the underlying causes and symptoms of chronic disadvantage or entrenched social exclusion. The Response Team fills this gap and provides a service that assists people with both their immediate and longer-term needs.

## Reflection from RMIT Supervisor:

*The RMIT Social Work students at Doncare are fortunate enough to be able to learn from and contribute to the program they are placed with at Doncare.*

*In addition, so many extra learning opportunities arise for them; speaking with each of the program managers, spending some time with other Doncare programs, attending internal and external training and meetings, visiting local services that have a relationship with Doncare, and being part of the everyday life in the office...where the sweet treats flow endlessly.*

*Thanks to the depth and breadth of these experiences, students are equipped with a comprehensive understanding of Social Work practice, which enhances their studies and sets the foundations for their career.*



**30**  
families provided with short-term case support



**12**  
students completed placement

## JEN

### CASE STUDY

Jen first contacted Doncare due to a lack of financial resources; she was relying solely on an aged care pension. When Jen presented, it became apparent that recent health issues had taken a significant toll on her overall wellbeing. Jen was referred to the Response Team to receive support with the underlying issues impacting her physical and emotional health.

Jen was suffering with pain and swelling in her knee and had attended several specialists who recommended surgery with a 3-4 week recovery at home. Jen was anxious about the prospect of surgery, with no family to care for her post operation. One specialist suggested hydrotherapy as an alternative.

A funding application to Foundation Y Manningham to acquire a physiotherapy assessment and hydrotherapy sessions at Aquarena on Jen's behalf was successful. Within two weeks Jen was contacted to begin the assessment process.

At first Jen was apprehensive and nervous about attending the session, especially on her own.

Jen's anxiety quickly subsided. The support provided by the lovely reception staff along with the professional care she received from Tristan, the physiotherapist at Aquarena Aquatic Centre, has had a profoundly positive impact on her. Jen described feeling "overwhelmed with happiness". The hydrotherapy classes continue to strengthen her knee and reduce pain.

Jen is now confident enough to go to Aquarena on her own and is prioritising looking after herself after many years of dedicating her time supporting others within the community. Jen is a valued member of her local church who has made a significant contribution volunteering to assist newly arrived refugee families settling into their new lives in Australia. Jen is delighted to be attending church again and participating in her community.

Doncare thanks YMCA Manningham for their support with our clients as each small win is a reward for individuals like Jen who are in need of a break from time to time.



# STRENGTHEN

# EMPOWERING FAMILIES

Doncare's Family Services team works closely with vulnerable families to create change and build on strengths to work towards their goals.

We are pleased that we can offer a culturally responsive service, having recruited bilingual workers fluent in Mandarin, Spanish and Sinhalese. The impact on families from culturally diverse backgrounds working alongside a worker who understands their culture and language is significant.

Families referred to the program often present with multiple, complex issues, ranging from under-developed parenting skills, mental health concerns and experiences of family violence to financial stress, housing insecurity, disability and social isolation.

Some parents are reluctant to engage and some question whether a worker who has not yet had children can assist them with parenting. One such client was won over by the parenting information and support provided, commenting "You will make a really good mother!"

As part of its response to the "Roadmap to Reform" Victorian Government initiative, the Department of Health and Human Services developed an Intensive

Family Services pilot program and selected Doncare to deliver this new and exciting program. The pilot expands our existing Family Services program and more than doubles our capacity to make a significant contribution to local service provision for families.

The program works intensively with families across Melbourne's Inner East who have children subject to Family Preservation Orders or Family Reunification Orders, in partnership with Child Protection.

Our workers aim to help families build a safe, stable and sustainable environment for their children, to avoid family breakdown or to enable their children to return to their care.

A client in this program, who had initially not wanted the service, gave feedback at the end of the worker's contact, saying "I have never received so much support" and "I will remember (the worker) for the rest of my life."

We appreciated the opportunity to be involved in two other pilot projects: the Stable Housing project for early identification of risk of

homelessness and OTIS (Outcomes Tracking Information System) to track the outcomes for families engaged with Family Services. Both projects will support changes to the way we work with families in the future.

We were pleased to host three Masters of Social Work students on placement during the year. Their valuable contribution to the work of the program and their enthusiasm supports our focus on continued learning opportunities and development of all staff.

## Student reflection - Georgia

*I was given the flexibility to take a lot of initiative during my placement - learning how to do that in a field that was so new to me felt like a new skill in itself! I got to participate in a lot of training in and outside of Doncare, which often turned into other opportunities - I found eSafety training so interesting that I am now volunteering developing Facebook security training, and after a session with Doncare's volunteer manager I began volunteering supporting youth at police stations.*



Family Services supported

**67**  
families



## STEVE

### CASE STUDY

Steve was left to care for his 8 month old daughter, Laura, following the breakdown of his relationship with her mother, who had experienced severe mental health issues for some time.

In collaboration with Child Protection, Steve, who had no other supports or family to help, was linked to Doncare's Intensive Family Services program. The worker supported Steve to provide appropriate physical and emotional care for his young daughter. This included learning what to expect at different ages and stages of Laura's development, how to engage in child-led play and how to manage his emotions, as he coped with being a single father.

In time, Steve needed less intensive support and was referred to the Family Services team for a further period of support, until Doncare's support was no longer required. By this time, the Family Preservation Order had expired.



STRENGTHEN

# FRIENDSHIP IS A WILDLY UNDERRATED MEDICATION

The Social Support Program is in the friendship business. We are proud to be in the position to introduce socially isolated seniors to each other and have the pleasure of observing organic friendships grow between people who would otherwise not have met.

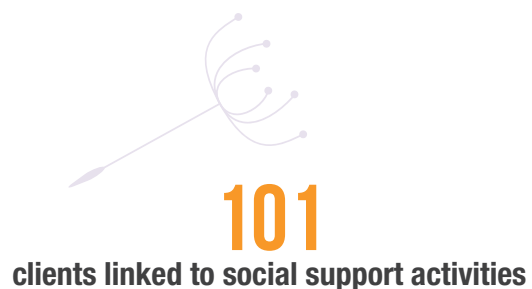
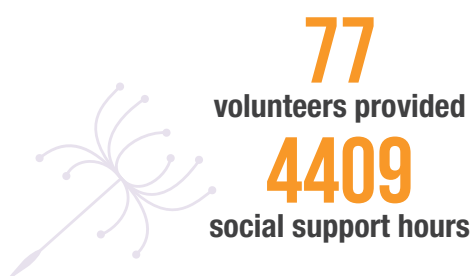
Many clients in the Social Support Program have reached an age and stage in life when they are not able to get out and about – and neither are their friends from years gone by. Loneliness, although not acknowledged as a disease, can be crippling. Not only in an emotional sense but it can have physical manifestations also. Medical conditions can worsen, aches and pains and headaches are worse; risk of mental health conditions increase such as depression, anxiety or panic attacks. Energy levels become lower and motivation disappears; although feeling tired, sleep doesn't come easily. Appetite can disappear along with the interest in cooking for oneself; feelings of worthlessness can abound.

The good news is that loneliness can be overcome! Connecting with people is paramount; going to regular social outings, meeting up with friends, getting out into public places and doing something different - all key components in combatting loneliness and all aims of the Social Support Program.

Never underestimate how much better a meal tastes when you share the mealtime with friends, how much further you might manage to walk when accompanied by a friend than if struggling on alone. Time passes more quickly, aches don't feel so bad, and smiles can randomly break out at a moment's notice. Fun in the now, something great to reflect upon and wonderful to anticipate the next outing.

