

# doncare



# ANNUAL REPORT 2019

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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, domestic 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.

### Programs 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 economical hardship.
- **Case Management** provides short-term (three months) generalist casework support to residents of Manningham who are experiencing a crisis. We work closely with people who are dealing with multiple complex issues.
- **Family Services** Doncare is committed to building stronger families and offers services to support, strengthen and empower families referred from Child Protection. 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.

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

*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 2018-2019.*

# A MESSAGE FROM OUR PATRON DR ROSIE BATTY AO

I have stepped back from the public eye this year, but I remain a passionate advocate for domestic violence victims and still campaign endlessly to prevent men's violence against women and children.

Doncare's programs and services that support women and children who are experiencing or recovering from domestic violence, and most importantly, educating young women to identify the warning signs of violence, are a wonderful fit with my passion and mission.

I had the pleasure of attending the Doncare volunteer event with the Honourable Linda Dessau AC, Governor of Victoria in May and I was delighted to meet so many dedicated volunteers and staff who work so hard to support clients in so many ways.

I am looking forward to attending the Manningham Mayoral Ball. As Doncare is the chosen charity this year, I am offering to be auctioned to provide a presentation or mentoring session to help raise funds for Doncare.

I am proud to be the Patron of Doncare and I would like to thank the Board, the leadership team and all of the staff and volunteers who do so much to make a difference in the lives of many. I look forward to working with you again next year.



Dr Rosie Batty AO

Raymond Burnett, President Doncare; Andrew Day, CEO Manningham Council; Cr Paula Piccinini, Mayor of Manningham; Dr Rosie Batty AO; Doreen Stoves AM PSM JP, CEO Doncare



“ Doncare is all about community.

# BOARD DIRECTORS' REPORT

We strive to make our community more connected, more resilient and more inclusive. We do this by recognising and drawing on our community's diverse skills, beliefs, knowledge and potential. By harnessing our community's strengths, we help alleviate the crippling impacts of poverty, isolation, poor mental and physical health, hardship, and family violence that impact so many across Manningham and surrounds.

We provide support to each other by understanding and meeting the **individual** needs of the vulnerable and disadvantaged children, adults and families in our patch. There is real need in our community and we respond to it.

Our Board takes good governance and inclusive leadership very seriously. It's what we are here to do. Over the last 12 months we have refreshed our strategic plan and enhanced our systems and processes to better govern Doncare. Significant work was undertaken to secure Doncares' longer term sustainability. This included responding to changes in the retail market which impact on our op shop revenue and responding to the long term effects of the Equal Remuneration Order (ERO). The ERO has seen community sector wages increase by between 23% and 45% over the last 8 years. Sadly, government funding has not increased equivalently to cover this significant cost.

We are committed to achieving our goals by working in true partnership. We form trusting relationships with the people who receive our services, with local businesses and organisations, with governments, with fellow service providers and with community members. We are delighted to have entered into a new three year funding agreement with Manningham Council and to have secured new funding from the Commonwealth. Our relationship with the State Government also remains strong.

The Board would like to acknowledge the generous funding from the Phillips Foundation which will allow us to deliver a range of childrens' services over the next three years. This community partnership is deeply valued. The Foundations support allows us to change childrens' and families lives. We similarly deeply appreciate our ongoing partnership with the Bendigo Bank

Over the next 12 months the Board is committed to building on Doncare's strong capacity to deliver individualised and flexible client driven services and to broadening the range of services we deliver to best meet the needs of our diverse community. We are committed to honouring our solid history and our strengths whilst continuously exploring what community needs are not being met and how we can best meet them.

The Board wishes to acknowledge and thank all in our community who make Doncare what we are. Our 50th anniversary celebration highlighted just how important that is. Together with Doreen our marvellous CEO and our highly committed and skilled paid and volunteer workforce, we look forward to being part of Doncare's next 50 years.

**Raymond Burnett**  
**B.A., B.S.W., M.Ed., MPH., MAICD., Cert IV Government**

# CEO'S REPORT

Imagine having a business that has 500+ workers who do not receive a salary? They are dedicated, hardworking, loyal and committed to supporting the everyday business.

Sounds unbelievable, like something from a fantasy or a wish list, but at Doncare that is exactly what we have – 500+ hard workers who give of their time and energy to help support the most vulnerable and disadvantaged in our community. They are called volunteers and they are the lifeblood of this organisation.

Volunteers work in every program area of Doncare's daily service delivery. We have highly qualified professional counsellors providing counselling to adults and children experiencing anxiety, trauma, relationship issues, bullying and violence. We have trained mentors working with women who have experienced domestic and family violence. Community Support Workers see clients by appointment every day and listen to their stories of crisis, food insecurity, mounting debt and their difficulties in navigating the systems of Centrelink, housing and utility providers. Social Support volunteers assist seniors with their social and recreational needs, driving them from home to an outing and home again or as part of the Community Visitors Scheme visit them in their own homes or in residential care. Doncare's Management group rely on the support of volunteers to work in their programs assisting with a wide range of administration tasks.

The Doncare Op Shops that raise significant funds to support all of Doncare's programs have over 270 volunteers who work 6 days a week in the shops. The op shops have a three pronged approach:

- providing a place for people to take their pre-loved goods;
- providing opportunities for volunteers to build community capital, make friends and have fun;
- raising funds to support the most vulnerable and disadvantaged in our community.

We are indeed a very lucky organisation to have these dedicated unpaid staff supporting the organisation to assist those in most need in our community. Doncare was predicated on volunteerism 50 years ago and we continue that ethos 50 years later. I could not be prouder of this amazing group of paid and unpaid personnel who work tirelessly for their community.

I would like to thank our many partners, sponsors, the Bendigo Bank, schools and churches, and funding bodies including all three levels of government. I pay tribute to my Executive team and staff who are the best of the best and I also thank the Doncare Board of Directors for their good governance and their support to me personally and professionally.

Finally, I would like to acknowledge our Patron Dr Rosie Batty AO for her continued support. Doncare was thrilled to see Rosie made an Officer of the Order of Australia (AO) in the Queen's Birthday Honours – the second-highest honour – for her distinguished service to the community as a campaigner and advocate for the prevention of family violence.

**Doreen Stoves AM PSM JP**

## A tribute to Jean Cook OAM



Life's obstacles were no match for Jean Cook's spirit. She was a woman with great courage and unbending principles, who always stood tall, a truly valiant woman. Vale Jean Meryl Cook OAM. You will be remembered as one of our heroes as well as for your warmth, humour, empathy and compassion. As President of Doncare and a Board Director for 13 years, you led the organisation with professionalism and dedication. You developed a governance model that holds strong today and you were a wonderful mentor to us all. A wonderful wife and mother who adored her family and will be deeply missed by all who knew her. Jean passed away on September 19 2018, Rest in peace dear Jean.



PRIME MINISTER

MESSAGE FROM THE PRIME MINISTER

**DONCARE  
50<sup>TH</sup> ANNIVERSARY**

I send my very warmest thanks and congratulations to Doncare as you mark your 50<sup>th</sup> anniversary.

What started in 1969 with 22 volunteers, and the simple idea of connecting isolated families in the outer suburbs, has grown into a multidimensional service, staffed by hundreds of volunteers, bringing together churches, schools, sports clubs, and businesses, to provide critical support and care to an entire community.

As Manningham has grown, you have grown with it; responding to the community with generosity, empathy, sensitivity and professionalism. Through op shops, crisis support, clinical services and so much more, you connect people with the help they need, and you show people the love and care and human warmth we all need.

Whether you are taking older people to their appointments or paying their winter bills, helping kids get to school or to camp, providing counselling to teens and families, helping women and children escape family violence, or simply being a faithful friend – over your half-century, Doncare has become an irreplaceable source of strength and support.

For everything you do to keep people safe and keep them together, and for your wise and generous efforts over 50 years, I say thank you and well done.

Congratulations once again, and all the very best for the years to come.

The Hon Scott Morrison MP  
Prime Minister of Australia

14 June 2019

# LOOKING BACK ON 50 YEARS

## Looking back on 50 years



In the 1960's, urban sprawl led to many of the prevailing orchards across Manningham being subdivided, with many families relocating from remote areas. The rapidly increasing population had little cohesive infrastructure and alienation and insulation of families was identified.

Five local Ministers initiated a community consultation to develop a collective sense of identity and out of a cross-fertilisation of ideas, it emerged that the best way to combat the social isolation was to build community connectedness and provide a unique, nurturing atmosphere for those in need. The immediate priority was given to a referral and counselling service with community education and social action on the agenda moving forward.

Since 1969, Doncare's organisational framework has been predicated on volunteerism. The Ministers were motivated to regain a sense of community, as Reverend Brace Bateman reflects:

*"We could have paid salaried staff to do the job, but we really didn't want to fob off the responsibility we had been given to try and foster community development. We wanted to get people in the community to not only help each other but to learn what the problems were that needed to be addressed in the community".*

This philosophy "for the community, by the community", remains true to Doncare's core business to this day.

1969



1970



**1969**

A new free Community Care and Counselling Centre to offer help and guidance to a wide cross section of the community, including people with all types of worries..... lonely housewives, overworked businessmen, marriage problems, unhappy teenagers, forgotten elderly citizens, people seeking self understanding, nervous and anxious people, upbringing of children and many others...

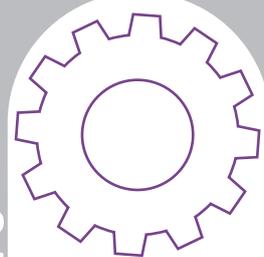


1972

**1972**

Doncare opened the doors of its first op shop in Jackson Court in 1972.

1978



**1978**

Doncare opened the first women's refuge in Melbourne's eastern region. "Brenda House" was staffed by eight co-ordinators and 35 volunteers and within 24 hours it was full, totally justifying the belief of Director, Brenda Grimwade of its necessity. Referred by Lifeline, the police and other agencies, over 100 women and their children had been accommodated by the end of 1978.

**1982**

First Youth Outreach Worker in Manningham employed.

**1988**

Ros Loader announced CEO



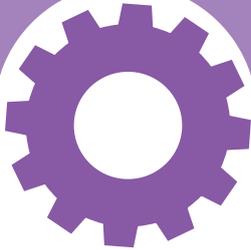
**1997**

In 1997, The Hon. Kevin Andrews, Federal Member of Parliament pictured here with Liz Lucas who served as Director of Doncare's Board for over 25 years. At the time, Mr Andrews described Doncare as being "part of the soul of Doncaster and as an organisation that crosses boundaries of ethnicity, age groups and economic circumstances. Doncare has certainly done this and done it well."

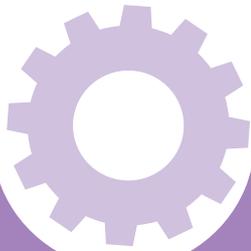
The Hon. Kevin Andrews and Board member Liz Lucas 1997



1982

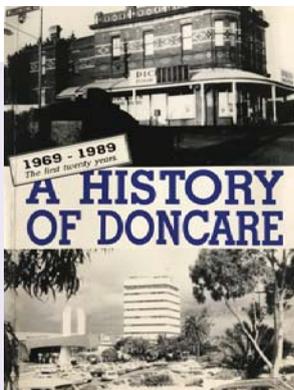


1989 1988



1995 1997

1999



**1989**

Doncare publishes "A History of Doncare 1969 -1989 The First 20 Years".

HOPS team 2005



**1999**

Doncare's dedicated team of volunteer 'Community Parents' provide emotional and practical support to local families through Good Beginnings (later known as Hands on Parenting or HOPS) providing practical and emotional support to families experiencing parenting difficulties.

**1995**

The Social Support Program was conceived to address the loneliness of frail elderly people through the provision of volunteer supported recreational activities.

**2001**

Doreen Stoves commenced as CEO of Doncare after 25 years at the Department of Human Services. Doreen followed in the footsteps of Roslyn Loader, who had been the backbone of Doncare for some 22 years.

**2002**

Doncare secures State Government funding to launch the Family Services Program in Manningham.



Sue Kerchhoff and Anna Jones

**2007**

Doncare was located in the Tower at Westfield Shoppingtown until 2007 when the agency moved to Montgomery Street, East Doncaster.

