

# doncare



2020 **ANNUAL REPORT**

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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 opportunities. 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 range of programs to support women and children who have experienced family violence through the different stages of recovery.
- **Information and Emergency Relief** Community Support Workers provide financial and material assistance to families experiencing emotional or economic hardship.
- **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 to families and children in their own homes.
- **Social Support for Seniors** For nearly 25 years, Doncare's Social Support Program has provided innovative, exciting, and well-supported opportunities for socially isolated seniors to access social groups and outings whilst living in their own homes.
- **Community Visitors Scheme** A national program funded by the Australian government that plays a vital role in providing companionship for older people who are experiencing loneliness or isolation living in Residential Aged Care Homes or in their own homes and receiving a Commonwealth Aged Care Package.
- **Counselling** Our trained counsellors provide a confidential and impartial counselling service.
- **Op Shops** Our 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.

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

*Protecting personal and sensitive information is a key element of Doncare's work. Stories and quotes presented throughout this report are indicative of clients seen throughout 2019-2020.*

# A message from our Patron

**DR ROSIE BATTY AO**

“I am inspired to continue advocating for change by the committed and determined people working in this space who never waiver from doing their best under incredibly challenging circumstances.”

It has been six years since I lost my son Luke as a result of family violence, but despite attempts to address this problem, including a Royal Commission, not enough has changed and women and children continue to find themselves in crisis. Indeed, it seems there is increased backlash and even some backward steps that we could not have anticipated.

To see Pauline Hanson heading up a Senate inquiry into the family law system after publicly declaring that women lie and exaggerate was shocking and unwelcome. I did not think things could get any worse until Bettina Arndt was appointed a Member of the Order of Australia for her work in gender equity! Bettina Arndt contributes to the unhelpful language and harmful community attitudes around victim blaming and is part of the societal backlash which indeed sabotages the progress of our critical work towards gender equality.

At least one woman a week is being murdered in Australia and one in three women will experience violence. Why is it we are taking such a long time to be convinced and the backlash directed to those campaigning for change remains so ferocious and vindictive? These

are attitudes we must continue to challenge and questions we must continue to ask.

There were several important events over the past year that had personal significance to me and that I reflect on with pride. I was very honoured to be appointed an Officer of the Order of Australia as part of the 2019 Queen’s Birthday Honours in recognition of my campaigning and advocacy.

Later in the year, my three-year term as Chair of the Victorian Government’s Victim Survivor’s Advisory Council (VSAC) ended. Since then I have been able to reflect on VSAC’s achievements including:

- reforms in police training and establishing specialist family violence police units
- creating the ‘Voices of Hope’ project, which was incorporated into the 10-Year Plan
- the introduction of information sharing legislation
- the establishment of The Orange Door (free referral service for women and children)
- the design for the new specialist Family Violence courts and
- shaping the Everybody Matters Inclusion and Equity statement.

It also gave me great pleasure to attend the Manningham Council Mayoral Ball in October and help celebrate Doncare’s 50th birthday. What a great evening we all enjoyed and most importantly, it showcased Doncare’s significant commitment to the community and its leading voice in the fight against family violence. In March I was looking forward to acknowledging and

celebrating the inspiring work of Doncare’s CEO of 19 years, Doreen Stoves AM PSM JP. Due to the coronavirus pandemic, this celebration could not take place and I know how disappointing it was for many of us not to be able to send Doreen off in a way that fittingly acknowledged and celebrated her loyalty, dedication and commitment to Doncare. I remain inspired by Doreen and benefit from her ongoing friendship and wish her all the very best in her retirement.

The pandemic has impacted many people and put a greater burden on organisations working with women and children experiencing family violence. Now more than ever we must move forward with the same resilience and determination that we have always drawn from and continue to work together to achieve a more gender equal society. I look forward to continuing the support of my friends at Doncare.



**Dr Rosie Batty AO**

“ Put simply, Doncare is all about people caring for other people.

# Board Directors’ REPORT

Doncare provides a place for our volunteers, our staff, and our community partners to work together to support those in need to get back on their feet.

The 2019 Mayoral Ball provided a grand opportunity to celebrate and recognise Doncare’s key role in supporting the mental, emotional, social, and financial wellbeing of the Manningham community.

Doncare is committed to quality and our recently retired CEO Doreen Stoves AM PSM JP and her executive team are to be commended for once again achieving full compliance with both our Human Services and our ISO standards accreditations.

Doncare’s innovative spirit came to the fore during 2019-2020. Our marvellous Op Shop crew for example, ran pop-up sales, and have expanded our online presence via eBay and Depop. New op shops in Mitcham and Templestowe have also been

secured, which will allow for further social enterprise innovation. Programmatically, funding from the Ian Potter Foundation allowed us to take the DAWN Program beyond Manningham and the support of Manningham Council allowed us to develop our new Resilient Kids – Positive Futures Program.

Whilst Doncare is all about teamwork, a few individuals must be recognised. Jenny McMahon, Joan Brownlie, Marilu Packer, Priya Woolston and Carolyn Burns received a Menzies Award in recognition of their work for our community. Board Director, Ron Kitchingman OAM JP was presented with the Key to the City in recognition of his outstanding service to the Manningham community. The Board also wishes to recognise the outstanding contribution of almost 20 years to Doncare by our recently retired CEO Doreen Stoves AM PSM JP. Doreen and the executive worked tirelessly and collaboratively to create a culture of inclusion, innovation, and acceptance. This has allowed

the Doncare community to deliver on our organisational strategic objectives and build the community partnerships that are essential for success.

The recent devastating impacts of the Coronavirus demonstrate how fragile life can be and how important places like Doncare are to community wellbeing. Coronavirus restrictions remind us of how critical social and community connections are to our wellbeing, and how quickly economic circumstances can change.

When COVID-19 first struck and our op shops closed, the Board was deeply concerned about Doncare’s financial future. Our staff team responded magnificently however and voluntarily reduced work hours and took leave without pay to help keep us afloat. This, along with the financial support of Manningham Council, the Bendigo Bank, the Phillips Foundation, and the Commonwealth JobKeeper scheme enabled us to keep delivering services and balance the books.