During 2017 – 2018, it has been our privilege to assist 101 individuals to access the companionship of others and to form new and supportive friendships. Through the provision of 279 outings the seniors involved have enjoyed a combined total of 7048 hours of activities.

Without our amazing volunteers to provide the door-to-door service that enables the seniors to get out and about and so much more, none of the above would be possible. To them we give a huge thank you for caring and giving their time to make life better for others. We also have a wonderful staff team in the Social Support Program who all go above and beyond to provide a quality service – thank you all.







Chinese walking group

“ Friendship isn't about who you've known the longest. It's about who walked into your life, said "I'm here for you", and proved it.

# COMMUNITY



George, Matteo and Gerry





**VOLUNTEERING IN MANNINGHAM**  
*Linking Volunteers and Community Services*

# BUILDING CONNECTIONS

The 2017 Volunteering Australia study, *The value of Volunteering Support Services*, (VSSs) found that VSSs provide the critical infrastructure required for safe, effective and sustainable volunteering.

VSSs such as ViM, assist organisations with volunteer programs to build capacity to recruit, retain and manage their volunteers in an evolving and growing volunteering sector, with increased demand for the services that volunteers provide, coupled with a national decrease in formal volunteer participation.

The ViM Program contributed to this infrastructure, with another busy year of promoting and supporting volunteering in Manningham. We held public Introduction to Volunteering (I2V) sessions and a special “Explore Volunteering in Manningham” session for National Volunteer Week. We presented to community groups and engaged the community at local volunteering expos.

ViM coordinates the ViM Network of Managers and Coordinators of Volunteers for not-for-profit organisations that engage volunteers in Manningham. We contributed our support by hosting workshops with themes such as disability awareness, self-care and delivering services with a changing volunteer workforce.

The most common reason given by Australians for volunteering is “to make a difference”. Volunteering has a ripple effect, strengthening and empowering the community, and building connections. Volunteers provide most of the workforce for the not-for-profit organisations that deliver their services to the community, and particularly to those who are disadvantaged or otherwise in need of support. For those who so generously share their time, energy and expertise, volunteering generally increases their health, well being and longevity. It can also build joyful and rewarding activities into their lives, bringing connection, meaning and purpose, and enabling them to learn new skills as well as using and developing existing ones.

We would not have been able to do this important work without the valuable contribution of our team of ViM volunteers and thank them for their time and efforts.

**217**

**face to face volunteering consultations undertaken**



**136**

**participating agencies/programs worked with ViM**

“What is the essence of life? To serve others and to do good.”



## VIM STORY

ViM interviewees bear out the saying that you're never too old to learn new skills.

We were honoured to interview Miriam, in her late seventies, who enjoyed a celebrated history of community service in education and governance. At first she thought of continuing to volunteer in one of these fields, but, after discussion, she decided to try something completely new for her and become a Court Network volunteer. Providing a high level information, support and referral service to disadvantaged and other members of the community at a local Magistrate's Courts.

With her commitment to social justice and continuing education, Miriam relishes the challenge of learning complex court procedures and keeping this new knowledge up to date as well as assisting those who have dealings with the court.

We also interviewed Louis, in his early eighties, who told us, "I'm not very confident on a computer." He was, however, very keen on finding out more about the local history of his area, and this motivated him to join a local history group and learn how to research and document local history using online tools. An avid learner, he now volunteers at the group each week, confidently showing members of the public, and other group members, how to search online and document relevant information.

Louis said he'd been lonely and isolated before he started volunteering, but told us that he now has many new friends from the local history group as well as people to share his interests with online.



STRENGTHEN

# IMPROVING THE CLIENT JOURNEY

Doncare's administration team consistently focus on improving the client journey from first contact to service exit.

Maintaining a consistent client experience extends beyond the reception desk to other team members. Development of booking and appointment processes, communication strategies, and documented processes are important to ensuring our staff and volunteers are well equipped to deliver effective support to clients.

A key element of Doncare's strategic purpose is to know and address the needs of the vulnerable and disadvantaged within the City of Manningham and surrounds. To identify the unique needs of our clients and integrate improved service options to meet those needs is an ongoing priority.

Doncare currently uses several software systems to track services to clients, which has caused some inefficiencies across the organisation. Work commenced to research a potential system to address these inefficiencies. Following approval from the Board, a provider and system has been selected and by early 2019 will be fully operational. The system will ensure that we capture client engagement and outcomes following service delivery. This system will increase efficiency, allow staff to reflect on practice frameworks, and provide information for funding advocacy and marketing.

Doncare has continued to use new technologies to engage with clients, volunteers and stakeholders. We have improved target audience communication, improved website usability and design and increased engagement across all social media platforms.

2017-2018 social media metrics indicate healthy growth, particularly in driving people to our most important marketing tool - the Doncare website.

In April this year, we conceived and coordinated the inaugural Empowered Women Empowering Women event which proved to be a huge success in spreading the word about Doncare and raised much needed funds for our programs.

Of course, all of the administrative work undertaken to support Doncare's programs is underpinned by volunteerism. We are well supported by a team of highly skilled clerical volunteers, who further enhance our operations, performing a vast array of tasks that add significant value to service delivery.



**6841**

**Appointments managed via reception**

**>83%**

**Increase in Facebook followers**



**>68%**

**Increase in website visitors**





# DOROTHY ROSE FUND

Dorothy Rose was a stenographer, born during WW1. In 1945, at the age of 29, she married a returned serviceman. He had a number of problems and her life became dominated by his controlling and absurd demands. He was especially violent when he was drunk, and Dorothy required surgery after some assaults. She suffered many miscarriages and two stillbirths, but bore four other children, including a daughter who died when only eight weeks old.

Dorothy was a woman of extraordinary character, and went through a path familiar to abused women the world over. She sought help from her doctor, priest and family, with little success. When her eldest child was 11 and she was very ill, Dorothy finally obtained support from a spinster relative and escaped with her three remaining children. With safety and support Dorothy lived another 12 years, long enough to see her youngest child turn 19.

Dorothy's story is not spectacular, and yet it is. She is one of thousands of women, most of them mothers, who battle prejudice, poverty, grief and abuse in order to achieve safety, peace and positive outcomes for themselves and their children. Dorothy's path to safety would have been much easier had there been for her the type of supports that are now available to abused women. For this reason, as well as to honour her courage and integrity, this fund is named after her.

The Dorothy Rose Fund aims to improve the quality of life for those in recovery and by doing so to assist in restoring the self-esteem, mental health and confidence of those affected.

Many women who are in recovery from family violence, and trying to regain their mental and/or physical health are also living in reduced financial circumstances. They often cannot afford services or goods that most families take for granted. This fund accepts both cash and donations in kind from generous businesses and individuals. Donations may be vouchers for goods or services, or money to provide these.

Donations can be received by Doncare at any time. All donations over \$2.00 are tax deductible.

[www.doncare.org.au](http://www.doncare.org.au)

“ Dorothy was a woman of extraordinary character, and went through a path familiar to abused women the world over.



# REDUCE, REUSE, RECYCLE



Doncare's six shops and depot continue to raise substantial funds for our programs. We are extremely grateful to our volunteers who contribute their time to create an inviting and productive atmosphere in the shops.

Together with our donors and customers, we are able to recycle preloved clothes, furniture, toys, bric a brac, books, jewellery and many other items that may otherwise go to landfill. The Australian Bureau of Statistics, figures indicate about 500,000 tonnes of leather and textiles are discarded with Australians buying an average of 27 kilograms of new textiles each year and then discarding about 23 kilograms into landfill. Two-thirds of those discards are manmade synthetic/plastic fibres that may never breakdown.