The Volunteering in Manningham Program was launched to provide a pathway to a broad range of volunteering opportunities and established strong connections to community organisations, sporting clubs and other not-for-profit groups to assist them with their volunteering needs.



Mayor Ron Kitchingman opens Montgomery Street 2007

2001



2002



2005

2007

**2005**

Manningham Family Violence Reference Group was convened by Doncare to foster collaboration between agencies in Manningham who work with those affected by domestic violence.

Doncare ran the first therapeutic support group for women recovering from domestic violence.

DAWN Volunteers 2008



**2007**

To help improve the safety, confidence and community connectedness of abused women and their children Doncare developed the Doncare Angels for Women Network (DAWN). Now known as the DAWN Mentoring Program

**2012**

In August 2012, Doncare relocated to the MC2 complex.

**2015**

Doncare's Patron and Australian of the Year, Rosie Batty launches Doncare's iMatter App to educate women about different forms of domestic violence, increase awareness and support them to make safe choices

**2018**

Tony Monley OAM dedicated 10 years of service to Doncare as President of the Board from 2008 - 2018.



2011



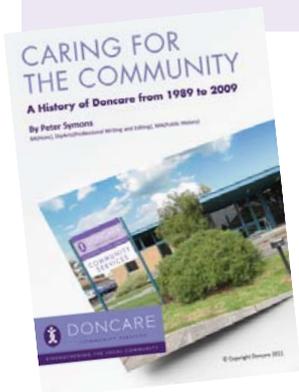
2012



**2011**

Doncare develops the iMatter Program, an evidence based violence prevention initiative.

Doncare publishes "Caring for the Community - A History of Doncare 1989 - 2009".



2015



**2016**

iMatter App received a high commendation as a finalist of the 2016 ANZIAS - Australia & New Zealand Internet Awards. Doncare was a Manningham Business Excellence Award finalist.

2018

2016



**2018**

Manningham Business Excellence Awards finalist

**2019**

After 50 years, Doncare's story remains synonymous with volunteerism and supporting the community.

With hard work and determination both paid staff and volunteers have developed an organisation that provides a service that has become an important part of Manningham.

2019



### Our Vision

An inclusive safe community where all in need are offered the support they require.

### Our Mission

To recognise the diversity of need and support our community across all life stages, through our dedicated team of volunteers and staff.

### Our Purpose

To build on our 50 years of providing community support by understanding and meeting the needs of vulnerable and disadvantaged children, adults and families in Manningham and surrounds.



### Our Values

Our values define us.

They guide the ways we develop and manage our organisation and inform our culture.

#### People

We respect and empower people as we grow the skills, knowledge, diversity and enthusiasm of our clients, staff and volunteers.

#### Integrity

We are transparent, fair and honest in all we do. We act with professionalism, accountability and the highest standards of quality and care.

#### Partnership

We work collaboratively with governments, community groups, local business and other agencies to serve our community.

#### Inclusiveness

As an impartial community service organisation we embrace the richness of diversity and equality of access.

#### Generosity of Spirit

We promote a strong and healthy community where generosity of spirit is encouraged.

“ We seek to embed our values in everything we do.

# doncare

## Our Strategic Action Priorities

### Governance

- Our Board sets and monitors our strategic direction and oversees the achievement of our organisational objectives. The Board delegates responsibility for implementation, monitoring and evaluation of our strategic direction to the executive.
- We continuously improve our governance and management structures, systems, practices and reputation for transparency in response to emerging evidence and critical reflection.
- We oversee our policy implementation, ethics, risk management and compliance actions to hold to account the systems that control and operate our organisation and its people.

### People and Culture

- We drive a culture of excellence, integrity and respect. We embed compassion in all we do.
- We value our Board, staff and volunteers. We invest in their development and foster innovation.
- We support and empower staff and volunteers to provide high-quality services that are designed in collaboration with staff and community expectations.

### Community Partnerships

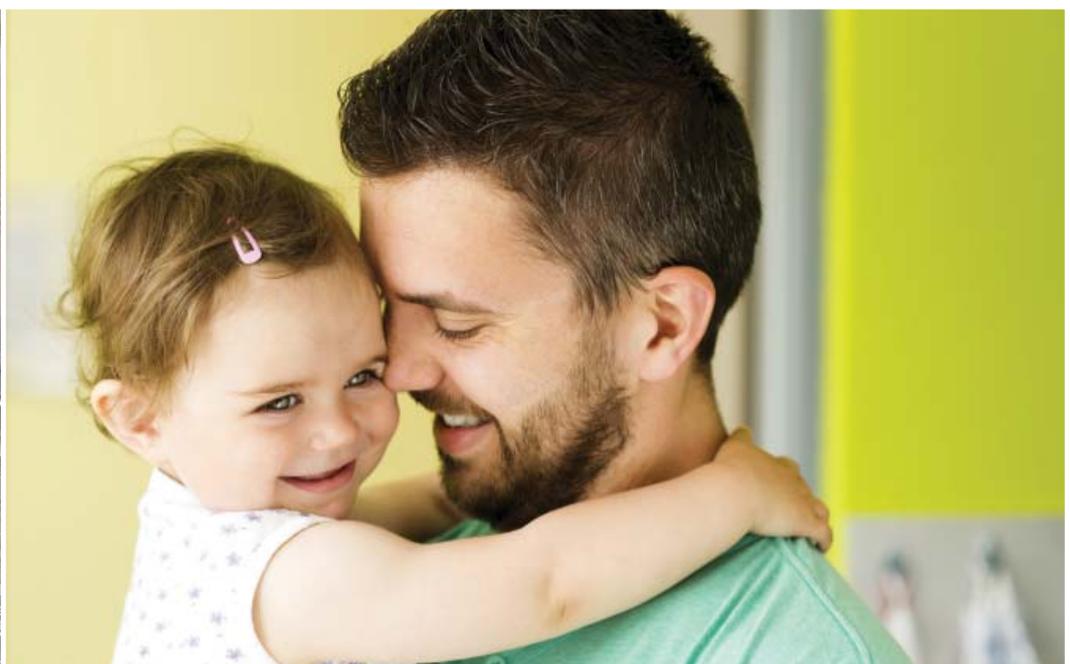
- We work to expand our connections and relationships across our community to maximise our understanding of community need and our ability to link people to the services they require.
- We honour and grow our range of community partnerships to strengthen our service capacity.
- We annually refresh our communications, stakeholder management and marketing strategies to increase our public presence and reputation in the wider community.

“ I’m safe, my children are safe. The only thing we have to escape from these days is the past.

*Doncare client*



Cynthia and Keamey have acknowledged their...



“ Doncare helped me grow and be myself in ways I could never do before. Your support changed my life when I felt all was lost.

*Doncare client*

### Sustainability

- We maintain our financial strength and work to diversify our income streams whilst managing a sustainable budget.
- We manage future financial risk and adopt longer-term planning processes to ensure appropriate equity, stability and predictability while maintaining responsive service levels.
- We will further examine fee for service options and ways to best respond to emerging individualised funding models of service resourcing.

### Growth

- We diversify the range of services we provide and will pursue a growth strategy to better meet community need and enable more people to access the services they require.
- We will review our social enterprise options to expand our capacity to provide opportunities for volunteerism and generate discretionary funding to deliver programs.
- We work to extend our reach beyond Manningham through carefully chosen partnerships.

### Service Range

- We deliver high quality, person-centred, strength based individually tailored services. This includes giving a hand up and supporting people to recover by providing:
  - General and Children's Counselling
  - Information and Emergency Relief
  - Case Management and referral
  - Family Services
  - Family Violence Prevention and Recovery
  - Social Support for Seniors
  - Specialist Children's support
  - Social Enterprises and Opportunity Shops.
- We assess and develop new services in response to the changing demographic mix of our community. In so doing, we define need and assess services provision impact using data-informed analysis and the best available evidence.



# DAWN

My mentor is God sent, I couldn't get through this time without her. To have her accompany me to court made it bearable. I am so grateful.

Doncare's DAWN Mentoring Program continues to support women in Manningham in their journey of recovery from family violence. Matching these women with a compatible mentor has contributed to their sense of safety, confidence and connectedness to the community. The positive impact this also has on the women's ability to support and provide for their children is unquestionable.

Ongoing recruitment and training of mentors broadens our ability to appropriately match our service users to the support they require. This year we recruited 20 new mentors into the program. Through partnerships with other community organisations we have been able to provide ongoing professional development for the mentors to build on their understanding of family violence and the sector. Guest speakers from Victoria Police, Eastern Community Legal Centre, EDVOS and Safe Steps have contributed to the continued growth of mentors.

A successful tender application to Manningham Council secured continued funding for the next three years for DAWN, providing security and the opportunity to explore other ways to enhance the program.

Whilst the year has been predominantly positive and productive, unfortunately there are still many challenges faced by women and services in the system. Navigating the legal system often brings ongoing stress even after women have left a violent relationship. Domestic Violence Victoria notes that *"the adversarial model used in the current family law system is one of the most significant barriers to access and engagement for survivors of family violence. When dealing with legal issues women often find that it is complicated and expensive. Clients often have to attend court alone which can be overwhelming and cause stress and anxiety"*.

The DAWN mentors have been able to help support women by accompanying them to court and legal appointments. Along with this practical support the mentors offer emotional care by debriefing after court, listening to the woman's story and helping them to build and maintain the strength to progress within a system that can make them feel disempowered and disadvantaged.

## New DAWN volunteers



**DAWN volunteers mentored**

**20**

**families, delivering over**

**5,000**

**hours of support.**

## LISA — A LETTER TO MY CHILDREN



Lisa's ex-husband's constant denigration and controlling behaviour, after she had left the relationship, resulted in her being separated from her children. She wanted to write them a letter to help explain the situation and also to let them know she loved and missed them.

Lisa had spent hours composing letter after letter but was feeling frustrated and overwhelmed with sadness as she tried to write her feelings down in a way her children would understand. She explained her story to her DAWN mentor and they began to work on the letter together. Each word was carefully considered as Lisa was anxious to ensure the boys felt no blame for what had transpired.

Many hours later, the letter was finished and both women were mentally and emotionally exhausted. Lisa said she was so grateful for the emotional support during a time where she felt very vulnerable and isolated.

*"My mentor encouraged me and listened, renewing my faith in people and gave me hope for the future."*



Adult relationships are shaped by the norms and practices they take on in adolescence. Interventions at this stage can change young people’s personal and relationship trajectories, preventing problems in adulthood and changing future relationships.

Evidence shows that school and community based interventions targeted at young people are effective in changing attitudes and behaviours associated with violence against women.

The iMatter youMatter weMatter (iMatter) program has continued to echo Donçare’s commitment to the prevention of domestic and family violence and messages about gender inequity and healthy relationships.

iMatter workshops were successfully delivered in eight schools and sporting clubs, reaching over 250 young people. Feedback from workshops is always very positive and encouraging. At Donçare we believe that if we can support one young person to make life choices that avoid disrespect and violence, our job is done! iMatter is not just about this however. The program facilitates a process to support young people to engage in self reflection, understand their strengths, and build self esteem. iMatter empowers young people, builds resilience and reinforces the values and qualities that prepares them for leadership within their social circles and the community. The program supports them to understand what a healthy relationship is and sets expectations about how they should be treated and how to treat others.

iMatter could not be the program it is without the young leaders who sign up and volunteer their time to deliver workshops. Having young leaders involved in the delivery of iMatter sets Donçare apart from other similar programs; the positive influence our young leaders have on other young people is powerful and persuasive. This year we recruited 19 new leaders and it was encouraging to see the calibre of these volunteers who all presented a strong passion for gender equity and understanding of the structural and societal challenges impacting young people today. We congratulate iMatter volunteer, Elizabeth Muscat who was nominated for the “Young Achiever of the Year” at the Business Excellence Awards Manningham Gala dinner.

The iMatter Program was grateful to receive support this year from Ansvr Insurance, Coca Cola Foundation, CommBank Foundation, Manningham YMCA and Myer Community Fund, as well as philanthropic donations. This support has enabled Donçare to continue to deliver workshops in schools and expand the reach of iMatter into sporting clubs.