Looking forward, I am pleased to advise that the Board also signed off on a positive 2020/2021 budget. Once again, this would not have been possible without the ongoing support of our staff team, our volunteers, our funders and our many community partners. On a personal level, being part of Doncare is a privilege and one that I have thoroughly enjoyed. I wish the Doncare community and our new CEO Gaby Thomson all the very best in the days ahead.

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



Mayoral Ball, Oct 2019: Vice-President, Laura O’Brien, President, Raymond Burnett, and CEO, Doreen Stoves AM PSM JP



# Cea's REPORT

CEO Gaby Thomson and the Hon. Kevin Andrews MP

“The year has been one of the most significant in the organisation’s history and this amazing history has provided a foundation for Doncare to continue to prosper.”

This year Doncare has faced many challenges and met them head on. The retirement of the highly respected former CEO, Doreen Stoves AM PSM JP, was intended to be a time of celebration, to acknowledge her 19 years of dedicated, passionate service and strong leadership and to reflect on all she achieved in partnership with all who are Doncare. Unfortunately to everyone’s disappointment, due to the COVID-19 pandemic, Doncare was not able to farewell Doreen with the large celebration planned.

I started as the new CEO in mid-April. Due to COVID-19, this turned out to be an even greater challenge than I envisaged. I met the executive team as they were trying to comprehend, plan, lead and manage during unprecedented times. The team faced the challenge of trying to support a paid and unpaid workforce whilst working out new ways to operate services to ensure continued and effective service to clients and the broader community. Given that Doncare had temporarily closed its opportunity shops, I had the unenviable task of focusing on the bigger challenges to ensure long-term financial sustainability and continued service delivery.

This is where history came in. Doncare matters to the community and the community matters to Doncare. I did not feel like we were in this alone at any time. Uncomfortably, I had to start talking money, special grants, and donations. Our long-term supporters made this process as easy as it could be through several approaches of financial support. I am enormously grateful to the Doncaster East and Templestowe Village Bendigo Bank branches, the Asian Australian Foundation, the Une Parkinson Foundation the Ian Potter Foundation, the Phillips Foundation, Manningham City Council and the Bennelong Foundation for continuing to support our most needed service areas.

Such support was experienced time and time again from our community with many individuals donating food or conducting food drives to support clients of our Emergency Relief Program. There are too many people to thank individually but I would like to particularly acknowledge Mary-Anne Lowe from Bramleigh Estate and Kathy Monley from the Rotary Club of Manningham for their continued support.

I was also the grateful recipient of offers of help from some wonderful new peers including local CEO’s Peter Ruzyla, Dr Harry Majewski and Andrew Day, and their support and friendship has continued since. I do not believe any of this would have happened if Doreen and the Doncare team had not delivered such high quality, responsive services to date.

In June we thanked and farewelled our long-term Board Director and President, Raymond Burnett. Raymond has shown passion and commitment to Doncare for the past 6.5 years and under his stewardship Doncare has grown the size and the scope of its services to the community. Fortunately, Doncare has a wealth of experience and talent within its Board so was lucky enough to have Laura O’Brien generously step in and up until a new President is appointed.

Most importantly, I would like to acknowledge the ongoing support and commitment from our many volunteers across so many areas of work. Even through the worst of lockdowns and isolation, our volunteers continued to step up. With their help we were able to successfully move to delivering online counselling and groups and continue support across the DAWN and Social Support Programs.

Finally, I would like to acknowledge the support of our patron Dr Rosie Batty AO. Rosie was generous in taking the time to meet with me (remotely) and has continued to assist me to support Doncare since. Rosie has again generously offered to support our major fundraising event Empowered Women, Empowering Women in June 2021.

The year ahead will be a time to learn new ways to deliver support services whilst continuing to draw on support for our community that has also been tried and tested over time and continued to withstand the many challenges.

**Gaby Thomson**  
CEO

“ She always led by example, I have not met a leader in my career with greater resilience and emotional literacy.

JOHN LEATHERLAND PSM

## DONCARE'S CEO 2001 – 2020

# Doreen Stoves AM PSM JP



After nearly 20 years of service to Doncare, we farewelled our beloved CEO Doreen Stoves AM PSM JP in April. Her last day wasn't quite what we had imagined with COVID-19 thwarting our plans to gather people together to celebrate Doreen's retirement and acknowledge her achievements.

Throughout her working life, Doreen worked tirelessly to adapt service provision in response to community need. During her 25 years at the Department of Human Services (DHS), she became a strong and formidable advocate for better funding and services and was a practical visionary. Her work to develop a range of social and recreational activities for socially isolated and marginalised people was pioneering and unique in Victoria during that time, and a forerunner for formalised support services that were to be funded by the Victorian Government.

In 1994, Doreen was awarded a Public Service Medal for the pivotal and unique contribution she made to the redevelopment of Allambie and her service to DHS, particularly her exemplary leadership. Having known Doreen through her long and distinguished career, John Leatherland PSM said of her "I do not know of anyone who has made a greater impact on and contribution to children and young people."

Doreen commenced as CEO of Doncare in 2001. At the time, the organisation's annual income was \$303,000. Within the first four years, the budget had tripled. Thanks to Doreen's leadership, Doncare remains a powerful mechanism for promoting social inclusion through volunteerism. She leaves an incredible legacy behind her and the unique phrase "volunteers are the lifeblood of the organisation"- a sentiment we all share.

Doreen was an avid networker and a persuasive campaigner, highly regarded in the Eastern region for developing partnerships and reference groups. As CEO, she made an enormous tangible contribution, working passionately to implement a diverse range of innovative programs to support the disadvantaged members of the community. Some of these services include the Hands on Parenting Support (HOPS) Program, Chinese Family Playgroups and most notably, Doncare's Domestic Violence Advocacy and Support Program. This suite of clinical

services included therapeutic support groups for women recovering from domestic violence, specialist intake and referral as well as specialist family violence counselling. Together with Carmel O'Brien OAM, the iMatter initiative was conceived in the prevention space and the DAWN Program was developed to support women in recovery.