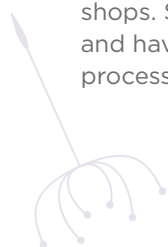
**Follow Doncare Op Shops  
on Facebook and Instagram**



## Income

This financial year, the Op Shops Program turnover was \$1,028,227. After an excellent year last year, we, like all retail businesses, have experienced a decrease in sales. The media reported on a large retailer who had experienced an 80% reduction in sales, consequently closing two of their major locations. Another large department store reported sales falling 0.7 per cent compared to 7 per cent growth in the same period in 2016. Media reports indicate the public are spending their money on food, entertainment and technology, which has seen a decline in clothes and homewares. In addition potential donors tend to sell items online before donating to op shops.

At a local level, the introduction of Kmart in close proximity to our shops, has steered customers to purchasing new clothes and homewares at very reasonable prices. Major and long term (6 plus months) roadworks and building construction has also affected access and parking to two of our shops. Several neighbouring shops were not able to ride the disruption and have since closed as a direct result of the construction and its lengthy process.





“ The Op Shops Program would like to thank the many people and businesses who have offered their skills, knowledge, time, or donated new and preloved goods to our shops. Our sincere thanks for their contribution throughout the year.

In response, the Op Shops Program held several events to generate more income, including a ‘Gowns, Crowns and Dressups’ Sale, Pop up Shops, and Warehouse Sales which raised approximately \$14,000. We would like to thank the parents from St Clement of Rome Primary School and Commonwealth Bank staff for volunteering their time to assist with these events.

### Closure of Brentford Square

Brentford Square closed its doors for business in September 2017 when the lease expired, with no option for renewal. We celebrated and commiserated with an afternoon tea for all our volunteers and many regular customers. Volunteers and customers spoke of their fond memories and friendships developed over this time and acknowledged the important role in raising money for Doncare programs as well as providing a place to connect with others. We are continuing to explore other suitable retail space in the area, in the hope of re-opening another shop.

### Op Shop Volunteers

Our volunteers are an amazing group of people who share their skills, experience and time to volunteer at our six shops and depot to raise funds for Doncare programs.

Two volunteer handymen were recruited to assist with repairs and maintenance in the shops and we have significantly increased the number of volunteers at the depot delivering furniture, doing electrical tag and testing and processing metal recycling.

Congratulations to two of our volunteers who each received a Menzies Award on Australia Day. Cynthia Kearney volunteers at our Tunstall Square Op Shop and is also the treasurer on the Tunstall committee. Her husband, Gerry Kearney, volunteers at the depot, driving the truck, picking up furniture and sorting the metals for recycling.

We would also like to congratulate Helen Rigopoulos who was awarded Volunteer of the Year. Helen has been volunteering for 21 years and is a well deserving recipient. Helen has a warm welcoming smile and is eager to help others - customers and volunteers.



270

Volunteers supported the Op Shops Program



# DONCARE HONOUR ROLL

Over 10 Years of Service

## Community Support Workers

Julie Yu 19 Years  
Jenny Reynolds 15 Years

## Counselling

Lynette Flynn 23 Years

## Brentford Square

Elizabeth Castles 12 Years  
Freny Bagli 13 Years  
Daniela Stait 12 Years  
Margaret Rimmer 12 Years  
Marion Earle 13 Years  
Robert McDonald 12 Years  
Lesley Harrington 11 Years  
Babs Elliott 11 Years  
Ivan Chow 11 Years  
Marjorie Crawford 11 Years  
Mary Stenson 11 Years

## Bulleen Plaza

Helen Rigopoulos 21 Years  
Joye Sexton 18 Years  
Marjorie Dowd 15 Years

## DAWN

Susan Porter 11 Years

## Macedon Plaza

Joy Nichol 19 Years  
Judy Reynolds 21 Years  
Lorraine Gravener 17 Years  
Bob Akbarzadeh 17 Years

Brian Sexton 16 Years  
Kathleen Raymond 15 Years  
Colin Raymond 11 Years  
Inga Jekabson 12 Years  
Ida Ciciriello 11 Years

## Jackson Court

Shirley Monahan 16 Years

## North Blackburn

Shirley Shaw 14 Years  
Christine Caldwell 14 Years  
Pat Ure 15 Years  
Jan Shields 15 Years  
Jean Brown 14 Years  
Coral Merrett 11 Years  
Margaret Janout 11 Years

## Templestowe Village

Ken Falconer 19 Years  
Marlene Knight 17 Years  
Robyn Dow 16 Years  
Faye Chalmers 15 Years  
Barbara Toporkiewicz 16 Years  
Lori Rossetto 13 Years  
Rosemary Climas 11 Years

## Social Support for Seniors

Geraldine Bloom 22 Years  
Ken Falconer 19 Years  
Dorothy Pearson 16 Years  
Kathy Grimster 18 Years  
Patricia Austin 16 Years

Dorothy Dower 16 Years  
Frank Johnston 16 Years  
Farzad Maghami 15 Years  
Joan Middleton 16 Years  
Shirley Monahan 16 Years  
Isabella McDonald 14 Years  
Dorothy Ranyard 15 Years  
Diane Pritchett 15 Years  
Siew Hoon (Sue) Hor 15 Years  
John Coombes 15 Years  
Shirley Weir 16 Years  
Debbie Wong 17 Years  
Carolyn Vimpani 16 Years  
Beverly Schurmann 15 Years  
Lorraine Manthey 39 Years  
Jenny Round 13 Years  
Carmel Schofield 11 Years  
Christine Crawford 11 Years  
Janet Handley 13 Years

## Tunstall Square

Lilian Donda 19 Years  
Ila Franklin 29 Years  
Carol Trainor 31 Years  
Alice Zanon 22 Years  
Siew Hoon (Sue) Hor 15 Years  
Margaret Gibb 15 Years  
Shirley Weir 16 Years  
Rose Chong 13 Years  
Alice Ho 11 Years

# VOLUNTEERS RECEIVING SERVICE CERTIFICATES

## Honorary Life Membership

10 Years' Service

### Jackson Court

Jennifer Yeo

### Bulleen Plaza

Lai Pink Ng

### Macedon Plaza

Yvonne Dart

### Templestowe Village

Graeme Humphreys  
Glenda Humphreys  
Lynette Cowley

### Tunstall Square

Milda Sarzetakis  
Ann (Zhou Ping) Wang

### Op Shop Depot

Graeme Andrews

### Community Support Workers

Lindy Gilham

### Clerical

Lois Savage

### Social Support for Seniors

Laurel Agius

## Silver Certificate

5 Years' Service

### Bulleen Plaza

Angela Bonato  
Vera Recinella

### Counselling

Zelinda Hoyle  
Vasundhara Kulkarni

### Community Support Workers

Rhonda Watts

### DAWN

Nekane Kandina  
Hazel Lee  
Lisa Nash

### Op Shop Depot

Rhys Jones

### Macedon Plaza

Vilma Ozzimo  
Adrianna Sgambellane

### Social Support for Seniors

Bill Matthewson  
Matt Gualano

### Templestowe Village

Gui Lam (Anna) Chen  
Carmen Mignani

### Tunstall Square

Rosalyn Azzopardi  
Joan Keesing  
Lyn Ahn

### Volunteering in Manningham

Madeleine Zachariou



Doncare  
wishes to acknowledge the

# 501

volunteers who supported our  
work, and continued to uphold  
the value 'for the community,  
by the community'.