Elizabeth Muscat



iMatter Leaders at Warrandyte Secondary College

# COUNSELLING

One of the biggest benefits of counselling is that it offers an open space opposite an impartial person to discuss what is going on for an individual without fear of judgement.

Just the knowledge that they have that place to go every week/fortnight can be enough to release the stress of holding in so many emotions.

Doncare's Counselling Program is one of the only low fee/no-fee counselling services in Manningham, providing much needed psychological support for those who would otherwise be unable to afford it.

Clients represent all sections of the local community which reminds us that emerging mental health difficulties can affect any of us given a challenging set of circumstances. Our counsellors receive ongoing training and supervision to ensure that they offer the best therapeutic options for all possible presentations including referral on to specialist services.

The largest percentage of clients continue to present with issues relating to family violence, but this is always accompanied by simultaneous difficulties of trauma, social isolation, parenting and financial pressures to name but a few.

The established partnerships with Australian universities and colleges responsible for training psychologists continue to grow in strength and we host 25 provisional psychologists on placement per year. All receive expert supervision and support as they work with complex clients facing significant difficulties.

The range of counselling services also includes therapeutic groups with exciting additions this year including *Self-Care for Volunteers, Thriving, and Sleep Soundly* which emphasise techniques for participants to look after themselves effectively and enhance their everyday wellbeing.

Doncare's Child and Youth Counsellor works with children from 5 to 18 years. The work is complex and requires a careful mix of approaches that are designed to support children to find a way to express their difficulties and work through them. Much of the work involves parents and families so that strategies and skill development can be consolidated in the family home. The changes that we see in children in this program can be dramatic.



*A 10 year old girl came to counselling as her mother was worried about her daughter's anxiety. It was impacting her sleep and she was quick to get angry at her family. When she started counselling it became clear she was feeling the loss from her parents' divorce and the loss of some school friendships. Through working on her self confidence and building on her strengths, understanding divorce, focusing on new friendships and learning about unhelpful thinking patterns both the client and parents were pleased with the outcome of counselling.*

*A 13-year-old girl in Children's Counselling had a strong iPhone habit and subsequent sleep disturbance. This was creating stress for her father and lateness to school. A contract was drawn up, strategies worked on and a greater understanding of the impact of excessive phone use. This resulted in healthier iPhone usage, improved sleep, and early arrival to school and personal satisfaction of her achievements.*



248

Families supported

31

Children supported

# FAMILY SERVICES

Every parent wants the best for their child. Every community wants to see children have opportunities to grow up in loving, caring and stable families so they can develop into healthy, capable and happy adults.

Some families need Family Services support when they are experiencing difficulties that impact on their parenting and family life. Our team works closely with vulnerable families to create change and build on strengths to work towards their goals.

In recent times, there has been an increase in the number of families from Manningham being referred to Family Services. Doncare is fortunate to be part of the Inner East Family Services Alliance, as well as having the opportunity to consult with co-located services such as EDVOS, SalvoCare and Boordawan Willam Aboriginal Healing Service. We also regularly work with practitioners from Child Protection and Child and Youth Mental Health Services, all contributing to a better understanding of the families we work with and how best to support them.

As well as this, the practical support our families receive via the *Family Services Flexible Packages* and from organisations such as St Kilda Mums, who often provide prams, car seats, clothing and nappies, enable them to better meet the daily needs of their children.

In collaboration with EACH we co-facilitated *Bringing Up Great Kids* which assisted parents to strengthen their parenting skills. We also presented the *Empowering Parenting* seminar to the St Peter and Paul's School community.

Amidst the ongoing pressure and demand we face in Family Services, we like to focus on the positive impact we have on families. Often we are able to engage families who are not expected to engage or historically have been difficult to engage. One client gave feedback that her experience with 'helping professionals' was one of being judged until she engaged with Doncare staff. It is encouraging to observe parents come to understand the adverse impact their behaviour can have on their relationships with their children, and inspiring to see fathers who have not been involved become actively involved in parenting.

We are also fortunate enough to observe other significant individual changes family members make when we work with them, such as children no longer expressing suicidal thoughts, a mother managing to avoid relapsing into heavy drug use through her pregnancy and children and young people re-engaging in education.

Family violence, along with mental health, continues to be one of the highest referral issues in Family Services. We continue working with the challenges and complexities in this space and we see how slowly but surely we are having an impact. It was really rewarding to learn that one family we assisted was able to enjoy Christmas for the first time in many years after the mother had left her violent partner. Doncare was able to assist with a Christmas tree, decorations and gifts, making it a very special Christmas for the family.

With the support of our Intensive Family Service Program, we continue to support children to remain in the care of their families and avoid placement in the out of home care system. We have seen that the time this program allows for workers to engage families and focus on their challenges has been highly beneficial.

Family Services has continued to support Doncare's commitment to supporting university students fulfil their practical study requirements by accommodating social work students. Feedback is always very positive from students who find their placements to be a great learning experience.

Over the year, the Children, Youth and Family Services sector has continued with reforms in response to Royal Commissions, systems redevelopment, and strengthened partnerships. For Doncare, this means that we have seen the introduction of the Family Violence Information Sharing Scheme and the Child Information Scheme in September 2018, as well as the current introduction of the Multi Agency Risk Assessment Management (MARAM) framework, all of which are designed to support early identification of risk issues and better sharing of information across sectors to ensure increased safety for women and children. Doncare has also continued to participate in the Outcomes Information Tracking System pilot project led by DHHS to establish an outcomes framework to assist our work with families.



68

Families supported, including

137

Children

## JANE - BUILDING CONFIDENCE



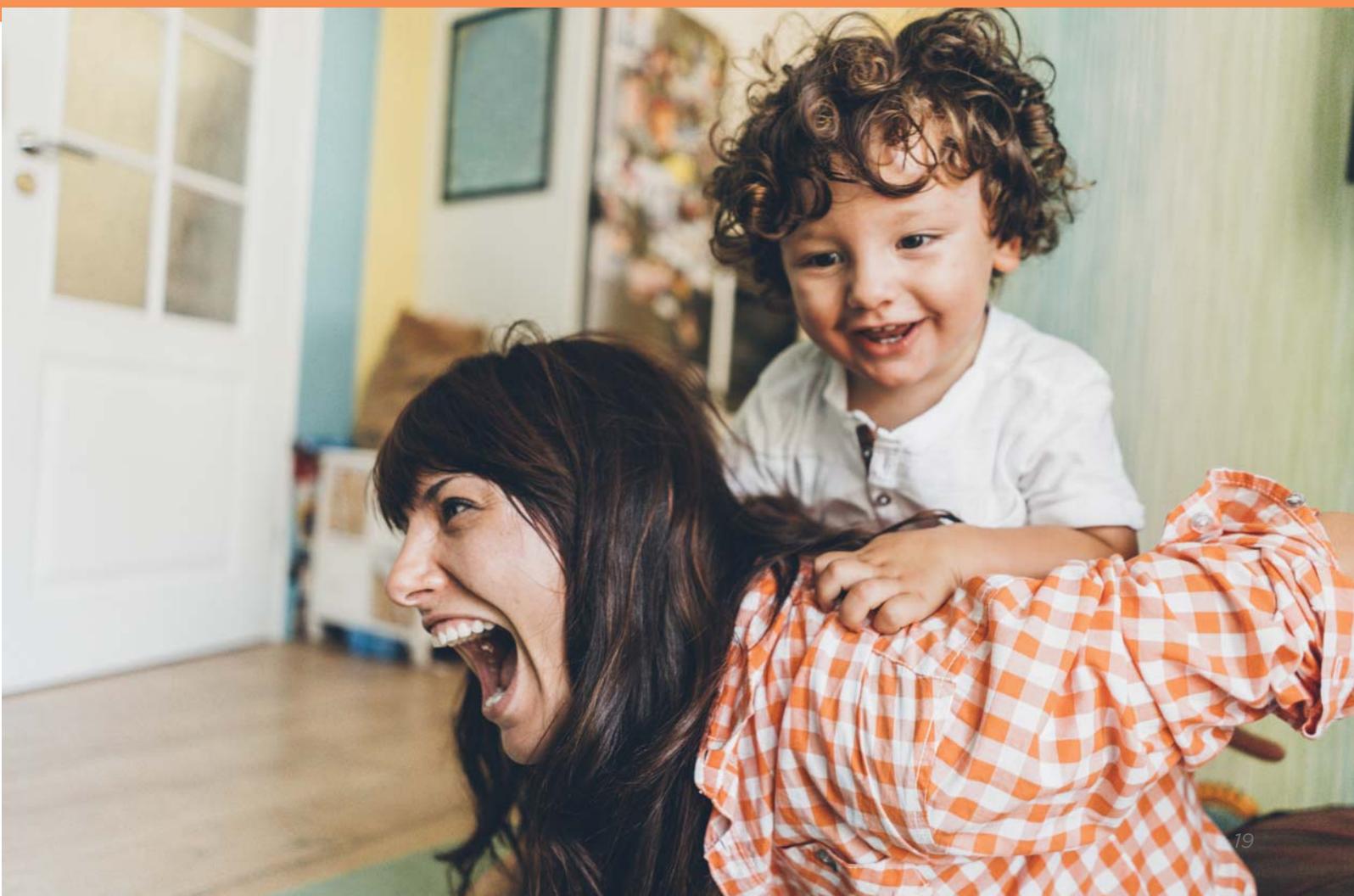
Jane and her three children were referred to Family Services by Child Protection, after police attended an incident at the home where her partner, the father of her children, had punched and kicked her and taken her car keys so she could not leave the home. With support, Jane was able to stand her ground and not allow her partner to return to the home. Family Services helped Jane to develop a safety plan to ensure that she and her children were safe.

Jane was encouraged to provide a consistent routine for her children and to understand how the family violence had impacted each child. She was referred to Doncare's Emergency Relief Program and other services in the community to obtain food for her family, which was particularly necessary as her partner stopped paying the rent and paid very little Child Support.

Jane's oldest child, Tia (7), was very anxious as a result of the exposure to her father's violence. With support from

Doncare's Children's Counsellor, Tia made great progress, feeling more secure and less responsible for the safety of her mother and younger siblings. Jack (4) has a diagnosis of being on the Autism Spectrum and Jane was able to navigate the complexities of the NDIS with the Family Worker's support, engaging with a Key Worker and developing a plan that included speech and occupational therapy for him. While Jack was in kindergarten, Jane was able to give individual attention to Sarah (2) and they both gained much pleasure from attending a toddler music group together.

Over time, Jane's confidence in herself and her parenting increased and her connection to her local community strengthened. After about six months, the Family Worker and Jane agreed that the goals of the service had been achieved. Jane was able to continue with the positive steps she had taken for her family beyond the support of Doncare Family Services.



# INFORMATION AND EMERGENCY RELIEF

The public perception of Manningham is of an area that is financially well-off yet those who experience the opposite of that perception seek help from us on a daily basis.



Ninety-eight percent of clients seeking assistance from Doncare receive a government pension with 30 percent receiving a Newstart Allowance. Social Security payments have fallen to a level where people are unable to meet even their most basic needs.

Every day, our dedicated volunteer *Community Support Workers* (CSWs) hear stories of family violence, financial hardship, homelessness or people facing the real risk of becoming homeless through the inability to pay rents or mortgages. They see parents who are at their wits' end and can't feed their children, pensioners who have not put on heating or who have had to choose between paying their utilities bills and eating. The CSWs provide a respectful and non-judgemental listening ear and as appropriate, provide immediate material relief in the form of food vouchers or parcels, information about and assistance with energy relief grants, support from brokerage funds where possible and referrals to appropriate internal or external services.

Each CSW has a talent to be able to look beyond the immediate presenting issue and a wealth of knowledge to draw from. The greatest gift each CSW offers every client is the sense of really being listened to, which results in at least a thread of optimism that there are people who care and can help.