"Doreen is at her best when faced with any human predicament, bringing all these talents to bear so that those involved feel protected, assisted, confident and hopeful, as well as heard and understood." Carmel O'Brien OAM

In 2013, Doreen was awarded a Member of the Order of the Australia (AM) for her outstanding achievements and significant contribution and service to the community. In 2016 she received the prestigious Rotary International award for "excellence in humanitarian service", an award given to non-Rotarians who live the Rotary ideals of "service above self".

Doreen's drive, passion, and tireless commitment to providing equity to the most vulnerable in our community has been an undeniable inspiration to everyone at Doncare.

Thank you, Doreen, for your leadership, compassion, and tireless work. We wish you a happy, relaxing, and fun-filled retirement.



Since 2007, the DAWN Mentoring Program has been primarily funded by Manningham Council to provide support to women recovering from the impacts of family violence within the municipality.

Thanks to a Community Wellbeing grant from The Ian Potter Foundation, Doncare expanded the DAWN Program to support women in the cities of Whitehorse, Maroondah, Boroondara, Knox and Banyule. The grant funding allowed us to extend our support services to women for a period of up to two years, as well as providing after-hours services to our mentors. We have focussed extensively on raising the profile of DAWN in these new LGAs, seeking referrals, and recruiting and training additional mentors.

Our DAWN Coordinators dedicate many hours to screening referrals, undertaking assessments, and facilitating the matching process. Of course, our mentors also dedicate many hours to the program and the women they work with. The most valuable resource of the program is these wonderful volunteers, whose commitment and passion are the lifeblood of the program.

We supported a diverse range of women with differing needs and priorities. Family violence does not discriminate and presents in all communities. Some of the women referred to DAWN come from different cultural backgrounds; some are mothers to young children and some to adult children; and they may have differing professional experiences and financial security. The common theme for our clients is the need for support to move forward in their lives, both practical and emotional. This support is usually an ongoing

as recovery is a long process, and as they jump one hurdle, another one often appears.

The DAWN Program successfully supported women in their journey of recovery by:

- helping them to navigate the legal system, accompanying them to court and legal appointments
- helping to connect to their children's school, and to support them during school meetings and parent-teacher interviews
- providing coaching and guidance to enable them to return to the workforce
- building confidence and assisting them to advocate for themselves when negotiating with organisations and services, building self-empowerment
- helping to secure private-rental housing and furniture
- supporting them to return to study
- providing referrals to access specialist family violence counselling
- ensuring they all felt less isolated and more connected to their communities.

The DAWN volunteers have an assertive passion to support other women. They don't just think about it, they do it! Some of our volunteers are working, they have children and families, they may be studying, or dealing with their own challenges in life. Many of us have the desire at some time in our lives to support others and give to our community, and the DAWN mentors

somehow find the time and energy to achieve this and overcome those obstacles, which often stop many of us from fulfilling this dream.

### **So why do our mentors volunteer?**

*I have been a DAWN volunteer for nearly two years and have found the program to be rewarding and challenging. The women I have worked with have appreciated having a friend to turn to, to either share a problem or just shoot the breeze and knowing there is someone they can count on has been a great help for them. Personally, I have learned a lot about our justice system and how women are treated in society from being involved with the mentees. The monthly meetings are always interesting and informative, and I enjoy meeting all the other mentors and hearing their stories and why they are involved in DAWN.*

**Michelle Gaskell**

### **What do they get out of it?**

*I saw the DAWN Program as an opportunity to give back to the community in an area where women support women. As a volunteer I have learned so much from my clients. One thing they all have in common is the need for people to journey with them. Recovery is a long journey. There are no magic answers; it's all about building a supportive relationship with the person and being with them as they rebuild their lives.*

**Mary O'Donohue**





## EMPOWERING RAHNEE

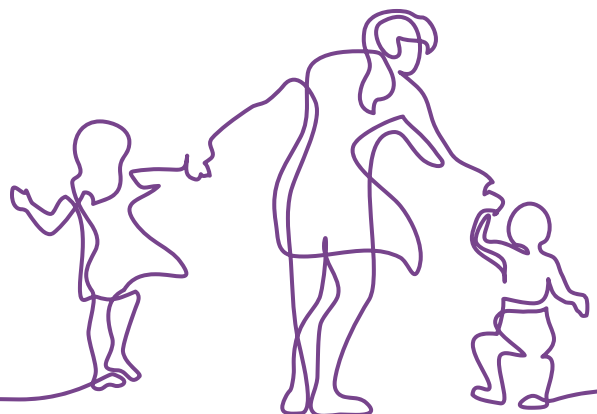
With help from her DAWN mentor, Rahnee was able to gain confidence to put herself and her children first. She learnt about all the services that she could access to help make the move away from her ex-partner easier. With encouragement from her mentor she found private rental and moved out of temporary housing. She found part-time work and joined the local church group. After working with the family for almost a year, for a special surprise, the DAWN mentor and Rahnee took the children to the snow for the first time. The children could not believe their eyes and told the mentor it was one of the best days of their lives. Rahnee said that her mentor helped her to see that she has the strength to make decisions for her family. Rahnee has now enrolled in a TAFE course.

### Impact of COVID-19 and Beyond

The power of the program lies in the opportunity it provides to get face to face with vulnerable women. COVID-19 has restricted our volunteers from attending weekly appointments with their clients and subsequently, these women are further impacted by isolation. Fortunately, we were able to adapt service provision to stay connected by telephone, text and video conferencing. Many of our clients and mentors who had already formed relationships before the lockdown found the move relatively easy and continued their weekly contact with little impact. However, matching new clients and mentors was more difficult. It is a slower process and made building rapport more challenging. Many of our clients have children at home and are helping them with remote learning. This can make speaking on the phone difficult, as it can be hard to find time or privacy. Overall, we have been very grateful to see most mentor/client matches progressed.

This year we have seen a steady uptake in referrals and recruitment of mentors. As we notice the complexity of clients increase, we are planning additional training to equip the mentors with the skills they will need. A recently received volunteer grant will support the provision of Mental Health First Aid training for our mentors early in the new financial year and the DAWN Coordinators will explore other training opportunities for our mentors to strengthen their capabilities.

We continue to build solid connections with other family violence services, resulting in more referrals. New volunteers outside of Manningham are being trained, thus building a wider volunteer base to support the expanding program.