# AWARDS

## Menzies Australia Day Awards

“ The Menzies Awards recognise the valued contribution of ordinary members of our community and celebrate our national identity as Australians.

On 26 January, outstanding members of the Doncare community, who have worked hard to make Manningham a better place to live, were acknowledged.

- Cynthia Kearney (Op Shops Program)
- Gerry Kearney (Op Shops Program)
- Jill Lowe (DAWN)
- Rosina Cincotta (Information and Crisis Support Program)



## Doncare Volunteer of the Year

“ This year's theme for National Volunteer Week was 'Give A Little. Change A Lot', which is extremely true of the amazing people who donate their time across all of Doncare's program areas.

As part of National Volunteer Week, Doncare hosted an afternoon tea at The Manningham to celebrate the hundreds of volunteers who support and strengthen our community. Over 170 of Doncare's 500+ volunteers gathered together as President, Tony Monley and Doncare CEO, Doreen Stoves presented service certificates and announced the 2018 Volunteers of the Year.

Congratulations to:

- Lynn Flynn
- Helen Rigopoulos



## Pride of Workmanship Awards

“ We are thrilled that three of our wonderful staff were recognised at the 2018 Rotary Club of Templestowe's Pride of Workmanship Awards.

Congratulations to Susan O'Connor, Maria Obregon and Martine Corbett for your outstanding contribution to Doncare.





Doncare luncheon unites community and highlights the importance of women's empowerment as a platform to society's success

# EMPOWERED WOMEN EMPOWERING WOMEN

To boost fundraising initiatives, Doncare hosted its inaugural "Empowered Women Empowering Women" charity luncheon in April 2018.

The event attracted 400 guests and boasted a stellar line-up including comedian and radio personality Jo Stanley; 2015 Australian of the Year, Rosie Batty and award-winning designer and TV personality Shaynna Blaze.

In conceptualising the event, our vision for Empowered Women Empowering Women was to make a strong community statement and inspire women to contribute to change through advocacy and initiatives using their own talent and skills.

"We wanted to create a forum for women to be empowered and reflect on their own personal experience and commitment to keeping up the conversation as well as encourage people to invest in the wellbeing of the community and take pride in the work Doncare does to support, strengthen and empower women" said Doncare CEO Doreen Stoves AM PSM JP.







“ There were some powerful connections made, lots of laughs and a few tears shed as guests were inspired by Shaynna Blaze, Jo Stanley and Rosie Batty at Doncare’s inaugural Empowered Women Empowering Women charity luncheon.

# EMPOWERED WOMEN EMPOWERING WOMEN CONTINUED

Jo, Rosie and Shaynna's empowering stories inspired an increased recognition of the importance of women's empowerment as a platform to society's success. The event also highlighted Doncare's reputation and passion for increasing public awareness and understanding of the causal factors of disadvantage and the societal change and action required to support people experiencing economic and social disadvantage.

The event raised considerable funds for Doncare and forged some powerful connections for our partners. We would like to thank the event's official sponsors - Bendigo Bank, Doncaster East & Templestowe Village branches. We couldn't have achieved such success without their support. We are extremely grateful to Chairman, Ian Goldsmith and Vice Chair, Geoff Roberts of Manningham Community Enterprises for their enthusiasm in supporting our vision for #ewew2018. Bendigo Bank truly upholds Doncare's philosophy of "for the community, by the community".

Doncare has established a reputation for connecting people in the community and the new partnerships that have emerged as a result of the event are genuinely exciting. We look forward to building on our new relationships as we continue to strive for a better community.

#EWEW2019 promises to emulate the success of the inaugural event. Sponsorship is an opportunity for businesses to connect with the community, demonstrate sensitivity to issues that impact women and be visible supporting Doncare and the work we do. Please contact us for a sponsorship prospectus on 9856 1500 or email [martine.corbett@doncare.org.au](mailto:martine.corbett@doncare.org.au)

# #EWEW2019





“ Shaynna encouraged us to embrace failure and use our fears to empower us to rise to the challenges that life presents.



“ Jo talked about passion and purpose and had the room in hysterics as she reflected on the empowering naked run that handed her the platform from which to leap.

“ Rosie Batty inspired us to use our powerful voices to create change using our incredible strength and passion.



# EMPOWERING PARTNERSHIPS



“ We value the partnerships we have that support the work we do...”

## COMMUNITY GROUPS/CLUBS/CHURCHES

- 1st Doncaster East Cubs
- Aquarena Aquatic & Leisure Centre
- Church of Latter Day Saints
- Country Women's Association of Victoria - Donvale
- Country Women's Association of Victoria
- Domaine Aged Care Residents
- Doncaster Central Ladies Probus
- Doncaster Town Club
- Doncaster VIEW Club
- East Doncaster Cricket Club
- Hope for Boorondara and Beyond
- Kiwanis Club of Manningham
- Kogo
- LifeHouse Church
- Lions Club of Donvale Inc.
- Living Longer Living Stronger
- Lower Templestowe No. 6 Bookclub
- Manningham Business Network
- Manningham Town Club
- Manningham U3A
- Manningham Uniting Church
- MLC Girls Lunch Group
- Pinetree Retirement Village residents
- Probus Club of Warrandyte and Park Orchards
- Roseville Craft Group
- Roseville Worship Group
- Rotary Club of Box Hill
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Share the Dignity
- St Mark's Anglican Church
- St Timothy's Ladies Fellowship
- St Vincent de Paul
- Templestowe Baptist Church
- Templestowe Evening VIEW Club
- Templestowe RSL Sub Branch Inc.
- The Australian Cloth Doll Association
- The Nappy Collective

## SUPPORTERS & PARTNERS

- Access Health & Community
- Action Indoor Sports Ringwood
- Alf Di Censo Butchers
- Andrew Bell Lawyer Pty Ltd
- Anglicare Victoria

- Australian College of Applied Psychology
- Australian Leisure and Hospitality Group
- Bakers Delight The Pines
- Bendigo Bank
- Big W Doncaster
- Big W Forest Hill
- Brotherhood of St Laurence
- Bulleen Plaza Shopping Centre
- Cairnmillar Institute
- Charlie's Cookies
- Chinese Community Social Services
- CityLife Church Manningham
- Coles - Westfield Doncaster
- Community Information & Support Victoria (CISVic)
- Connections UnitingCare
- Diabetes Australia Victoria
- EACH
- Eastern Domestic Violence Service (EDVOS)
- Eastern Emergency Relief Network
- Eastern Melbourne Primary Health Network
- Hina Pasha Lawyers
- Inner East Integrated Family Services Alliance
- Inner East Primary Care Partnership
- La Trobe University
- LinC Manningham
- Living and Learning @ Ajani
- Lower Plenty Hotel
- Luna Park Melbourne
- MannaCare
- Manningham City Council
- Manningham Maternal and Child Health Service
- Manningham Uniting Church
- Manningham YMCA
- MC2 Café
- Migrant Information Centre
- Monash University
- Nirodah
- North Blackburn Shopping Centre
- Onemda
- Park Orchards Community House
- Pines Learning
- Relationships Australia
- RMIT University
- Safe Futures

- Salvation Army EastCare
- St Mark's Anglican Church
- St Vincent de Paul
- Stockland Centre Management
- Swinburne University of Technology
- Templestowe Baptist Church
- Une Parkinson Foundation
- Veneto Club
- Whitehorse Manningham Regional Library Corporation
- Woolworths The Pines