In order to assist the many who come in crisis, Doncare relies heavily on the generosity of schools, churches, service clubs and individuals. Without the multiple food drives that are held, we would not be able to give people the basics from the food pantry. Without philanthropic grants, we wouldn't have funds to assist students to join their mates on school camps and excursions. Without the support of the Doncaster East and Templestowe Village Community Bank branches, we couldn't contribute to the winter heating bills of pensioners through the Winter Warmth Program. Without the gifts provided by local knitters and crocheters, we wouldn't be able to offer beautiful handcrafted rugs, scarves and beanies to help ward off the winter cold. The support Doncare provides would be very different and very limited without each and every donor and dedicated volunteer.

The program runs a significant 'giving project' in the lead up to Christmas each year, helping to ensure that Manningham families and children don't miss out on experiencing the joys of this special time of the year. We again rely heavily on community donations and the generosity of local businesses, schools and church groups to deliver a special Christmas to those who need a little extra help.



655

Individuals given vouchers, toys and hampers at Christmas.

1243

Emergency Relief visits



116

Students assisted with school and activities costs



## FATEMEH — THE THREAD OF STABILITY



A young mother met with one of Doncare's volunteers. She had limited English, no family in Australia, came from a small CALD community and had not been able to make friends since migrating here.

Fatemeh knew she couldn't maintain the life she had been living with her abusive husband and needed to protect her four small children. She had not voiced to anyone the fear and violence she was living with - who was there for her to talk to? Encouraged by the worker, she slowly shared her story and her desire to leave her husband. She outlined the fears for herself and her family.

The worker advocated on Fatemeh's behalf and referrals were made to family violence services, legal services and emergency relief networks. Fatemeh was supported through the initial period until she was able to move to a safe location with her children. As it had been

necessary for Fatemeh and her children to leave without taking anything with them, the referrals enabled her to furnish their new home, and provided clothing and other immediate needs for them. To her huge relief, the family pet was also able to be accommodated, as the pet was also under threat from violence.

Doncare provided Fatemeh with emotional and practical support and a sense of not being alone. She had thought of leaving for over a year but it wasn't until she could speak with someone and actually voice her situation that the strength came to make the move.

Fatemeh is now very thankful to have her freedom back. She is able to contact her family overseas and speaks of how much better she is feeling within herself. Even knowing the long road she has yet to travel, Fatemeh thanks Doncare for being her 'thread of stability' during the time she needed support.



# CASE MANAGEMENT

Doncare's Case Management Program can be defined as an intervention which does not simply meet this or that immediate need but develops a person's capacity to self-manage their own access to any support they need.

This is achieved by the team developing a relationship between the client and the case manager which has the qualities of persistence, reliability and respect, and which delivers comprehensive, practical support. Goals are identified and prioritised as plans of action and are monitored and adapted to maximise successful outcomes.

Presenting issues continue to include family violence, social isolation, and difficulties accessing primary services and welfare benefits. A key feature of this program is that it can see clients who present with a wide range of different issues and challenges. Clients present from a range of cultures, language groups, marital statuses and genders. This flexibility enables the program to provide a useful complimentary service to all other Doncare programs without time or program structural limitations.

In addition to our vital support to clients, the program provides a high quality, direct practice placement opportunity for social work students who then grow to understand the needs of clients they will work with as they move towards their future careers. Students provide direct casework support to allocated clients, working with them to link them with ongoing support and services, helping them to negotiate difficult Centrelink or NDIS regulations, or assisting in securing funding. Students also receive high levels

of supervision and feedback about their work and participate in networking and training opportunities to further expand their knowledge and skill levels. In return, we all benefit from their enthusiasm and energy.

*"Doncare was very welcoming, open and willing to teach me. The task supervision was fantastic, and the opportunity to have unplanned supervision sessions if needed was incredibly helpful. Multiple training opportunities were available, and they were all very informative and valuable and helped me with the complexity of my client work".*

Our clients provide the best testament to the support they receive in their positive feedback. A typical example:

*"I was very worried and less confident. After meeting my caseworker, she helped me amazingly! She encouraged me to do well and gave me a lot of strength. When I felt I had lost, she helped to move in the right direction, thank you so much. My worker is amazing, and I really appreciate her support".*



14

Student placements

7000

hours of student caseworker time



47

clients assisted



## SOFIA — ACHIEVING HER GOALS



Sofia is a 14-year-old local secondary school student. Sofia's mother Asha is a single parent who fled a violent relationship and lived with Sofia in a women's refuge until they settled in the Manningham area. Sofia and Asha love the area but struggle financially. Asha is a low-income earner, who holds a Health Care Card and receives Centrelink Family Benefits in order to make ends meet. Asha has received assistance from Doncare in the form of food vouchers and food parcels.

Sofia has struggled with learning difficulties, mostly affecting her reading, since an early age. Sofia's learning difficulties were corroborated when diagnosed with having a specific learning disorder with impairment in reading (dyslexia) and written expression by a cognitive and educational assessment.

Sofia experienced bullying at school and felt ostracised by her peers because of her learning difficulties. The Case Management Program negotiated for Sofia to receive funding to access tutoring lessons which have been incredibly beneficial. Since engaging with the tutor Sofia's self-esteem has improved and her confidence in her own ability has grown.

Sofia's growth has not only been academic but emotional and psychological, thanks to the emotional and practical support offered. We believe Sofia will continue achieving her goals and will continue learning new skills in order to better herself in all aspects of her life for now and for her future endeavors.



# SOCIAL SUPPORT FOR SENIORS

Being part of a community can have a positive effect on mental health and emotional wellbeing. Community involvement provides a sense of belonging and social connectedness. It can also offer extra meaning and purpose to everyday life.



The Social Support Program has continued facilitating group outings for seniors and under 65 year olds with disabilities, providing opportunities to get out and enjoy some social interaction with others of similar ages. These outings enable new friendships to flourish while also building connections to the community in which they live.

We have recently been provided, via a grant, the opportunity to build on our existing service delivery to now include a Community Visitors Scheme. This will allow us to extend the hand of friendship and community connection to residents in Aged Care Homes and for people who receive Aged Care Services in their own home. This program matches a volunteer visitor with a care recipient with similar interests and coordinates ongoing regular visits.

A highlight of the year was the receipt of a grant from Manningham City Council which allowed a group of volunteers to undertake Dementia Australia's Virtual Dementia training. The training is an interactive virtual reality experience that plunges participants into the world of a person living with dementia through multi-sensory stimulation that uses light, sound, colour and visual content.

Those who undertook the training came back with a whole new understanding of the many different aspects of change people living with dementia experience. The training provided insight to the everyday challenges which extend far beyond just memory loss. It provided volunteers with greater tools to understand and support the Social Support participants who are living with dementia.

Like all of Doncare's programs without the dedication of the Social Support volunteers, this program wouldn't be possible. Doncare is privileged to have been able to assist 106 individuals to access the companionship of others and to form new and supportive friendships. 81 of these clients are aged 80 years and over. Through the provision of 279 outings the group members have enjoyed a combined total of 6900+ hours of activities.



**279**  
group outings



**6909**  
hours of supported activity  
to clients



**75**  
volunteers provided

**4853**  
hours of time

## CHINESE WALKING GROUP ADVENTURES

Having received a grant from the 'Participation for CALD Seniors Grants Program' we were able to provide the Chinese Walking Group with some special outings. With the members of the group, rarely venturing out of Manningham, it afforded them the opportunity to visit parts of Victoria that otherwise would be out of their reach.

Following consultation with the group members, half-day excursions were arranged, these included visits to:

- The Big Bouquet Gerbera and Alpaca Farm
- Yarra Valley Chocolaterie & Ice Creamery
- Chesterfield Farm
- National Botanical Gardens Cranbourne
- Big Watermelon Market Wantirna

The variety of the excursions was hugely successful and popular with the group. The bus trips, the sight seeing at the farms and gardens, the shopping experiences, and the opportunity to lunch at different places proved to be most enjoyable for all the members.

A few clients who had been unable to go on the usual walks for some time because of health issues also participated in the excursions. They were able to bring their walkers and to enjoy the days and catch up with their friends. It was very encouraging to see a few clients, stimulated by the excursion experience, planning to make contact with each other to go out and about by themselves, or even just visit each other.



# REDUCE, REUSE, RECYCLE

Together, we recycle new and preloved items, provide opportunities through volunteering to develop work skills, improve language and meet friends, all whilst raising funds to support disadvantaged people in our community.

It has been a challenging year for all retail businesses with Doncare's opportunity shops also experiencing reduced trade. Despite this, our inspiring staff and volunteers continue to proactively seek funds through sales, events and warehouse sales to raise much needed funds. Our dedicated op shop volunteers have again risen to the occasion and helped raise \$932,949 this financial year.

A decline in retail profits was a common trend observed across the Australian retail sector. Recent reports revealed 54,992 businesses folded in Australia last financial year, a 12.7 percent increase on the previous year. There is further uncertainty ahead for small businesses with 1 in 3 of 1,000 businesses surveyed "will shut their doors in the next three to five years" according to the Economy of Shopping Small Report by American Express and RFI Group. Woolworths' chief executive reported having "no alternative" but to close 30 Big W discount department stores across Australia. Analysts warn there will be further closures on the horizon as the preference for online shopping continues to weaken the sector.

## Training Opportunities

Doncare was fortunate this year to partner with Deakin University to work with their students to develop a training video to compliment our existing Doncare Op Shop Handbook. This partnership assisted us to provide another step towards ensuring our volunteers are well trained and supported when they join our team.

We also received a grant from The William Angliss (Victoria) Charitable Fund, which enabled us to deliver op shop specific customer service training to our volunteers. Hazel Maynard, who once worked as a manager of 6,000+ volunteers at a large op shop organisation facilitated the training, which worked through topics including problem resolution skills using real life customer scenarios that have occurred in the shops.

One long-standing volunteer, Michael Phillips who has extensive OH&S experience and guides Doncare's Risk Management Plan, spoke at the Combined Op Shop Meeting highlighting areas of risk management that are particularly relevant to the shops.

## Improvements, changes and challenges

We implemented a new process to enable feedback from both new and retiring volunteers on their training and experience working at the shops. Another initiative was having a Suggestion Box in all shops to allow volunteers to make constructive ideas for improvement.

In response to customer feedback on prices, we conducted a price comparison analysis with several large and small op shops, as well as a large discount department store. This exercise revealed that Doncare's op shop prices are very similar or cheaper than other similar businesses in the area.

Combined Op Shop Meetings were introduced to enable our volunteers from different shops to share experiences and ideas, and increase opportunities for further training.

An Emergency Roster system was developed so willing volunteers can assist in our other shops when they are short staffed. This will provide a great support to Op Shop staff who regularly cover shifts when volunteers are away. Thank you to these volunteers who have agreed to work extra shifts and to the roster coordinator, Hanida.

The Blackburn North Shopping Centre is undergoing a redevelopment and consequently, we temporarily relocated Doncare's op shop within the centre. Our thanks to the Blackburn North volunteers, Doncare staff and depot volunteers for their hard work to set up the new shop.



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on Facebook, Instagram & ebay



## VOLUNTEERS

Doncare's National Volunteer Week function provides an opportunity to thank our op shop volunteers and recognise their contribution to raising funds for the organisation's programs. The work our volunteers do for Doncare is truly amazing. One volunteer has been volunteering for over 30 years!

We congratulate Op Shop volunteers, Margaret Gibb and Vilma Ozzimo who were both surprised and humbled to be honoured for their contribution to Doncare with the Volunteer of the Year Award.

Thanks also go out to Dan and Estelle from the Commonwealth Bank and the parents from St Clement of Rome Primary School who have volunteered several times throughout the year to assist with our warehouse sales.

Doncare staff, volunteers, donating companies and customers all contribute to the success of the Op Shop Program. We are truly grateful to all those who have supported us this year and look forward to continuing our work together.



# VOLUNTEERING IN MANNINGHAM



Most of us want to help those less fortunate than ourselves. We do not volunteer, for the most part, because it benefits us. **We volunteer because it makes a difference.**

Doncare has a long and proud history of supporting Manningham residents to contribute to their community via volunteering. In 2005 a group of four agencies based in the City of Manningham (Doncare, Manningham Centre Association, Manningham Community Health Centre and the Migrant Information Service Eastern) formed a Consortium to develop a shared, co-ordinated system of managing volunteers. The Volunteering in Manningham (ViM) Program was the result of this work, which officially began in May 2007 and was funded by Doncare until 2010. Since 2010 Manningham City Council funded the program which established strong connections to community organisations, sporting clubs and other not-for-profit groups to assist them with their volunteering needs.