*i matter  
you matter  
we matter*



“ Each iMatter leader is dedicated and passionate about gender equality and empowering young people.



iMatter 16 days of activism

iMatter was privileged to receive funding grants from Ansvr Insurance and CommBank Foundation to enable the program to continue educating and empowering young people through a peer support setting in schools and sporting clubs. This generous support made it possible to successfully recruit and train a further 10 volunteer leaders, to link passionate like-minded peers.

The iMatter team delivered workshops to:

- Warrandyte High School (2)
- Doncaster Secondary College
- Beverley Hills Junior Football Club
- BTYC Gymnastics Club
- Whitefriars College
- Templestowe College (2).

Each iMatter leader is dedicated and passionate about gender equality and empowering young people and it has been a privilege for the iMatter Coordinator to work with such an outstanding group of individuals. Many of the leaders commit to the iMatter workshops outside usual business hours, giving up valuable work, leisure, and study time. The leaders have a broad level of interest and expertise; some helping support the program via social media and marketing activities, while others have gone above and beyond to undertake significant research projects.

During each workshop, the leaders build rapport and authentically engage with our young people to ensure that the sessions are safe, fun, and energetic. They often work under pressure and somehow manage to take changing of plans in their stride. Presenting a workshop to Whitefriars College with a focus on masculinity, pressures of schoolwork and fitting in, we were heartened to receive extremely positive feedback from the resident Youth Worker who noted that the students really opened-up and engaged with the content.

Two iMatter leaders gave speeches to Years 9 and 10 students at Templestowe College. Our leader Clarissa presented exceptionally well, her story was meaningful and honest, focusing on what it is like to be a teenager



navigating the world with mixed messages all around you. Another leader, Georgina, managed to navigate technical challenges and continued her personal and heartfelt speech without stalling.

The workshop delivered to Beverley Hills Junior Football Club was extremely well received. All 17 of the football players energetically participated in the brainsaps and icebreakers. Many of the participants openly discussed the pressures they felt at school, particularly relating to performance, and every conversation was facilitated with curiosity and compassion. Fun was had by all!

In November, six iMatter leaders participated in the Walk Against Family Violence. They created banners and signs and wore orange (the colour that represents the UN Elimination of Violence Against Women) and walked alongside thousands of others. The leaders felt humbled and empowered to demonstrate their values in such a public way.

Understandably, the mandated closure of schools and sporting clubs due to COVID-19 restrictions has been detrimental to delivering iMatter to schools

and sporting clubs. The cancellation of scheduled workshops suspended program delivery and the lack of recurrent funding has forced Doncare to make the difficult decision to discontinue the program.

We would like to recognise the enormous contributions of former Director of Clinical Services, Carmel O'Brien OAM, and former CEO, Doreen Stoves AM PSM JP, who conceived this innovative program in 2011. Their vision was to change societal attitudes and behaviours and actively address violence against women. They developed the iMatter App, which received a high commendation as a finalist of the 2016 Australia and New Zealand Internet Awards (ANZIAs), for using internet-related technologies in a new and unique way to make a significant contribution to the social outcomes of a particular group or sector. iMatter was the first school and community-based intervention that would change the relationship trajectories for thousands of young people. Doncare is sincerely grateful to the small group of staff and the hundreds of volunteers who have played their part in improving gender equality and gender equity and challenging social norms.



# Counselling

“Clinical Services delivers a range of accessible programs and activities that support the health and wellbeing of people in the community.

Doncare’s suite of clinical services delivers a range of accessible programs and activities to support the health and wellbeing of people in the community. Counsellors reported an increase in clients presenting with experiences of family violence, trauma, and suicidal ideation; all of which represent a high level of ongoing risk. The team manage this risk exceptionally well, linking clients with emergency and crisis services as necessary and providing information, guidance, and strategies, as well as an attentive listening ear. We plan to expand the program’s reach in the coming year to include couples counselling and family therapy, which will increase our capacity to support those seeking to make effective change.

The program continues to collaborate with organisations who share a mutual understanding of the causal factors of disadvantage and the action required to support people experiencing economic and social disadvantage. We work closely with EACH, Eastern Domestic Violence Service (EDVOS) and Maternal and Child Health services with a focus on delivering a comprehensive range of services that address physical and psychosocial needs at a community and primary care level. Doncare and EDVOS work tirelessly to facilitate seamless cross referrals providing a comprehensive support service to a large number of women and children who have experienced family violence.

Doncare’s partnerships with Cairnmillar Institute, the Australian College of Applied Psychology and RMIT provide placements to provisional psychologists

**Priya (pictured with volunteer counsellor, May and Children’s Counsellor Daina).**



and students undertaking a Master or Bachelor of Counselling. Through the provision of these placements, students are afforded opportunities to work under supervision in collaboration with qualified volunteer counsellors and staff to develop and deliver therapeutic support groups to the community. Throughout the year, the program provided Self Care for Volunteers; Dad’s Tool Kit; MindCalm; Thriving; Sleep Soundly and Bringing Up Great Kids groups. Group facilitators emphasise techniques to build strategies and skills for participants to consolidate at home and enhance their everyday wellbeing.

Funds raised at the Mayoral Ball, together with grants from Manningham Council and the Asian Australian Foundation enabled Doncare to expand service provision in response to the increasing demand to provide support to vulnerable children. The Resilient Kids-Positive Futures Program provides a holistic approach to children struggling with anxiety and depression; 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.

The Counselling Program has navigated the vagaries of the pandemic by providing psychological support via telehealth appointments and video conferencing. Delivering services remotely has required a huge commitment from our team of counsellors and supervisors and it is a true testament of their dedication that has enabled the team to continue to provide care to our clients.

We congratulate two of our long serving volunteer counsellors, Priya and Carolyn who were awarded Menzies Awards in the Australia Day ceremony this year.

Carolyn is an accomplished therapist who consistently demonstrates compassion and unconditional acceptance of her clients. She is selfless in her sharing of resources and wisdom with other counsellors and is admired by others for her calm, gentle and professional approach.

Priya is an experienced professional counsellor who is known for her guidance and mentoring to less experienced colleagues and who has achieved spectacular positive changes with her clients who are very appreciative of her work.