## SCHOOLS/KINDERGARTENS

- Deep Creek Pre School
- Doncaster Kindergarten
- Early Years @ MC Square
- Interact East Doncaster Secondary College
- Kalinda Primary School Ringwood
- Milgate Primary School
- Serpell Primary School
- Siena College
- St Anne's Catholic Primary School
- St Charles Borromeo Catholic Primary School
- St Clement of Rome Catholic Primary School
- Templestowe Heights Primary School
- Templestowe Park Primary School
- The Learning Sanctuary
- Tunstall Square Kindergarten
- Whitefriars College

## CORPORATE GROUPS

- Asian Australian Foundation
- Bank of Melbourne
- Bank of Melbourne - Eltham Branch
- Bendigo Bank, Doncaster East & Templestowe Village
- Bilray Bonardi Fitting Service
- Brandella Pty Ltd
- Coca Cola Australia Foundation
- Commonwealth Bank Staff Fund
- Connect Create Photography
- Feed Melbourne Appeal
- Hanes Australasia
- Kidstuff - Doncaster
- McDonalds - Doncaster East
- Myer Doncaster
- Officeprint
- Philip Webb Real Estate
- Ray White Manningham



# EMPOWERED WOMEN

EMPOWERING WOMEN

*Charity Luncheon*

## Official Sponsors



## Partners



INDULGENCE  
Medi Spa



LUXURY ESCAPES  
THE WORLD'S BEST HOLIDAYS

*Halcyon House*



Steven Beck Media  
Film - Edit - Design



- Safety Wise Solutions
- Special Needs Dental Team
- Stockland The Pines
- The Veneto Club
- Willowbrae Aged Care
- Woolworths - Doncaster
- Woolworths - Doncaster Shoppingtown
- YMCA Manningham

### GOVERNMENT & PHILANTHROPIC FUNDING

- Community Enterprise Foundation (Bendigo Bank)
- Department of Health & Human Services (Victoria)
- Department of Health (Social Services)
- Eastern Metropolitan Region Regional Family Violence Partnership
- Federal Government, Stronger Communities Program
- Lord Mayor's Charitable Foundation
- Manningham City Council
- Manningham Community Fund
- The Flora & Frank Leith Charitable Trust
- The Phillips Foundation
- Tobin Brothers Foundation
- Une Parkinson Foundation
- Whitehorse City Council
- William Angliss (Victoria) Charitable Fund

### INDIVIDUALS

- Klaus & Joy Bienert
- Erika Bienert
- Judith Blair
- Eileen Cannon
- Helen Carr
- Narelle Caruthers
- Paola Castagna
- Nola Christopher
- Stuart Chugg
- Peter Curtis
- Christian, Mia & Dylan De Napoli
- Karen Dear
- Lily Fetter
- Angela Forthun
- Sofia Georgiou
- LJ & LC Hocking
- Gloria Holding

- Alba Karroum
- Christine Kurz
- Leeanne Lambert
- Josephine & family Leong
- Julie Loncaric
- Earle & Christine Ludekens
- Patrick Ma
- Milad Mashhour
- Loris Mayman
- Sharyn McKay
- Jill McKenzie-Mcharg
- Susan McLean
- Andrew, Clare & Robert Milligan
- G & Rosa Miot
- Patricia Mitchelson
- Kathy Monley
- Holly Moule
- Eden & Patrick Murphy
- Lynette Newey
- Paula Pashia
- Howard & Bev Permezel
- Michael & Penny Phillips
- Diane Pritchett
- Catherine Seccombe
- Dianne Seneviratne
- Perry & Liz Setford
- Cath Sheeves
- Sienna Shepherd
- Stuart & Elaine Sime
- Lauren Skinner
- Ken & Lorraine Smith
- P A Stoman
- Mike Strong
- Ros Thompson
- Maureen White

### WORKPLACE GIVING

- Lizette Atterbury
- Lolita Dowdell
- Pam Forbes
- Lia Henry
- Helen Mackenzie
- Nitika Maharaj
- Kerrie McMahan
- Susan O'Connor
- Doreen Stoves
- Diana Sze-Hong
- Cheryl Watt



# SUBMISSIONS

During the year, 39 funding applications were made to philanthropic trusts and foundations, corporate and government bodies. Of these, 16 applications were obtained, securing over \$158,000 in grants.

This outcome was achieved by identifying funding bodies with focus areas that closely aligned with the services Doncare provides and through collaboration

and teamwork with program managers to ensure our programs were best represented.

Doncare is enormously grateful for the assistance provided by philanthropic trusts and foundations, corporate and government funding groups. Our Board, staff, volunteers and clients are indebted to all our donors for their support.

## Philanthropic Trusts, Corporate and Government Grants

- Une Parkinson Charitable Trust  
*DAWN Mentoring Program*  
**\$5,000**
  - Manningham Community Fund, a charitable fund account of the Lord Mayor's Charitable Foundation  
*Volunteer Transport Reimbursement (SSP)*  
**\$8,000**
  - Doncaster East and Templestowe Village Community Bank branches  
*Winter Warmth Program (ICS)*  
**\$15,000**
  - Manningham City Council  
*Parenting Toolkit for Dads*  
**\$7,000**
  - Doncaster East and Templestowe Village Community Bank branches  
*Car and truck lease, payment*  
**\$24,000**
  - Doncaster East and Templestowe Village Community Bank branches  
*Vehicle lease payment*  
**\$7,559**
  - Commonwealth Bank Staff Fund  
*iMatter Program*  
**\$10,000**
  - Feed Melbourne Appeal  
*Non perishable food items (ICS)*  
**\$10,000**
  - Federal Government Stronger Communities Programme - Menzies  
*Toyota Corolla*  
**\$20,000**
  - Tobin Brothers Foundation  
*Special outing for Chinese Walking Group (SSP)*  
**\$3,150**
  - The William Angliss (Victoria) Charitable Foundation  
*Customer service training (Op Shops)*  
**\$2,000**
  - The Flora & Frank Leith Charitable Trust  
*Children's Counselling Program*  
**\$10,000**
  - Rotary Club of Box Hill  
*Laptop for Intensive Family Services Program*  
**\$2,000**
  - Eastern Metropolitan Region Regional Family Violence Partnership  
*Interpreter Fund (DVAS)*  
**\$5,000**
  - Asian Australian Foundation  
*Children's Counselling Program*  
**\$5,000**
  - Information & Emergency Relief Program  
**\$4,000**
  - Coca-Cola Foundation  
*iMatter Program*  
**\$25,000**
- Total \$162,709**



100%

of Doncare staff said they feel valued  
(2018 Staff Survey Results)



# REFLECTION AND COMMITMENT

Corporate Services is a small team at Doncare tasked with the functions of Finance, Human Resources and Quality.

Doncare successfully met all accreditation requirements during the year, a testament to the dedication at all levels of the organisation to ensure service delivery for consumers is of the highest standard. A common theme communicated in the consumer participation interviews with the Independent External Assessors was the care and attention displayed to our clients from staff working on a daily basis with clients who are often experiencing severe hardship resulting in high levels of stress and anxiety. Independent assessment of our services provides us with opportunities to reflect on service delivery and explore opportunities for improvement.

We prepared and finalised a major piece of work this year with the development of the Business Continuity Plan. The Business Continuity Plan aims to establish mechanisms to allow Doncare to continue providing services to the community in times of natural disasters, technology downtime, or inability to operate in our current physical space.

Our dedicated team not only undertakes the daily functions of finance and quality, but assists with the management of the Occupational Health and Safety requirements associated with the shops and the office. We also assist with generating income for Doncare via management of the eBay sales. Selling unique and rare items donated to the shops via eBay achieves amounts unlikely to occur locally in the shops.