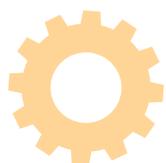
The service always endeavoured to help build a resilient connected community and empower Manningham citizens through volunteering.

The program was able to offer a range of touch-points through which to become involved in volunteering in Manningham, including:

- Free volunteering community information sessions designed to educate members of our local community about volunteering – the benefits, breadth of opportunities, volunteers' rights and obligations, and support services available;
- Comprehensive online resources where community members could explore the world of volunteering;
- Face-to-face interviews, supported by a needs analysis and screening questions, to identify what prospective volunteers were looking for (based on skills, interests and capacity) so that we could refer them to the right volunteering opportunities. This was particularly beneficial for people who may have had difficulties making connections within the community due to a lack of confidence, poor English skills, recent arrival in Australia, mental or physical health issues or unemployment;
- The provision of detailed job advertisements on Go Volunteer that clearly defined the role, volunteer organisation and expectations of the volunteer.

In April 2019 Manningham City Council announced that it would no longer fund Doncare's ViM Program. Therefore, with much regret and sadness the program ceased services on 30 June 2019.

Doncare is extremely proud of all that ViM achieved and thanks go to ViM Coordinator Meredith Bubner for ten years of dedicated service. Meredith provided a pathway for thousands of people to a broad range of volunteering opportunities and established strong connections to community organisations, sporting clubs and other not-for-profit groups to assist them with their volunteering needs.



249

face to face volunteering consultations undertaken

97

Participating agencies benefitted from our support and referral service



1519

volunteer enquiries received

## MADELEINE — ENJOYING THE WORLD OF VOLUNTEERING

Volunteering for the ViM Program has been a great and rewarding experience for me, in many ways and on many different levels.

I have certainly learnt a great deal about the volunteering world. In May 2013 I attended a ViM *Introduction to Volunteering* session. I was really surprised to learn in that session of all the different ways one can volunteer in the community, the different programs that are available and the many agencies that exist, not just within Manningham but also in the wider region. I also had no idea how much one could benefit from volunteering. Shortly after this initial introduction, I joined the Doncare ViM team. The impacts on me in terms of my confidence, well being, increase in knowledge and the opportunities to work alongside new people has been profound. I have had the privilege to be included in many events including Network Meetings, Expos, Doncare events, launches and AGM's, all of which I enjoyed and learnt from.

Volunteering has expanded my view of the world. I've had the privilege to meet and interview many people from all walks of life, different backgrounds, nationalities and cultures and I can say that they all inspired me in some way. I just hope that I was able to contribute to them by introducing them to a suitable volunteering role they can enjoy.

I feel proud to have been involved with this program and with such a great organisation. Doncare makes such a big difference to the disadvantaged in our community and I hope that my small contribution has made a difference too.





# DONCARE CELEBRATES 50 YEARS OF VOLUNTEERING

doncare

Doncaster Community Care  
and Counselling Ltd. Inc.  
[www.doncare.org](http://www.doncare.org)



Ian Goldsmith, Doreen Stoves and Geoff Roberts

## OLD FRIENDS AND NEW.....

National Volunteer Week morning tea celebrates Doncare's 50th Anniversary and unites past and present volunteers.

This year's theme for National Volunteer Week was 'Making the World of Difference' and that is certainly true of the thousands of volunteers who have dedicated their time to Doncare over the last 50 years. As part of Doncare's 50th Anniversary celebrations, we hosted a morning tea at the Manningham Function Centre. The event attracted over 280 past and present volunteers and celebrated their contribution to their community.

Her Excellency, the Honourable Linda Dessau, Governor of Victoria addressed the audience, as well as Doncare's Patron, 2015 Australian of the Year, Dr Rosie Batty AO. Doncare CEO, Doreen Stoves AM PSM JP spoke of the value of volunteering and the vital partnerships that enable Doncare to continue its important work in the community.

The Governor of Victoria and Doncare's CEO presented two special awards to two volunteers who had been nominated by their peers as being particularly dedicated and deserving of the title of 'Doncare Volunteers of the Year 2019'.

The Mayor of Manningham, Cr Paula Piccinini and Doreen Stoves AM PSM JP also presented 40, 30, 20, 10 and 5 year Volunteer Service Certificates to 44 recipients.



Meredith Bubner, Ron Kitchingman OAM, Dr Rosie Batty AO, Brian Tooth, Doreen Stoves AM PSM JP, Her Excellency, the Honourable Linda Dessau, Governor of Victoria, Manningham Mayor, Cr Paula Piccinini, Deputy Mayor Cr Anna Chen, Beth Kitchingman and Vice President, Laura O'Brien



Ros Loader and Graham Cock



Alison Herron and Ken Falconer



Judith Clark and Glenda Deoki

# VOLUNTEERS OF THE YEAR 2019

## Margaret Gibb

Margaret has volunteered with the Doncare Tunstall Square Opportunity Shop for the past 16 years. Margaret works at the op shop on a weekly basis and has served on the Committee of Management as the Roster Secretary. She is a highly valued and respected volunteer who has made herself available to welcome and train new volunteers, organise volunteer shifts and welcome and assist customers and clients visiting the shop. Her warmth, calmness, reassuring manner and her willingness to take on many additional responsibilities make Margaret a worthy recipient of the Doncare Volunteer of the Year Award.

## Vilma Ozzimo

Vilma has volunteered with Doncare Macedon Square Opportunity Shop for over 10 years. Vilma works the morning and afternoon shift every Thursday and has also been very happy to help out on other shifts when there are staff shortages. When asked to take on a Team Leader role, Vilma did so willingly even though this was not something she was particularly comfortable with. Making sure that the shop remains profitable so Doncare has funds to assist those in need has always been very important to Vilma. She is very well liked by both staff and the shop's regular customers. Vilma is energetic, reliable, a great salesperson and is a kind and caring person – an extremely worthy recipient of the Volunteer of the Year Award.



Jen McMahon, Margaret Gibb and Vice President, Laura O'Brien



Her Excellency, the Honourable Linda Dessau, Governor of Victoria with Vilma Ozzimo

Doncare also presented 44 volunteers with Service Certificates.

## OLD FRIENDS AND NEW.....



Mayor, Sonja Terpstra and Dr Rosie Batty



Charlotte Grant and op shop volunteers

# DONCARE HONOUR ROLL

## OVER 10 YEARS OF SERVICE

### Counselling

Lynette Flynn 24 Years

### Clerical

Lois Savage 11 Years

### Community Support Worker

Jenny Reynolds 16 Years

Julie Yu 20 Years

Lindy Gilham 11 Years

### Social Support for Seniors

Beverly Schurmann 16 Years

Carmel Schofield 12 Years

Carolyn Vimpani 17 Years

Christine Crawford 12 Years

Debbie Wong 18 Years

Diane Pritchett 16 Years

Dorothy Pearson 17 Years

Dorothy Dower 17 Years

Dorothy Ranyard 16 Years

Farzad Maghami 16 Years

Frank Johnston 17 Years

Geraldine Bloom 23 Years

Isabella McDonald 15 Years

Janet Handley 14 Years

Jenny Round 14 Years

Joan Middleton 17 Years

John Coombes 16 Years

Kathy Grimster 19 Years

Ken Falconer 20 Years

Laurel Agius 11 Years

Lorraine Manthey 40 Years

Patricia Austin 17 Years

Shirley Monahan 17 Years

Shirley Weir 17 Years

### Op Shop Program

Alice Zanon 23 Years

Alice Ho 12 Years

Ann (Zhou Ping) Wang 11 Years

Babs Elliott 12 Years

Barbara Toporkiewicz 17 Years

Bob Akbarzadeh 18 Years

Brian Sexton 17 Years

Carol Trainor 32 Years

Christine Caldwell 15 Years

Colin Raymond 12 Years

Coral Merrett 12 Years

Faye Chalmers 16 Years

Freny Bagli 14 Years

Graeme Humphreys 11 Years

Graeme Andrews 11 Years

Helen Rigopoulos 22 Years

Ida Ciciriello 12 Years

Ila Franklin 30 Years

Inga Jekabson 13 Years

Ivan Chow 12 Years

Jan Shields 16 Years

Jean Brown 15 Years

Jennifer Yeo 11 Years

Joy Nichol 20 Years

Joye Sexton 19 Years

Judy Reynolds 22 Years

Kathleen Raymond 16 Years

Ken Falconer 20 Years

Lai Pink Ng 11 Years

Lesley Harrington 12 Years

Lilian Donda 20 Years

Lori Rossetto 14 Years

Lorraine Gravener 18 Years

Lynette Cowley 11 Years

Margaret Rimmer 13 Years

Margaret Janout 12 Years

Margaret Gibb 16 Years

Marion Earle 14 Years

Marjorie Crawford 12 Years

Marjorie Dowd 16 Years

Marlene Knight 18 Years

Mary Stenson 12 Years

Milda Sarzetakis 11 Years

Pat Ure 16 Years

Robert McDonald 13 Years

Robyn Dow 17 Years

Rose Chong 14 Years

Rosemary Climas 12 Years

Shirley Monahan 17 Years

Shirley Shaw 15 Years

Shirley Weir 17 Years

Siew Hoon (Sue) Hor 16 Years

Yvonne Dart 11 Years

# VOLUNTEERS RECEIVING SERVICE CERTIFICATES

### 40 Years

Lorraine Manthey Social Support for Seniors

### 30 Years

Ila Franklin Op Shop Program

### 20 Years

Lilian Donda Op Shop Program

Ken Falconer Social Support for Seniors & Op Shop Program

Joy Nichol Op Shop Program

Julie Yu Community Support Worker & Choir

### 10 Years

Clive Ansell Social Support for Seniors

Chris Barry Op Shop Program

Pam Brien Op Shop Program

Kathryn Ewers Social Support for Seniors

Fred Jurgelait Social Support for Seniors

Daphne Laity Op Shop Program

Anne McNaughton Op Shop Program

Gwen Medcalf Op Shop Program

Brenda Quaine Op Shop Program

Judy Schumer Op Shop Program

Jane Shiels Social Support for Seniors

Liesbeth van Altena Social Support for Seniors

Robyn Webb Op Shop Program

### 5 Years

Geraldine Blythe Social Support for Seniors

Dawn Bowen Op Shop Program

Judith Clark Op Shop Program

Julie Dobson Op Shop Program

Anita Gibbens Op Shop Program

Marian Granata Op Shop Program

Leonard Healy Op Shop Program

Cynthia Kearney Op Shop Program

Maree Kirkpatrick Op Shop Program

Majda Muzlai Op Shop Program

Leanne Nguyen Op Shop Program

Mary O'Donohue DAWN

Pam (Padmasany) Prakash Op Shop Program

Kathleen Rehe Op Shop Program

Alan Schumer Op Shop Program

Irene Scott Op Shop Program

Wendy Thomson Social Support for Seniors

Dianne Timms Op Shop Program

Stan Vimpani Social Support for Seniors

Sharon White Op Shop Program

Loi Wong Op Shop Program

# AWARDS

**Doncare**

**Kathy Monley**

**Elizabeth Muscat**

**Loli Dowdell**

**Patricia Austin**



Community Group Achievement Award, Manningham Civic Awards 2019

Volunteer of the Year, Manningham Civic Awards 2019

Nominee Manningham Young Achiever of the Year 2018

Menzies Australia Day Award 2019

Menzies Australia Day Award 2019

## **Doncare**

Manningham Business Excellence Award 2018



# CORPORATE SERVICES

The client journey is central to the way effective services are delivered.

The end of the financial year provides an opportunity to reflect on achievements, acknowledge the contribution of staff and celebrate successes before moving on to the challenges of the next financial year.

Whilst financially the year was a challenge, the decision to use accumulated reserves for service delivery meant that Doncare continued to meet community expectations relating to service delivery. This approach is not sustainable over the long term so focus centered on sourcing new revenue streams to fund existing programs whilst adapting to the community's identified service delivery needs. To retain funding, we were also required to submit tenders for several existing programs. Considerable resources were dedicated to the preparation of tender documents for relevant funding opportunities with varying levels of success. The resultant combination of tender wins and losses then meant addressing how services would be delivered with funding changes.