2276

Counselling sessions

318

Clients supported

## SUPPORTING MARY

Mary presented for counselling at Doncare several years ago suffering post-natal depression and grief following the loss of her premature baby. She has continued to utilise the Counselling Program since that time for ongoing support.

Mary now has a healthy two-year-old child, who is physically healthy but has some developmental delays. Mary also has a chronic health problem, that significantly impacts on her physical wellbeing and experiences of anxiety and unresolved grief related to the loss of her first baby. This impacts on parenting her two-year-old child and she reports feelings of isolation and loneliness.

To provide a holistic model of care to Mary, the Counselling Program established a care team who meets periodically at Doncare. This includes her maternal and child health nurse, her playgroup provider, family services and Child & Youth Mental Health Service (CYMHS). Through this integrated approach, Doncare was able to secure an NDIS package for Mary and her child, provide assistance

with Centrelink applications and fund recreational activities for Mary to increase fitness and quality of life.

As a result of the coordinated care she has received, Mary is now focusing on processing her grief and on strengthening her relationships.



# Family Services

There is a widely held perception that Manningham is a comfortable residential area with a cosmopolitan population within a pleasant physical environment.

Critical analysis and community knowledge, however, shows us that Manningham has pockets of vulnerability and disadvantage.

The Family Services team provides a strength based, trauma informed and culturally safe response, using a relational approach and evidence informed practices to work towards long term, sustainable changes to support families living in Manningham and surrounds.

Partnerships are a key to achieving successful outcomes. Collaboration with the Enhanced Maternal and Child Health Nurses has significantly benefited families. This has included regular contact to discuss joint goals, brainstorming together and identifying solutions to ensure consistent information is delivered to clients, using each other's specialised knowledge and strengths to achieve outcomes, and celebrating families' successes.

Being able to consult with and refer clients to the co-located worker from EDVOS has been extremely helpful. Her knowledge and expertise, as well as her willingness to support clients has been of enormous benefit both to the clients and to the workers. She has provided information and taken action that has increased the safety of, and the support available to families. As a result, victim-survivors of family violence have felt more confident in dealing with the court system and keeping their children safe.

The team regularly support families by securing funding support packages, for example, to allow a special needs boy to continue swimming lessons, or enabling a child (who had experienced severe trauma and barely participated at school) to attend a school camp. All of these wrap around supports lead to better outcomes for children and their families.

Following the enforced restrictions from the COVID-19 pandemic, Family Services had less face-to-face contact with families, and an increasing reliance on the use of technology. This required the team to be creative with their engagement of children, particularly via video calls. In one call, after seeing the worker's cats, the child brought their own cats to 'join' the call next time!

Workers encouraged children, delivering journaling, drawing, colouring activities and in subsequent calls, asking children to show the work they had done. Or asking them to read or show their favourite book. One child delighted in reading 'The Coronavirus Story' sent to him, stopping to explain what the information on each page meant.

The team benefited from families being at home more and were able to check-in more frequently via phone or video calls.

61

Families supported

5405

hours of support

The most helpful aspect of the service was Gerannah recognising my strengths and building on them, which gave me enormous confidence to tackle my weaknesses and change for the better.

What I found most helpful was when when she helped me with situations with dad



## STRENGTHENING THE AHMADI FAMILY

When work with the family started, the mother's mental health was very poor: she had thoughts of self-harm, which impacted her attachment with her young son. She slept most of the day, had a limited role in caring for her child and had no connection to community. The family were in dire financial straits as they were ineligible for Centrelink benefits and the father did not feel he could leave his wife alone to go to work.

After Family Services had supported the family for several months, the father was able to return to work. He is comfortable enough to leave his wife alone at home now that she is better able to care for their son. The mother had increased

confidence in her parenting and more positive interactions with her son. She had learned to use public transport, had joined an English class, felt more confident relating to people outside the family, had joined swimming classes with her son for refugees and asylum seekers and had joined a parents' group at her son's school.



# Information and Emergency Relief

Doncare's Emergency Relief Program continues to provide essential assistance to people who are struggling in the Manningham area.



This year we delivered 2,530 emergency relief support services, assisted 397 clients with financial and material aid and supported 109 students through monies auspiced through Back to School and student wellbeing funding. Doncare's Christmas Giving Program provided 137 families and 243 children assistance with vouchers, Christmas hampers and gifts.

As always, we are extremely grateful for the unwavering support of the local community. The Christmas Giving Program is reliant on the community to initiate fundraising activities, toy and food donation drives and donate Christmas gifts to Wishing Trees that are scattered across Manningham and Whitehorse. Thousands of toys and gifts were donated by local schools, churches, businesses, and community groups so that vulnerable families could personally choose presents for their children.

It is impossible to list every individual who has contributed, but we would like to acknowledge the Serpell Primary School community. The school's donations were collected in five jam-packed

carloads (including two utes) and was the single biggest donation to the program. Thank you also to Serpell staff members for their fabulous donations of toiletries and personal care items – things that disadvantaged families often do without when they are struggling to put a meal on the table.

It is no small undertaking to collect and display the Christmas shopping experience for our clients and we just couldn't do it without the continued support of volunteers, in particular, the wonderful folks at the Rotary Club of Templestowe.

We are extremely fortunate to once again have received grants and donations to support student wellbeing through the Back to School Program. During December and January, we were able to provide financial assistance to local families who were struggling to afford the cost of equipment for their children's schooling. Many of these items purchased such as laptops and textbooks were to prove even more essential as students moved to remote learning due to COVID-19 restrictions.

Thanks to additional funding from Bendigo Bank, we could assist 61 households with their utility bills. In the past, funding has been reserved for seniors, however Bendigo Bank's generosity enables us to assist struggling families throughout the cold winter to adequately heat their homes. With many families working remotely and children at home, utility bills skyrocketed, and we were able to meet the needs of increasing numbers of families experiencing financial stress during this time.

As the effects of the outbreak of the Coronavirus unfolded, Doncare experienced a rapid increase in the numbers of people approaching our Emergency Relief program for essential food items. At the same time however, suppliers and major donors were taking their own precautionary measures to downsize operations, and we were rapidly running out of food to distribute.