The end of the financial year provides the Corporate Services team with the opportunity to display achievements that can be measured and compared to similar organisations. The financial results reflect a commitment to maximising income and managing and monitoring expenditure across all programs and these results complement the compliance, statutory and maintenance work undertaken by the Corporate Services team. Doncare is fortunate to be able to employ a highly qualified group of individuals to meet the professional requirements of running a complex business but also to have the support of individuals who go above and beyond their job descriptions to maximise every opportunity to support our clients.

90%

of Doncare volunteers said they are proud to tell people they volunteer at Doncare  
(2018 Volunteer Survey Results)







# Making great things happen.

As a customer of Doncaster East and Templestowe Village **Community Bank**<sup>®</sup> branches, you're a powerful member of your local community.

Why? Because you make things happen. Great things.

And all it takes is your banking.

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**Support the Bank that has given Doncare almost \$400,000 in community grants, and drop into your nearest branch at 900 Doncaster Road, Doncaster East - 9840 2028 or 128 James Street, Templestowe - 9846 1455.**



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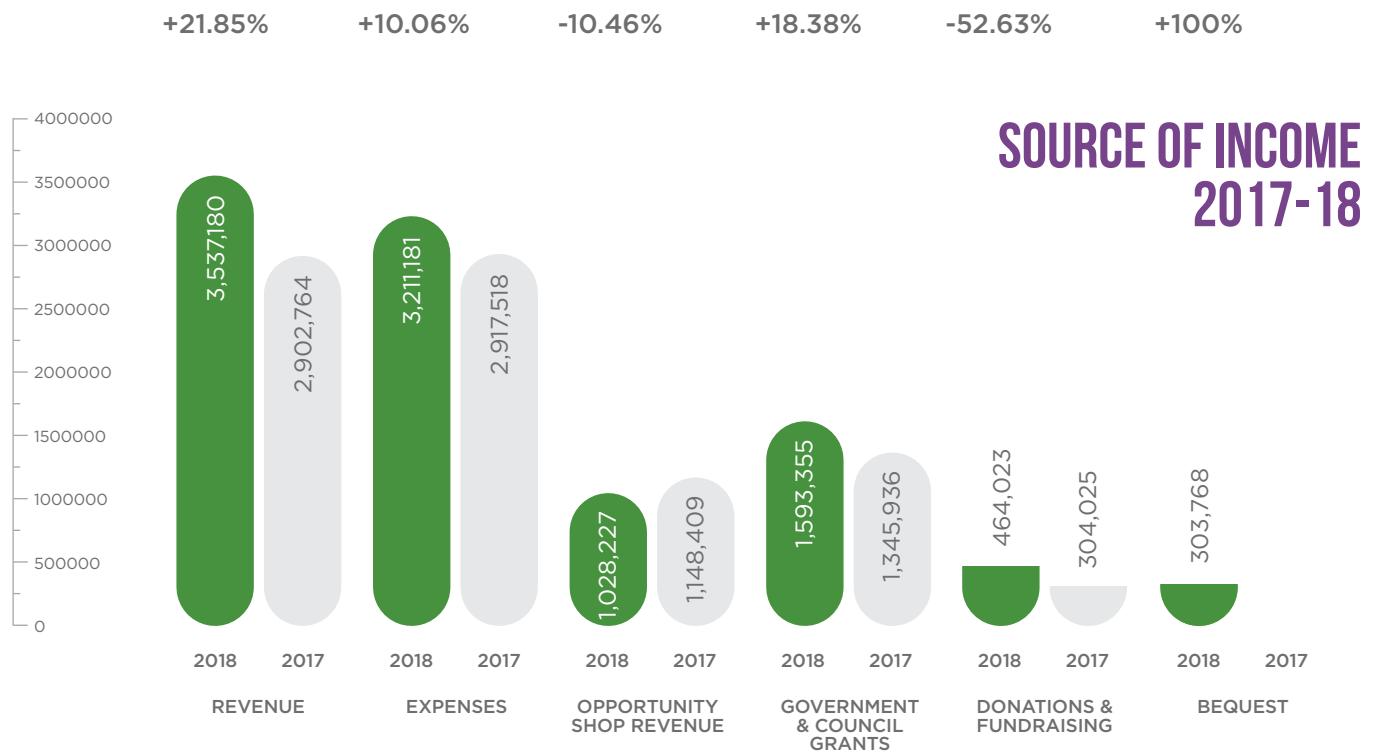
Doncaster East and Templestowe Village **Community Bank**<sup>®</sup> branches



# TREASURER'S REPORT

I have pleasure in presenting my report for the financial year ended 30 June 2018.

I am pleased to report that Doncare achieved an operating surplus for the year of \$325,999 (2018: deficit of \$14,754) against a budget deficit of \$52,892.



The decline in op shop sales was two-fold.

1. The Brentford Square shop closed in September 2017 due to the expiration of our lease and;
2. General difficult trading conditions across all stores. Particularly, the Tunstall Square shop was significantly affected by council renovations.

Our six remaining shops continue to provide a significant portion of our revenue 29% (2017: 39%). The reduction in revenue contribution was also as a result of increased revenue from other sources over the previous year. Thanks again go to our extremely hard-working and dedicated managers and volunteers. We continue to pursue innovative ideas to pursue growth for our op shop program.

We have again been generously supported by all our funding bodies, philanthropic organisations and private donors and thank them all for their continuing commitment to Doncare. This year we also were fortunate to receive a significant bequest from a deceased estate, as reflected above.

On the cost side, salaries remain by far our most significant cost. Difficult decisions were made to restructure programs to ensure that salary cost increases were minimised, whilst still maintaining the excellent level of service to all our clients.

Our available cash reserves of \$1,068,415 (2017: \$782,699) remain strong and support one of our key performance ratios of maintaining at least 3 months' cash reserves to fund monthly operating expenses.

The 2019 financial year will be challenging, however we have the financial resources, dedication and commitment to ensure our clients continue to receive our support.

On behalf of the Board, I would again like to thank our finance manager, Kerrie McMahon and her team for their excellent work in their demanding roles.

**Des Galgut**  
Treasurer

# INDEPENDENT AUDITOR'S REPORT

for the Year Ended 30 June 2018

INDEPENDENT AUDITOR'S REPORT TO THE COMMITTEE MEMBERS OF DONCASTER COMMUNITY CARE AND COUNSELLING CENTRE INC

## Report on the Financial Report

### Qualified Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Doncaster Community Care and Counselling Centre Inc (the association), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the committee's declaration.

In our opinion, except for the effects described in the basis of qualified opinion paragraph, the financial report of Doncaster Community Care and Counselling Centre Inc has been prepared in accordance with Division 60 of the *Australian and Not-for-profits Commission Act 2012*, including:

- a. giving a true and fair view of the association's financial position as at 30 June 2018 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the *Australian and Not-for-profits Commission Act Regulation 2013*.

### Basis for Qualified Opinion

Sales from Op Shops represent a significant portion of Doncaster Community Care and Counselling Centre Inc's generated revenue. Controls over the collection and recording of Op Shops' cash sales are such that we are limited to applying audit procedures to the amounts deposited to the bank only. We are therefore unable to express an opinion on whether the recorded cash sales of Doncaster Community Care and Counselling Centre Inc are complete.

We have conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the ethical

requirements of the *Australian and Not-for-profits Commission Act 2012* and the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Australian and Not-for-profits Commission Act 2012*, which has been given to the committee, would be in the same terms if given to the committee members as at the time of this auditor's report.

### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee members' financial reporting responsibilities under the *Australian and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

### Responsibilities of Directors for the Financial Report

The committee members of the association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the members determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the members either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.

## Auditor's Responsibility for the Audit of the Financial Report

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

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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



Matthew Hung, CA  
rdl.accountants

20 September 2018  
Blackburn, Victoria

## AUDITOR'S INDEPENDENCE DECLARATION

for the Year Ended 30 June 2018

AUDITOR'S INDEPENDENCE DECLARATION UNDER DIVISION 60 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE COMMITTEE MEMBERS OF DONCASTER COMMUNITY CARE AND COUNSELLING CENTRE INC.

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018 there have been:

- no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.



Matthew Hung, CA  
rdl.accountants

17 September 2018  
Blackburn, Victoria



# FINANCIAL REPORTS

for the Year Ended 30 June 2018

## Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
Revenue	4	3,537,180	2,902,764
Employee benefits expense		(2,168,966)	(1,971,490)
Programs and client costs		(160,536)	(146,016)
Opportunity shop costs		(449,537)	(444,321)
Depreciation		(45,068)	(56,839)
Occupancy expenses		(34,424)	(34,400)
Repairs and maintenance		(105,393)	(86,033)
Professional fees		(14,172)	(10,985)
Telecommunications		(66,000)	(59,399)
Finance costs		(5,647)	(3,225)
Advertising and marketing		(5,201)	(1,277)
Administration, office & general expenses		(36,533)	(27,208)
Other expenses		(119,704)	(76,325)
		<b>(3,211,181)</b>	<b>(2,917,518)</b>
<b>Surplus/(deficit) before income tax</b>		<b>325,999</b>	<b>(14,754)</b>
Income tax expense		-	-
<b>Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc</b>		<b>325,999</b>	<b>(14,754)</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year attributable to the members of Doncaster Community Care and Counselling Centre Inc</b>		<b>325,999</b>	<b>(14,754)</b>

## Statement of Financial Position

As At 30 June 2018

	Note	2018 \$	2017 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	909,182	623,466
Trade and other receivables	6	105,247	107,985
Other financial assets	7	159,233	159,233
<b>TOTAL CURRENT ASSETS</b>		<b>1,173,662</b>	<b>890,684</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	81,119	77,330
<b>TOTAL NON-CURRENT ASSETS</b>		<b>81,119</b>	<b>77,330</b>
<b>TOTAL ASSETS</b>		<b>1,254,781</b>	<b>968,014</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	85,326	105,674
Employee benefits	10(a)	280,312	249,762
Other financial liabilities	11	83,311	131,003
<b>TOTAL CURRENT LIABILITIES</b>		<b>448,949</b>	<b>486,439</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	10(b)	23,570	25,312
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>23,570</b>	<b>25,312</b>
<b>TOTAL LIABILITIES</b>		<b>472,519</b>	<b>511,751</b>
<b>NET ASSETS</b>		<b>782,262</b>	<b>456,263</b>
<b>EQUITY</b>			
Retained earnings	12	782,262	456,263
<b>TOTAL EQUITY</b>		<b>782,262</b>	<b>456,263</b>

**Statement of  
Changes in  
Equity  
For the Year Ended  
30 June 2018**

2018	Retained Earnings \$	Total \$
<b>Balance at 1 July 2017</b>	456,263	456,263
Surplus attributable to members	325,999	325,999
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive income for the year</b>	<b>325,999</b>	<b>325,999</b>
<b>Balance at 30 June 2018</b>	<b>782,262</b>	<b>782,262</b>
2017	Retained Earnings \$	Total \$
<b>Balance at 1 July 2016</b>	471,017	471,017
Deficit attributable to members	(14,754)	(14,754)
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive income for the year</b>	<b>(14,754)</b>	<b>(14,754)</b>
<b>Balance at 30 June 2017</b>	<b>456,263</b>	<b>456,263</b>

**Statement of  
Cash Flows  
For the Year Ended  
30 June 2018**

	Note	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from grants and donations		2,366,425	1,580,562
Payments to suppliers and employees		(3,121,664)	(2,811,604)
Interest received		11,601	11,853
Receipts from opportunity shops		1,028,227	1,148,409
Other receipts		84,973	121,560
<b>Net cash provided by/(used in) operating activities</b>	<b>14</b>	<b>369,562</b>	<b>50,780</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Payments for property, plant and equipment		(47,857)	(42,587)
<b>Net cash provided by/(used in) investing activities</b>		<b>(47,857)</b>	<b>(42,587)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Payments for lease repayments		(35,989)	(1,912)
Net cash provided by/(used in) financing activities		(35,989)	(1,912)
<b>Net increase/(decrease) in cash and cash equivalents held</b>		<b>285,716</b>	<b>6,281</b>
Cash and cash equivalents at beginning of year		623,466	617,185
<b>Cash and cash equivalents at end of financial year</b>	<b>5</b>	<b>909,182</b>	<b>623,466</b>

# NOTES TO THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2018

The financial report covers Doncaster Community Care and Counselling Centre Inc as an individual entity. Doncaster Community Care and Counselling Centre Inc is a not-for-profit Association, registered and domiciled in Australia.

The functional and presentation currency of Doncaster Community Care and Counselling Centre Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

## 1 Basis of Preparation

In the opinion of those charged with Governance the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of 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* and AASB 1054 *Australian Additional Disclosures*.

## 2 Summary of Significant Accounting Policies

### (a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

### (b) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

#### Grant revenue

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to, or at the direction of, the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to, or at the direction of the contributor. Otherwise the grant is recognised as income on receipt.

#### Donations

Donations are recognised as revenue when received.

#### Interest revenue

Interest is recognised when received.

### (b) Revenue and other income

#### Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

### (c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

### (d) Property, plant and equipment

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

#### Plant and equipment

Plant and equipment are measured using the cost model.

#### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

The estimated useful lives used for each class of depreciable asset are shown below:

Fixed asset class	Useful life
Motor Vehicles	5-7 years
Office Equipment	5 years
Computer Equipment	3-5 years
Opportunity Shop Assets	6-7 years

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

### (e) Financial instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

#### Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturity. Investments are classified as held-to-maturity if it is the intention of the Association's management to hold them until maturity.

### (f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.



#### (g) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

#### (h) Adoption of new and revised accounting standards

The Association has adopted all standards which became effective for the first time at 30 June 2018, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Association.

### 3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

#### Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

#### Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

#### Key estimates - useful lives of assets

The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

### 4 Revenue

	2018	2017
	\$	\$
- Government grants and subsidies	1,090,332	865,033
- MCC grants and subsidies	503,602	480,903
- Donations, fundraising and other funding	464,023	304,025
- Opportunity shop revenue	1,028,227	1,148,409
- Interest	11,601	11,853
- Counselling and client fee income	52,392	22,417
- Sundry income	83,235	70,124
- Bequest income	303,768	-
<b>Total Revenue</b>	<b>3,537,180</b>	<b>2,902,764</b>

### 5 Cash and Cash Equivalents

	2018	2017
	\$	\$
Cash at bank and on hand	839,182	553,466
Short-term deposits	70,000	70,000
	<b>909,182</b>	<b>623,466</b>

### 6 Trade and Other Receivables

	2018	2017
	\$	\$
Debtors	5,496	4,915
Prepayments	22,496	22,011
Security deposits	69,166	70,561
Other receivables	8,089	10,498
<b>Total current trade and other receivables</b>	<b>105,247</b>	<b>107,985</b>

### 7 Other Financial Assets

	2018	2017
	\$	\$
Term deposits	159,233	159,233
<b>Total</b>	<b>159,233</b>	<b>159,233</b>

# NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2018

<b>8 Property, plant and equipment</b>	<b>Motor vehicles</b>		
	At cost	198,163	168,724
	Accumulated depreciation	(147,224)	(134,910)
	Total motor vehicles	50,939	33,814
	<b>Office equipment</b>		
	At cost	105,289	102,272
	Accumulated depreciation	(99,964)	(97,308)
	Total office equipment	5,325	4,964
	<b>Computer equipment</b>		
	At cost	118,942	112,542
	Accumulated depreciation	(96,520)	(77,403)
	Total computer equipment	22,422	35,139
	<b>Opportunity shop assets</b>		
	At cost	27,333	27,333
Accumulated depreciation	(24,900)	(23,920)	
Total opportunity shop assets	2,433	3,413	
<b>Total property, plant and equipment</b>	<b>81,119</b>	<b>77,330</b>	
<b>9 Trade and Other Payables</b>		<b>2018</b>	<b>2017</b>
		\$	\$
	Trade payables	85,326	69,685
	Other payables	-	35,989
		85,326	105,674
	<b>(a) Current liabilities</b>		
		<b>2018</b>	<b>2017</b>
		\$	\$
	Annual leave	127,878	108,830
	Long service leave	152,434	123,136
Other employee benefits	-	17,796	
	<b>280,312</b>	<b>249,762</b>	
<b>(b) Non-current liabilities</b>			
Long service leave	23,570	25,312	
	<b>23,570</b>	<b>25,312</b>	
<b>11 Other Financial Liabilities</b>		<b>2018</b>	<b>2017</b>
		\$	\$
	Income received in advance	83,311	131,003
	<b>Total</b>	<b>83,311</b>	<b>131,003</b>
<b>12 Retained Earnings</b>		<b>2018</b>	<b>2017</b>
		\$	\$
	Retained earnings at the beginning of the financial year	456,263	471,017
	Net surplus/(deficit) attributable to members	325,999	(14,754)
<b>Retained earnings at end of the financial year</b>	<b>782,262</b>	<b>456,263</b>	
<b>13 Auditors' Remuneration</b>		<b>2018</b>	<b>2017</b>
		\$	\$
	Remuneration of the previous auditor, for the following services: - Audit of the financial statements and internal audit	14,172	10,985
	<b>Total</b>	<b>14,172</b>	<b>10,985</b>

## 14 Cash Flow Information

### (a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2018	2017
	\$	\$
Net surplus/(deficit) attributable to members	325,999	(14,754)
<b>Non-cash flows in profit:</b>		
- depreciation	45,068	56,839
- net gain on disposal of property, plant and equipment	(1,000)	-
<b>Changes in assets and liabilities:</b>		
- (increase)/decrease in trade and other receivables	2,738	29,019
- increase/(decrease) in income in advance	(47,692)	(69,399)
- increase/(decrease) in trade and other payables	15,641	27,937
- increase/(decrease) in employee benefits	28,808	21,138
<b>Cashflows from operations</b>	<b>369,562</b>	<b>50,780</b>

### 15 Events Occurring After the Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

### 16 Statutory Information

The registered office and principal place of business of the association is:

Doncaster Community Care and Counselling Centre Inc  
Suite 4, Level 1, MC2  
687 Doncaster Road  
DONCASTER VIC 3109

# COMMITTEE'S DECLARATION

## for the Year Ended 30 June 2018

The committee declares that in the committee members' opinion:

- the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012* and associated regulations;
- the attached financial statements and notes comply with the Accounting Standards as described in note 1 to the financial statements;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.



President  
Anthony Monley



Treasurer  
Des Galgut

Dated this 17th day of September 2018



# OUR PEOPLE

## Board of Directors



**Tony Monley OAM**  
President



**Raymond Burnett**  
Vice President



**Des Galgut**  
Treasurer



**Dale Nielsen**  
Secretary



**Ron Kitchingman OAM**  
Member



**Laura O'Brien**  
Member



**Brian Tooth**  
Member



**Michele Kerrigan**  
Member



Nitika Maharaj, Jo Stanley & Martine Corbett



Kathryn Tandy & Lia Henry



Baby Rafael, Angela Mellerick & Megan Holden



Barbara Hall & Pam Forbes

# HOW CAN YOU HELP

“ There are many ways to get involved with Doncare:

## Volunteer

A large percentage of the work we do is funded by our Op Shops. The shops are always in need of volunteers. Half a day a week of your time will enable us to build programs and services to support the disadvantaged and vulnerable residing in the City of Manningham and surrounds.

## Donate

We gratefully accept donations in many forms:

- In the office - monetary and non-perishable food
- In the op shops - clean, good quality clothing, household items, bric a brac and furniture.
- Donate online via Facebook or visit our website.

## Give at Christmas

Get involved with our annual Christmas Toy and Food Giving. Giving to Doncare at this time of year will bring immeasurable joy to children by way of a gift and contribute to a family meal on Christmas Day.

## Leave a Legacy

Remember Doncare when you are planning your estate and arranging your will. We can ensure that your bequest funds a program of your choice or the organisation as a whole.

**For more helpful information about the ways you can contribute to and increase Doncare's work in the community, please contact us on 9856 1500 or visit our website [doncare.org.au](http://doncare.org.au).**

REDUCE  
REUSE  
RECYCLE  
DONCARE OP SHOPS

# OP SHOP LOCATIONS

## BULLEEN PLAZA

Shop 2A, Bulleen Plaza,  
Manningham Road,  
Bulleen

MELWAY REF: 32 G7

**TEL:** 9852 0102

**OPEN:**

**M-F:** 9:30am-5:00pm

**SAT:** 10:00am-2:00pm

## JACKSON COURT

Shop 70, Jackson Court,  
Doncaster East

MELWAY REF: 47 K1

**TEL:** 9840 2420

**OPEN:**

**M-F:** 9:30am-4:30pm

**SAT:** 10:00am-2:00pm

## MACEDON PLAZA

Shop 4, Macedon Plaza,  
Cnr Manningham Road  
& High Street,  
Lower Templestowe

MELWAY REF: 33 B9

**TEL:** 9850 9769

**OPEN:**

**M-F:** 10:00am-5:00pm

**SAT:** 10:00am-2:00pm

## NORTH BLACKBURN

Shop 38, Nth Blackburn  
Shopping Centre  
66-104 Springfield Road,  
North Blackburn

MELWAY REF: 47 K7

**TEL:** 9878 6479

**OPEN:**

**M-F:** 9:00am-5:30pm

**SAT:** 9:00am-5:00pm

## TEMPLESTOWE VILLAGE

Rear Shop 23,  
Templestowe Village  
Anderson Street,  
Templestowe

MELWAY REF: 33 E4

**TEL:** 9846 5176

**OPEN:**

**M-F:** 10:00am-4:00pm

**SAT:** 10:00am-12:30pm

## TUNSTALL SQUARE

Shop 34, Tunstall Square  
Shopping Centre,  
Beverley Street,  
Doncaster East

MELWAY REF: 48 D2

**TEL:** 9841 5921

**OPEN:**

**M-F:** 9:30am-4:30pm

**SAT:** 10:00am-1:30pm

# doncare

Doncaster Community Care  
and Counselling Centre Inc.

### Head office:

Suite 4, Level 1  
MC Square, 687 Doncaster Road  
Doncaster Vic 3108

**Tel:** 9856 1500

**email:** [doncare@doncare.org.au](mailto:doncare@doncare.org.au)

**[www.doncare.org.au](http://www.doncare.org.au)**

SUPPORT

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