In November 2018, Doncare undertook re-certification and re-registration for compliance with both the ISO standards and Health and Human Service Standards. This is a rigorous assessment of our policies, procedures and processes conducted by an external organisation and challenges us to view service delivery through the eyes of a client. The client journey is central to the way effective services are delivered and we were immensely proud to achieve recertification and registration with no non compliance issues identified. What is most pleasing is that our clients indicated high levels of satisfaction with both the type of services delivered and the way the services were provided. Accreditation audits can be stressful, however it became evident that our work consistently reviewing practices and processes throughout the year facilitated a seamless review. A continual improvement philosophy is now embedded in the fabric and culture of the organisation and practised by all employees.

Another major change this year was the introduction of Single Touch Payroll for organisations with over 20 employees. This change to the way payroll is reported to the tax office came into effect on 1 July 2018 and was adopted seamlessly into the normal processes of our payroll cycle.

The Corporate Services staff have participated in several network and sector training opportunities to enhance the work of the organisation in addition to being active members of Doncare working groups. We were delighted to be given the opportunity to attend the "How To" training facilitated by Family Safety Victoria. This free training was conducted for four full days over several months and gave us the opportunity to review our internal practices and policies for the delivery of inclusive services to the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community. This work is ongoing and would ideally lead to achieving Rainbow Tick accreditation. Whilst funding constraints prevent Doncare from obtaining formal accreditation, we can still adopt a service delivery model that addresses the needs of the LGBTIQ community.

Whilst Corporate Services is a small team our reach extends far beyond traditional finance and accounting roles. We were part of the CSnet Working Group to develop Doncare's new client management system; participated in Consumer Advisory Group meetings; joined activities of the Christmas Sub Committee; worked with the Board Policy & Quality Sub Committee, and Finance, Risk & Audit Sub Committee; and lead both the internal OH&S Committee, and Risk Management Committee.

We are grateful for the contribution of such dedicated staff who continue to go above and beyond to provide Doncare with a highly professional service.

# ADMINISTRATION & COMMUNICATIONS

**MAYORAL BALL 2019**  
Friday 25 October, 7.00pm  
Manningham Function Centre  
699 Doncaster Road  
Doncaster

Celebrating 50 years of Doncare

Mayor, Cr Paula Piccinini invites you to join us for an evening of food, dancing, entertainment and fundraising.

Tickets \$150  
(includes a \$30 donation to Doncare)

For tickets  
[manningham.vic.gov.au/mayoral-ball](http://manningham.vic.gov.au/mayoral-ball)

Enquiries to Jenny Horvath 9840 9304

**doncare** | **MANNINGHAM**  
Proudly supported by **Noel Jones**  
Doncaster

A commitment to meeting the needs of the community living within Manningham and surrounds has always been the focus for Doncare's service delivery.

As we operate in a rapidly evolving environment, with government reforms of the Child and Family Services sectors and an increasing expectation to demonstrate the impact of our work, a large project was undertaken to develop an Outcomes Framework.

Doncare's Outcomes Framework is a cross-program framework that specifies four wellbeing outcome focused areas:

- Healthy and Well
- Safe and Secure
- Participation
- Connection

In mid 2018, we signed with CSnet to build a fully integrated online IT platform that would allow Doncare's programs to share a single system for client management and reporting requirements. The project involved extensive consultation with all staff across the whole organisation to consider workflows and funding reporting requirements.

We were able to incorporate into the CSnet platform Doncare's Outcomes Framework to enable seamless mapping of service delivery.

In April 2019 we successfully launched the platform across the organisation. While this was a huge project and a complex change for the organisation to undertake, we are now looking forward to

being able to easily identify key aspects of our work that clearly demonstrates emerging trends, client statistics and program outcomes.

Along with this work in new technologies for client support services, we have also continued to grow and develop our communication tools. The principal goal for communications is to drive community awareness of issues facing those living in our neighbourhoods, promote our services and offer opportunities for community engagement.

We endeavour to ensure our communications are timely, relevant, interesting and accessible through various channels. We utilise all available platforms including, local newspapers, Manningham Council publications, social media and electronic newsletters. We are pleased to see our growing database of subscribers and the improvements and growth of our online platforms.

Like all of Doncare's programs our small team relies heavily on the support and dedication of skilled clerical volunteers. Their contribution and input can never be underestimated. With improvements to systems, technologies and strategies we look forward to the continued growth of Doncare's services in the community.



75%

increase in Facebook Followers

13%

increase in new website visitors



27%

increase in Subscribers

## RESILIENT KIDS – POSITIVE FUTURES



We are excited to be launching this new initiative in the coming months.

Many children in Manningham are struggling with a range of issues affecting their long term health and well being. Recent studies report that the biggest issues facing children are anxiety, depression and trauma caused by bullying, social issues, family breakdown or family violence, social exclusion due to disadvantage, self-esteem and self-confidence issues as well as academic pressures.

Symptoms of trauma can adversely affect a child's capacity to connect with their peers, preventing academic, social and employment success, which may lead to a young person engaging in self-destructive and self-defeating behaviors.

Through our Children's Counselling, Family Violence Services and Information & Emergency Relief Services, Doncare comes into contact with a large number of children presenting with complex issues. 75% of children attending counselling have experienced violence, 11% of children aged 12-17 years have self harmed and 17% of students in Manningham have been bullied at school. 41% of parents with children aged 4-11 years did not seek help for their child because they could not afford it.

Doncare is launching a new initiative "Resilient Kids – Positive Futures". This program will provide a multi-disciplinary, wrap-around service to support vulnerable children aged 6 to 17 who are dealing with a range of emotional and psychological issues. The program will deliver a combination of group and individual support services; from interactive workshops and information sessions on topics such as bullying and peer relationships through to individualised coaching.

The service is designed to be preventative, proactively addressing issues that might otherwise go on to require intensive counselling. In our experience, the best outcomes for children are almost always derived from direct contact supplemented by meaningful engagement with parents and schools. To this end, this service will include educational sessions for parents that build awareness around issues impacting their children, as well as tools and techniques that can be applied to support them. The service is intended to be portable so that, where appropriate, workshops and information sessions can be delivered in schools.



Proudly supported by:



Asian Australian  
Foundation

# EMPOWERING PARTNERSHIPS

Doncare has always relied on the generosity of individuals, groups and businesses who share our commitment to support, strengthen and empower the community.

## COMMUNITY GROUPS, CLUBS & CHURCHES

- 1st Templestowe Cub Scouts
- 2nd/3rd Bayswater Joey Mob
- Chinese Fellowship of Victoria
- Church of Jesus Christ of Latter Day Saints Nunawading
- Country Women's Association of Victoria
- Country Women's Association of Victoria - Donvale
- Domaine Retirement Village Craft Group
- Doncaster Central Ladies Probus Club
- Doncaster VIEW Club
- Generation Church
- Holy Cross Community
- Hope for Boroondara and Beyond (St Hillary's Church Network)
- Kiwanis Club of Manningham
- KOGO
- Lifehouse Church
- Lions Club of Donvale
- Living Longer Living Stronger
- Living Streams Church
- Lower Templestowe No. 6 Bookclub
- Manningham Business Network
- Manningham Christian Centre
- Manningham U3A
- Pines Learning
- Ringwood U3A
- Roseville Craft Group
- Roseville Worship Group
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Share the Dignity
- St Mark's Anglican Church Lower Templestowe
- St Timothy's Church Ladies Fellowship Group
- St Vincent de Paul
- Templestowe RSL Sub Branch
- Templestowe VIEW Club
- The Nappy Collective
- Willowbrae Aged Care Knitting Club

## SUPPORTERS & PARTNERS

- Australian Aged Care Quality Agency
- Australian College of Applied Psychology
- Bank of Melbourne - The Pines
- Belgravia Leisure (Aquarena)
- Bendigo Bank Doncaster East and Templestowe Village
- Boorndawan Willam Aboriginal Healing Service
- Box Hill TAFE
- Cairnmillar Box Hill
- City Life Church Manningham
- Community Information & Support Victoria (CISVic)
- EACH
- Eastern Domestic Violence Service (EDVOS)
- Eastern Emergency Relief Network
- Federation University
- Holmesglen TAFE
- Information Warrandyte
- Inner Eastern Family Services Alliance
- La Trobe University
- LinC Manningham
- Living & Learning @ Ajani
- MannaCare
- Manningham City Council
- Manningham Maternal & Child Health Service
- Now and Not Yet Café
- Park Orchards Community House
- Pines Learning
- RMIT University
- St Kilda Mums
- Swinburne TAFE
- Victoria University
- Women's Health East

## SCHOOLS & KINDERGARTENS

- Catjump Preschool
- Doncaster Kindergarten (Green Group)
- Doncaster Primary School
- Doncaster Secondary College
- Milgate Primary School
- Mount Evelyn Christian School
- Serpell Primary School
- St Charles Borromeo Primary School
- St Clement of Rome Primary School

- Templestowe Park Primary School
- The King David School
- Whitefriars College - Corsini House

## CORPORATE GROUPS

- Ambra
- Anaconda
- Asian Australian Foundation
- Bendigo Bank, Doncaster East & Templestowe Village
- Bulleen Plaza Shopping Centre
- Lixil Australia
- Myer Doncaster
- North Blackburn Square Shopping Centre
- Quest Doncaster
- Special Needs Dental Team
- Stockland The Pines
- Victorian Dog Rescue

## GOVERNMENT & PHILANTHROPIC FUNDING

- ANSVAR Insurance
- CommBank Foundation
- Commonwealth Bank Doncaster
- Commonwealth Bank Lower Templestowe
- Commonwealth Department of Health
- Community Enterprise Foundation (Bendigo Bank)
- Department of Health & Human Services (Victoria)
- Eastern Metropolitan Region Regional Family Violence Partnership
- Lord Mayor's Charitable Foundation
- Manningham City Council
- Manningham Community Fund
- Marion and EH Flack Trust
- Myer Community Fund
- Perpetual Trustees
- The Flora and Frank Leith Charitable Trust
- The Phillips Foundation
- Une Parkinson Foundation
- Whitehorse City Council
- William Angliss (Victoria) Charitable Foundation

## WORKPLACE GIVING

- Lizette Atterbury
- Loli Dowdell
- Pam Forbes
- Lia Henry
- Helen Mackenzie
- Kerrie McMahon
- Sue O'Connor
- Doreen Stoves
- Diana Sze-Hong
- Cheryl Watt

## INDIVIDUALS

- MLC Girls
- Faye Adams
- Natalie Allen
- K & J Bienart
- Helen Carr
- Alex Casboubt
- Pratima Chandra
- Nola Christopher
- David Chua
- Virginia Coakley
- Ruth Collins
- Prabha Cottam
- M Cread
- Narelle & Peter Curtis
- Elizabeth Demarte
- Karen Dew

- Pamela Dewhurst
- A & F Dugan
- Diane Fedden
- Lillian Fetter
- Eileen Forbes
- Maddy Forbes
- Sofia Georgiou
- Matt Gualano
- Rhonda Hall
- Lynne Hanrahan
- Gloria Harding & friends
- Nicholas Ho
- Don & Elaine Jury
- Greg King
- Katina Kokkinos
- Christine Kurz
- May Lai
- Josephine Leong & Family
- Michelle-Ann Loh & friends
- Sue Love
- Earle & Christine Ludekens
- Robert Lyfford
- Barbara Mann
- Mark Mattioli
- Priscilla Faith Maxim
- Susan McLean
- G & Rosa Miot
- Patricia Mitchelson
- Holly Moule

- Carmel O'Brien
- Ashley O'Neill
- Sriyani Parsons
- H & B Permazel
- A Peruzzo
- Michael & Penny Phillips
- B Read
- Brianna Reed
- E Rezaei
- Shirley Risstrom
- Chris Robinson
- Nicole Sargeant
- Bev Schurmann
- Marie Seneviratne
- Liz Setford
- S & E Sime
- Gurpreet Singh
- K & L Smith
- Steve and Bev Smith
- Linda Steeth
- Justin Stickels
- Roz Thompson
- Francis Van Gulick
- Jean Waltham
- Jean Webb
- Maureen White
- Marilyn Whitelaw

# MAJOR SUPPORTERS

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 of our donors for their support.