Doing good deeds is about intention, not attention and that is certainly true of Mary-Anne Lowe from Bramleigh Estate. Mary-Anne initiated a Drive-Thru Drop Zone for Warrandyte locals which resulted in literally thousands of donations to Doncare's food pantry. We are also extremely grateful to Daniel D'Assisi from Noel Jones Doncaster who used his exemplary negotiation and networking skills to secure a huge amount of food for our community pantry.

When it comes to keeping the community in mind and making bigger things happen, we are sincerely grateful to everyone. From children as young as four years old to students at Whitefriars College, Andrew Milligan and his family, the staff at Officeworks and the Rapid Relief team. To all the individuals who have knitted winter woollies, made handmade face masks, and donated items to our food pantry, we thank you.

Doncare is proud that we could continue to respond to community need and deliver emergency relief through COVID-19 with staff supporting clients via telephone assessment and providing financial and material aid via contactless pick-up or delivery.





## TIME TO GIVE

As Community Support Workers, we see a side of Manningham that many people do not see - that is, the significant group of people who are struggling to make ends meet. It is humbling to be presented with such a wide range of reasons why people are unable to get ahead in an apparently affluent municipality, including physical and mental disability, uncertain refugee status, unemployment, homelessness and a recent history of family violence. The Emergency Relief Program is often a starting point to a more positive direction. As well as immediate food relief and material goods, we provide information and advice about such things as budgeting and minimising utility bills and refer clients with more complex needs to specialised supports within or external to Doncare. Often the most valuable part of our sessions is simply the time we give to listen to a client, as many do not have a close relative or friend who fulfils this role for them.

The rewards for the CSW are many: the expressions of gratitude, often in the form of hugs, and the visible easing of tension in the face of clients who have been helped. Occasionally, the extra touch of a gift voucher to a penniless parent to buy a birthday present for a teenage son or daughter, or a free coffee downstairs for the client themselves, brings tears to their eyes. Many of the extras we are able to give are only possible because of the generosity of churches and schools, businesses and benevolent organisations in Manningham, as well as private individuals such as the ladies' group who knit and crochet rugs and children's clothes for us. The CSWs are privileged to be a conduit for these gifts reaching those who need them.

**Lynne Lloyd - Volunteer Community Support Worker**



# Case Management

The Case Management Program provides long-term support for clients who are experiencing complex challenges that are not able to be met by short-term interventions. It uses a client-centred and strengths-based approach to empower clients to increase their individual resilience, agency and autonomy.

Casework is enhanced by a high level of collaboration with specialist services in the region. Our staff and student case managers have developed good working relationships with key agencies in the local area, including EDVOS, Eastern Community Legal Centre, Centrelink, Medicare, and Manningham Council.

Financial difficulties are the top presenting issue for clients and much of the work continues to be sourcing grants and funding opportunities for individuals and families who are struggling. This could be ensuring that the correct entitlements are being claimed via Centrelink and seeking additional funding from community agencies

such as a Flexible Support Packages, or by advocating for assistance with educational costs from school welfare funds. Navigating the system to access support can be confusing and challenging, particularly for people who find communication difficult due to cultural or linguistic barriers.

In collaboration with the Counselling Program, case management students co-facilitated several client support groups during the year. The team was also crucial in the delivery of Doncare's Christmas Giving Program, which collects donated gifts from our generous local community and distributes them to disadvantaged families.

The Case Management program is supported by Social work students on placement, the enthusiasm and professionalism they demonstrate throughout their time with Doncare is vital to the success of the program.

*"My placement at Doncare has provided me with ample opportunities to grow in my understanding of what it means to be a social worker and to develop the skills and knowledge I need to work alongside clients ethically and in line with good practice standards. I have enjoyed being part of each team I participated in and the encouragement and support of all staff made it a safe environment to learn."*



Michael and Carly

11  
Students provided  
over  
484  
hours of direct  
client support



## MAKING A DIFFERENCE

Amber had fled family violence and she desperately needed a laptop for her 5-year-old son who is on the autism spectrum. Since COVID-19, all specialist appointments needed to be accessed online and Amber was trying to manage using an old mobile phone. The Case Management team's successful application for a Flexible Support Package secured a laptop in order to support Sam to meet his developmental milestones.

"The laptop is already making a huge difference. Everything is so much easier. It was great timing as Sam's specialist appointments were moving back online again due to lockdown. I cannot tell you how much the laptop is an absolute godsend, so thank you, thank you, thank you!"



# Social Support for Seniors

For 25 years, Doncare's Social Support Program has fostered a strong sense of community and created opportunities for seniors to make meaningful connections.

The fabulous bunch of children from Catjump Pre-School's 4-year-old kinder entertained our Carramar Friendship Group, Matt cooked up an Italian storm treating the seniors to lasagne and tiramisu and Karen from BTYC Gymnastics Club provided some gentle exercise. The Chinese Walking Group celebrated 23 years traversing the local landscape and seniors enjoyed a bit of Rock n Roll and a touch of country at Shoppingtown Hotel and had a fabulous time at the Seniors Morning Tea dancing to the Abba tribute show.

The Social Support and Community Visitor Programs are designed to reduce social isolation, loneliness and improve community connection and engagement. With that in mind the COVID-19 impact has been devastating for clients, volunteers, and staff by effectively removing the opportunity to get out of home and meet face-to-face with each other. Knowing the impact this further enforced social isolation would have on clients, our staff were amazing in their ability to come up with strategies to support clients and volunteers through these unprecedented times.

While seniors remain at home staying safe, they are feeling the effects of a long and challenging 2020. These beautiful, heartfelt messages were lovingly created by the 4 year old kinder group at Catjump Pre-School for members of the Doncare Social Support for Seniors Program.



## Community Visitors Scheme



We continue to be excited at being able to offer social connection and friendship opportunities for individuals living in Residential Aged Care homes or who are receiving Community Aged Care Packages while living in their own homes. Receiving funding from the Commonwealth Government for this program has meant that nine recipients could be matched to a volunteer visitor who has committed to visit at a minimum every fortnight and in many cases much more frequently. Over the 12 month period, a combined total of 150 visits took place.