We also acknowledge our submissions writer, Joanne Lardner for her dedication and hard work.



**Australian Government**  
Department of Health



**Australian Government**  
Department of Social Services



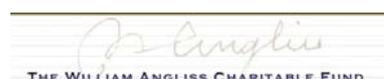
13

Grants were approved totalling

\$290,319



**Commonwealth Bank**

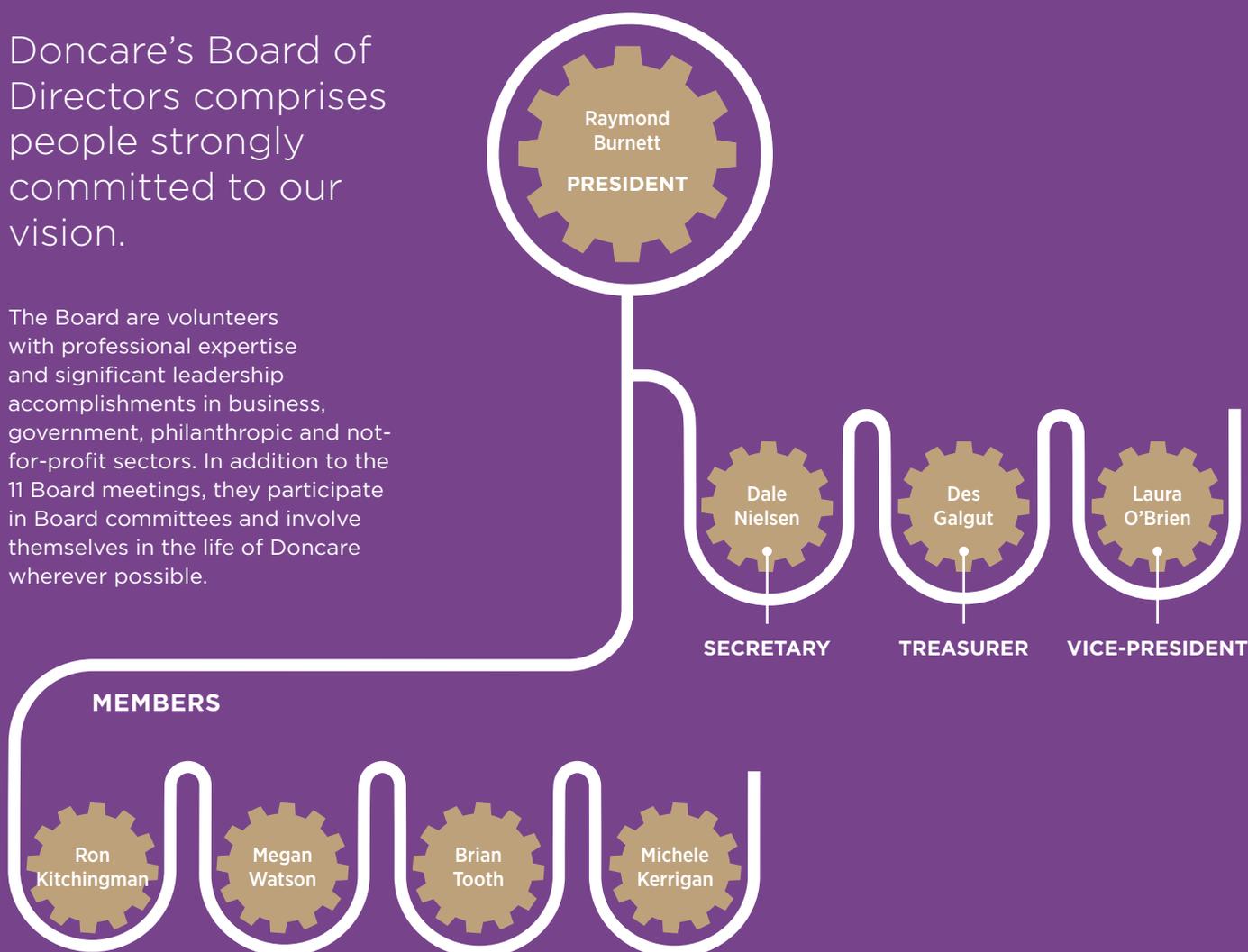


# GOVERNANCE AND LEADERSHIP

## BOARD OF DIRECTORS

Doncare's Board of Directors comprises people strongly committed to our vision.

The Board are volunteers with professional expertise and significant leadership accomplishments in business, government, philanthropic and not-for-profit sectors. In addition to the 11 Board meetings, they participate in Board committees and involve themselves in the life of Doncare wherever possible.



## BOARD COMMITTEES



**Policy and Quality**



**Marketing**



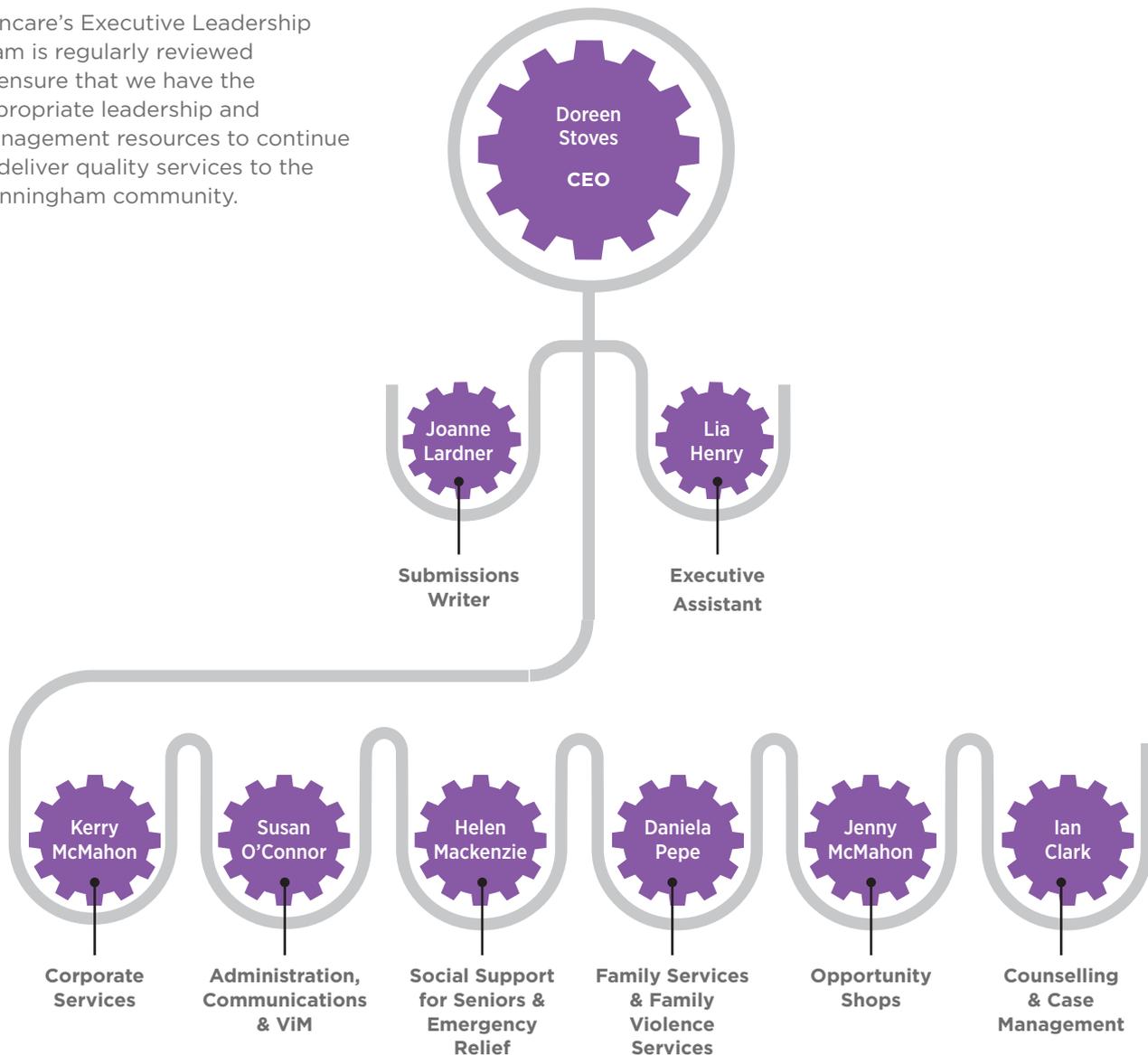
**Finance, Audit, Risk & Social Enterprises**



**Executive Performance**

# THE CEO AND EXECUTIVE LEADERSHIP TEAM

Doncare's Executive Leadership Team is regularly reviewed to ensure that we have the appropriate leadership and management resources to continue to deliver quality services to the Manningham community.



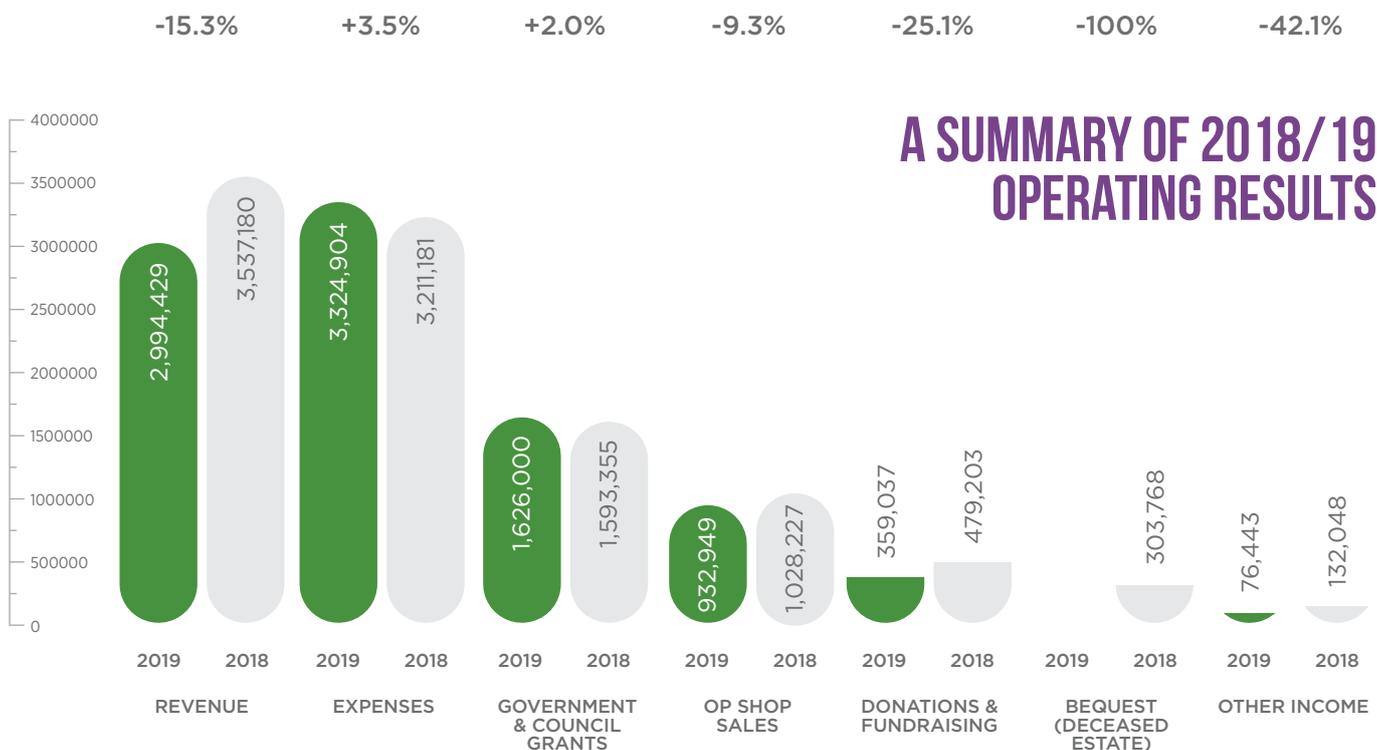
## DONCARE'S PATRON - DR ROSIE BATTY AO

Domestic Violence campaigner and Australian of the Year 2015. Rosie continues to speak publicly about her experiences as a survivor of domestic violence to raise public awareness and advocate for social changes.



# TREASURER'S REPORT

This past year was a difficult one financially as reflected in our 2018/19 operating deficit. The Board made a considered decision to maintain service levels across 2018/19 despite revenue reductions and cost increases while work was progressed to return to a balanced position in 2019/20.



## A SUMMARY OF 2018/19 OPERATING RESULTS

Whilst government and council grants increased 2%, other revenue sources were lower than in the previous year, contributing to a net decline in revenue as shown above. Major income items contributing to the income variance were our major fundraising event in April 2018 (\$64,000), a generous bequest in March 2018 (\$304,000) and grant funding for a vehicle in February 2018 (\$41,000).

Our op shops continued to experience difficult trading conditions, reflecting retail trading conditions nationwide. The Board is extremely grateful to the hard-working and committed op shop managers, staff and volunteers who continue to ensure that the Op Shop Program remains an integral and vital part of our commitment to all those that rely so heavily on our support within the community.

As is evident from the above chart, our expenditure was only marginally up from the previous year (3.5%) despite our salaries, being our major cost, increasing some 10+% as a result of the ERO (Equal Remuneration Order).

2019/2020 sees us returning to a balanced budget and a realigned and more sustainable program mix.

Our available cash reserves remain healthy at \$749,684. We have an exciting program of fundraising events ahead this year and continue to have the strong support of our partner Bendigo Bank. We have received a significant three-year funding agreement from a generous foundation and believe the programs we have in place for the op shops will halt the slide in declining revenues. Whilst acknowledging that the not for profit sector continues to face significant challenges we are expecting that Doncare will achieve a small surplus for the ensuing year.

We have, as always, been generously supported by all our funding bodies, philanthropic organisations and private donors and thank them all for their continuing commitment to Doncare.

On behalf of the Board, I would again like to thank our Corporate Services, Kerrie McMahon and her team for their excellent work.

**Des Galgut**  
Treasurer

# FINANCIAL REPORT

for the Year Ended 30 June 2019

## Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue	4	2,994,429	3,537,180
Depreciation expense		(35,851)	(45,068)
Employee benefits expense		(2,380,671)	(2,205,967)
General and office expenses		(204,065)	(220,302)
Opportunity shop costs		(459,742)	(449,537)
Other expenses		(48,965)	(37,867)
Professional fees		(17,066)	(15,372)
Programs and client costs		(146,686)	(175,838)
Volunteer and fundraising expenses		(31,858)	(61,230)
		<b>(3,324,904)</b>	<b>(3,211,181)</b>
<b>Surplus/(deficit) before income tax</b>		<b>(330,475)</b>	<b>325,999</b>
Income tax expense		-	-
<b>Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc</b>		<b>(330,475)</b>	<b>325,999</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>(330,475)</b>	<b>325,999</b>

## Statement of Financial Position

As At 30 June 2019

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	290,204	909,182
Trade and other receivables	6	103,976	105,247
Other financial assets	7	459,480	159,233
<b>TOTAL CURRENT ASSETS</b>		<b>853,660</b>	<b>1,173,662</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	104,827	81,119
<b>TOTAL NON-CURRENT ASSETS</b>		<b>104,827</b>	<b>81,119</b>
<b>TOTAL ASSETS</b>		<b>958,487</b>	<b>1,254,781</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	98,795	85,326
Employee benefits	10(a)	270,986	280,312
Other financial liabilities	11	114,119	83,311
<b>TOTAL CURRENT LIABILITIES</b>		<b>483,900</b>	<b>448,949</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	10(b)	22,800	23,570
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>22,800</b>	<b>23,570</b>
<b>TOTAL LIABILITIES</b>		<b>506,700</b>	<b>472,519</b>
<b>NET ASSETS</b>		<b>451,787</b>	<b>782,262</b>
<b>EQUITY</b>			
Retained earnings	12	451,787	782,262
<b>TOTAL EQUITY</b>		<b>451,787</b>	<b>782,262</b>

# FINANCIAL REPORT CONTINUED

for the Year Ended 30 June 2019

Statement of Changes in Equity For the Year Ended 30 June 2019	2019	Retained Earnings	Total
		\$	\$
<b>Balance at 1 July 2018</b>		782,262	782,262
Deficit attributable to members		(330,475)	(330,475)
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year</b>		<b>(330,475)</b>	<b>(330,475)</b>
<b>Balance at 30 June 2019</b>		<b>451,787</b>	<b>451,787</b>
	<b>2018</b>	<b>Retained Earnings</b>	<b>Total</b>
		\$	\$
<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>

Statement of Cash Flows For the Year Ended 30 June 2019	Note	2019	2018
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from sales, grants and other revenue		3,019,352	3,479,625
Payments to suppliers and employees		(3,289,294)	(3,121,664)
Interest received		10,770	11,601
<b>Net cash provided by/(used in) operating activities</b>	<b>14</b>	<b>(259,172)</b>	<b>369,562</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Payments for property, plant and equipment		(59,559)	(47,857)
Payment for term deposits		(300,247)	(35,989)
<b>Net cash provided by/(used in) investing activities</b>		<b>(359,806)</b>	<b>(83,846)</b>
<b>Net increase/(decrease) in cash and cash equivalents held</b>		<b>(618,978)</b>	<b>285,716</b>
Cash and cash equivalents at beginning of year		909,182	623,466
<b>Cash and cash equivalents at end of financial year</b>	<b>5</b>	<b>290,204</b>	<b>909,182</b>

# NOTES TO THE FINANCIAL STATEMENT

for the Year Ended 30 June 2019

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.

### **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.

# NOTES TO THE FINANCIAL STATEMENT CONTINUED

for the Year Ended 30 June 2019

## (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.

## 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.

### Key estimates - employee benefits provision

As discussed in note 1(g), the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

## 4 Revenue

	2019	2018
	\$	\$
Government grants and subsidies	1,119,356	1,090,332
MCC grants and subsidies	506,644	503,602
Donations, fundraising and other funding	359,037	479,203
Opportunity shops and other sales	932,949	1,028,227
Interest income	10,770	11,601
Counselling and client fee income	33,009	52,392
Other income	32,664	68,055
Bequest income	-	303,768
<b>Total Revenue</b>	<b>2,994,429</b>	<b>3,537,180</b>

## 5 Cash and Cash Equivalents

	2019	2018
	\$	\$
Cash at bank	289,346	838,190
Short-term deposits	-	70,000
Cash on hand	858	992
	<b>290,204</b>	<b>909,182</b>

## 6 Trade and Other Receivables

	2019	2018
	\$	\$
Trade debtors	8,401	5,496
Prepayments	26,111	22,496
Security deposits	69,464	69,166
Other receivables	-	8,089
	<b>103,976</b>	<b>105,247</b>

## 7 Other Financial Assets

	2019	2018
	\$	\$
Term deposits	459,480	159,233
	<b>459,480</b>	<b>159,233</b>

<b>8 Property, plant and equipment</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Motor vehicles</b>		
At cost	198,163	198,163
Accumulated depreciation	(159,647)	(147,224)
<b>Total motor vehicles</b>	<b>38,516</b>	<b>50,939</b>
<b>Office equipment</b>		
At cost	107,375	105,289
Accumulated depreciation	(101,943)	(99,964)
<b>Total office equipment</b>	<b>5,432</b>	<b>5,325</b>
<b>Computer equipment</b>		
At cost	176,414	118,942
Accumulated depreciation	(117,462)	(96,520)
<b>Total computer equipment</b>	<b>58,952</b>	<b>22,422</b>
<b>Opportunity shop assets</b>		
At cost	27,333	27,333
Accumulated depreciation	(25,406)	(24,900)
<b>Total opportunity shop assets</b>	<b>1,927</b>	<b>2,433</b>
<b>Total property, plant and equipment</b>	<b>104,827</b>	<b>81,119</b>

<b>9 Trade and Other Payables</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Trade payables	3,103	-
Accruals	54,213	51,705
Other payables	41,479	33,621
	<b>98,795</b>	<b>85,326</b>

<b>10 Employee Benefits</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>(a) Current liabilities</b>		
Annual leave	109,706	127,878
Long service leave	161,280	152,434
	<b>270,986</b>	<b>280,312</b>
<b>(b) Non-current liabilities</b>		
Long service leave	22,800	23,570
	<b>22,800</b>	<b>23,570</b>

<b>11 Other Financial Liabilities</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Income received in advance	114,119	83,311
	<b>114,119</b>	<b>83,311</b>

<b>12 Retained Earnings</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Retained earnings at the beginning of the financial year	782,262	456,263
Net (deficit)/surplus attributable to members	(330,475)	325,999
<b>Retained earnings at end of the financial year</b>	<b>451,787</b>	<b>782,262</b>

<b>13 Auditors' Remuneration</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Remuneration of auditors for the following services:		
- Internal audit of the organisation and external audit of the financial statements	17,066	15,372
<b>Total</b>	<b>17,066</b>	<b>15,372</b>

# NOTES TO THE FINANCIAL STATEMENT CONTINUED

for the Year Ended 30 June 2019

## 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:

	2019	2018
	\$	\$
Net (deficit)/surplus attributable to members	(330,475)	325,999
<b>Non-cash flows in profit:</b>		
- depreciation	35,851	45,068
- 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	1,271	2,738
- increase/(decrease) in income in advance	30,808	(47,692)
- increase/(decrease) in trade and other payables	13,469	15,641
- increase/(decrease) in employee benefits	(10,096)	28,808
<b>Cashflows from operations</b>	<b>(259,172)</b>	<b>369,562</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 3108

# COMMITTEE'S DECLARATION

for the Year Ended 30 June 2019

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 2019 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  
Raymond Burnett



Treasurer  
Des Galgut

Dated this 16th day of September 2019

# INDEPENDENT AUDITOR'S REPORT

for the Year Ended 30 June 2019

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

## Report on the Financial Report

### Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Doncaster Community Care and Counselling Centre Inc (the company), which comprises the statement of financial position as at 30 June 2019, 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 directors' declaration.

In our opinion 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 company's financial position as at 30 June 2019 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 Opinion

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 company 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 directors of the

company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### 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 directors' 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 directors of the company 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 directors 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 directors either intend to liquidate the company 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

17 September 2019  
Blackburn, Victoria

## AUDITOR'S INDEPENDENT DECLARATION

for the Year Ended 30 June 2019

AUDITOR'S INDEPENDENT DECLARATION UNDER DIVISION 60 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS 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 2019 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

16 September 2019  
Blackburn, Victoria

# SUPPORT US

“ There are many ways to get involved with Doncare:

## Volunteer

A large percentage of the work we do is funded by our Opportunity 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 opportunity shops - clean, good quality clothing, household items, bric a brac and furniture.

## 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 the support of a program of your choice or the organisation as a whole.

## Dorothy Rose Fund

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.

# SUPPORT OUR FUNDRAISING EVENTS. SPONSOR, DONATE, ATTEND.

DONCARE PRESENTS

## An evening with BEN CROWE

Professional Mentor and Mindset Coach

6:30 PM • November 14 • Manningham Function Centre

Using personal stories from Andre Agassi to Michael Jordan, Ash Barty to Stephanie Gilmore, Professional Mentor and Mindset Coach, Ben Crowe takes the audience on an inspiring and unexpected journey. Discover the quirky and counter-intuitive principles behind successful teams and leaders as Ben unpacks authenticity, vulnerability, connection and storytelling. Hear how Roger Federer's counter-intuitive focus on gratitude, humility and humour enabled him to become the No. 1 tennis player in the world.

Enjoy a 2 course meal and wine

TICKETS from \$95

[www.doncarepresents.eventbrite.com.au](http://www.doncarepresents.eventbrite.com.au)

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# 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-1:30pm

## NORTH BLACKBURN

Shops 57 & 58,  
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**

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