Matches are initially made based on a shared interest and some great friendships have grown between volunteer visitors and their recipient. The friendships have broadened the world of the recipients, many of whom do not have many visitors and find that time hangs heavily each day without that special someone with whom they can converse, share their stories and memories.

After nine years, our very talented Social Support Worker Diana Sze-Hong announced her retirement at the end of 2019. Diana had the unique opportunity of individually meeting with every Social Support client every year to undertake a review, ascertaining if any further assistance was required, finding out how the person was enjoying their group(s) and had built up an excellent rapport and trust with many. Diana's work with the Chinese Walking Group, sharing their language, was especially valued by the clients, carers, and volunteers of the group. In Diana they found someone who could provide explanations of so many different issues made

69

volunteers provided

3790\*

hours of support activities for

99

socially isolated seniors

(\*pre COVID-19 restrictions)

worse through language difficulties. As a staff group, we valued Diana for her personal traits, teamwork, and the knowledge that the Chinese Walking Group clients were able to explain their needs and have them addressed in a compassionate, professional manner.

At the beginning of March, Wei Liu was appointed to the Social Support team. Wei has been invaluable, falling seamlessly into the role, communicating directly with our Cantonese and Mandarin speaking clients, building rapport, and providing reassurance through this very difficult time.

The last Social Support group outing was held on 17 March. Our immediate response commenced that afternoon. Communication, connection, information and practical supports became our main focus commencing with staff phoning all clients and volunteers to assure them that Doncare would be abiding by Government directives. All groups were temporarily stopped until safe to recommence and all face-to-face visits could no longer take place.

We adapted the program and introduced some initiatives to continue to keep our clients and volunteers connected, including regular letters and newsletters and volunteers maintaining phone contact.

We are all looking forward to being able to reconnect physically with our volunteers and seniors.

## JENNY ROUND

### — CARRAMAR FRIENDSHIP GROUP COORDINATOR

The Carramar Friendship group was founded by Doncaster Wesley Uniting Church (now Manningham Uniting Church) members in 1982 and has a rich history of socially connecting seniors. Following a request from the church in 2002, Doncare took over the running of the group.

In 2005 Jenny Round retired from a busy role as secretary to a CEO. This new phase of life provided some available time and she decided it was her opportunity to give back.

Jenny quickly found a volunteer role she thought she would enjoy and began driving 3 ladies to and from Carramar each week and heard them talking about the fun and friendship they gained from the group. Very soon the group was on the lookout for a new co-ordinator and thankfully Jenny put up her hand to give it a go and has continued in that role for 15 years.

Jenny says that Carramar has learned to adapt to changing client needs over the years. "We started a crossword group and Uno group, while the crafty ones knit or make some artistic gadgets. These all started because the need was there."

Carramar has many volunteers - some drive clients to and from the group, some assist with activities, some drive and stay to assist with activities, whilst others assist in the kitchen with making and organising morning teas and lunches.

Jenny says that initially she joined to give something back to the community - "but I realise how much I enjoy getting to know the folk and hearing about their lives, their families, their story. Some of our group live with family and I know it gives the family a break, but most importantly it gives our folk a sense of purpose of some different society and interests."

Doncare is extremely thankful to Jenny for the caring way she organises so many of the different aspects that go into Carramar and make it a true group for making friendships.

Carramar is an in-house group that meets weekly. Doncare has many other social groups for seniors who venture into the community for a meal, for coffee and cake, for a walk, to attend a movie or to visit an attraction. Most groups are held fortnightly and all are staffed by volunteers, with paid professional staff managing the program and supporting the volunteers.

*To explore volunteering, or for seniors interested in joining the Social Support Program, contact Doncare on 9856 1500 or email [doncare@doncare.org.au](mailto:doncare@doncare.org.au)*



# Reduce, Reuse, Recycle

It has been a year of celebration, and uncertainty in the Op Shop Program, but once again the volunteers and staff have faced these times with a positive and resilient attitude.



The need to adapt to quickly changing events has been challenging but has brought us together to face adversity, problem solve, show patience and to reach out to one another as we adhere to restrictions and isolation in the best way we can.

One of the challenges this year has been the capacity of the shops to raise funds for Doncare's programs. The financial year began with reports indicating national retail sales steadily were declining, which was quickly followed by the financial impact of COVID-19.

In response, the Op Shop Program looked for initiatives to continue our work to supplement this loss and we set to work to raise funds in other ways.

The year began with a very successful pop-up shop sale at North Blackburn Shopping Centre, raising \$19,502.14 in less than 3 days. This was later followed by another sale in October at St Clements Primary School, which raised a further \$3,580.20. During the year we also opened the depot for a few hours to sell excess furniture and raised over \$1,000.

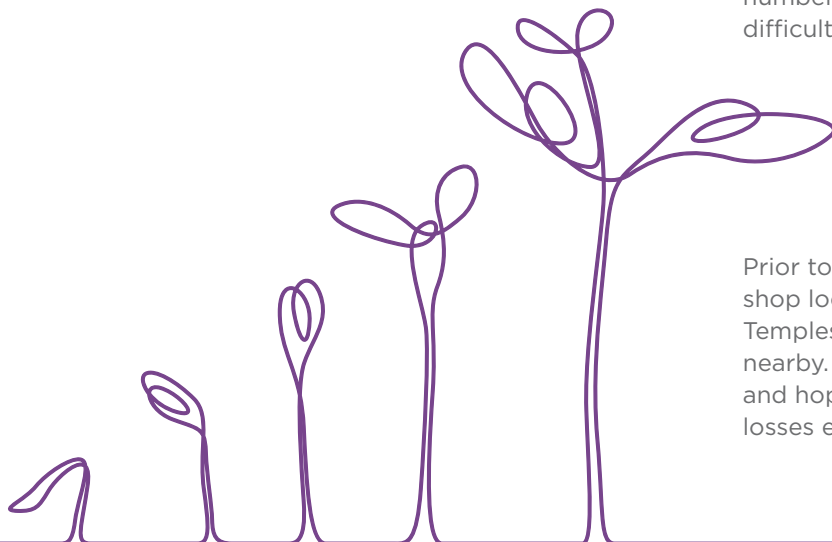
## FOLLOW US



The Op Shop volunteers first noticed a decline in customer numbers at the beginning of 2020, which we believe was possibly due to the emerging pandemic. By March 2020, customers were expressing concern about shopping, and many of our volunteers wisely decided that they would have a break from volunteering. Our focus became the health and wellbeing of our volunteers and keeping them connected and cared for during the pandemic. As Government restrictions increased, customer numbers dropped and volunteer numbers declined, we therefore had to make the difficult decision to close all shops on 25 March 2020.

Whilst we cannot raise the same funds that the shops raise, we increased our eBay sales and launched a Depop presence and to further reduce our costs we sought rent reductions across all premises.

Prior to COVID-19 we signed a new tenancy for a new shop located in Mitcham. We are also moving the Templestowe Village shop of 15 years to a new premise nearby. We anticipate these shops will be successful and hope that they may help us recover from some of losses experienced in the past year.



293

Volunteers devoted

61,360

hours to our Shops

## Op Shop Volunteers

We successfully completed several training sessions with our team of volunteers, and completed a personnel audit of all 270 volunteers, not a small undertaking!

The Volunteer Op Shop Committees play a very important role in supporting the Op Shop team and provide leadership and support to other volunteers. In addition to regular individual shop meetings the committee members attend Combined Op Shop meetings. These meetings provide an opportunity to share ideas, make decisions, and to hear from relevant speakers on topics of interest.

Every year, we celebrate our volunteers at our National Volunteer Week luncheon, however this year the event was cancelled due to COVID-19. This did not stop Charlotte and Maria from paying Peter Gartner a surprise (socially distanced) visit to present him with the Volunteer of the Year Award.

We also congratulate Menzies Award recipient, Joan Brownlie, who has volunteered at the Tunstall Square Op Shop since 2015. Joan is a reliable and committed volunteer who is always willing to take on extra duties and is what we would call a “quiet achiever”. Her warm personality and gentle guidance have made her a great mentor to our new shop volunteers. Joan has a natural ability to identify and nurture people’s strengths, in turn, creating a welcoming and fun atmosphere for everyone who works alongside her.

With the shops closed during COVID-19, maintaining ongoing connection with our volunteers was paramount and part of the caring culture at Doncare. We sent out regular newsletters, showcasing some of the amazing activities our talented volunteers were up to while in isolation. Sadly, some of our volunteers did require a little extra support during this time needing referrals to counselling, or assistance with food parcels.

Our volunteers continue to be very generous with their time and efforts at the shops and we are very grateful for their contributions throughout the year. We are looking forward to their return.

We would like to thank our customers for their understanding and generosity throughout the year, and hope that when the shops reopen, they will continue to support us support our clients.

Finally, the Op Shop Program Manager would like to take this opportunity to thank the Op Shop team, Maria, Charlotte and Heather, who have demonstrated great care to our volunteers, and a “can do” attitude to the many challenges presented to them throughout the year. Their ability to adapt to this challenging environment has been remarkable and shows great strength of character. Together, we are truly grateful to all those who have supported us this year and we look forward to continuing our work together.



## Vale Majorie Crawford

This year, we lost one of our treasured op shop volunteers. Marjorie Crawford began volunteering in 2007 at Brentford Square and was a dedicated committee member.

Following the closure of the Forest Hill shop, she relocated to Jackson Court. Marjorie attended all garage sales, supporting us wherever she could. She was a member of a stamp club and utilised her stamp knowledge sorting donations, hoping to find the one stamp that would raise millions for Doncare! Despite her ongoing health issues with recurrent cancer, Marjorie always had a smile on her face. She was kind and gentle and had the sweetest giggle.

We will miss her greatly.



# DONCARE CELEBRATES

## Volunteering

### Volunteers Receiving Service Certificates

#### 25 Years

Lynette Flynn

COUNSELLING

#### 20 Years

Kathy Grimster

Joye Sexton

SOCIAL SUPPORT FOR SENIORS

MACEDON/BULLEEN

#### 15 Years

Janet Handley

Lori Rossetto

Jenny Round

SOCIAL SUPPORT FOR SENIORS

TEMPLESTOWE

SOCIAL SUPPORT FOR SENIORS

#### 10 Years

Linda De Francisci

Paul Hor

Ron Kitchingman OAM JP

Denise Lah

Joan Liu

Maureen Prior

COMMUNITY SUPPORT WORKER

SOCIAL SUPPORT FOR SENIORS

BOARD

TUNSTALL

MACEDON

NTH BLACKBURN

#### 5 Years

Debra Brown

Joan Brownlie

TEMPLESTOWE

TUNSTALL

Susan Cheung

Judy Ding

Noelle Eaton

Judy Ho

Brenda Humphreys

Dorothy Jones

Christy (Wan-Lin) Kan

Helen Khong

Prea Maghami

Margaret McCarthy

Amy McDonald

Sarita Mirchandani

Lindsay Mitchelson

Laura O'Brien

Pek Ong

Marge Parker

Shirley Price

Angeliki Puckey

Dianne Sawyer

Daniel Sim

Brenda Stewart

Brian Tooth

Hetty Verspaw

Mick Walsh

Brian Webster

SOCIAL SUPPORT FOR SENIORS

TUNSTALL

BULLEEN

JACKSON CRT

TEMPLESTOWE

JACKSON CRT

JACKSON CRT

BULLEEN

SOCIAL SUPPORT FOR SENIORS

BULLEEN

TUNSTALL

JACKSON CRT

SOCIAL SUPPORT FOR SENIORS

BOARD

TUNSTALL

JACKSON CRT

JACKSON CRT

DAWN

TUNSTALL

SOCIAL SUPPORT FOR SENIORS

TEMPLESTOWE

BOARD

NTH BLACKBURN

JACKSON CRT

SOCIAL SUPPORT FOR SENIORS

# DONCARE HONOUR ROLL

## Over 10 Years of Service

### COUNSELLING

Lynette Flynn

25 Years

Lorraine Manthey

41 Years

Ken Falconer

21 Years

Isabella McDonald

13 Years

Ila Franklin

31 Years

Joan Middleton

22 Years

Margaret Gibb

17 Years

Shirley Monahan

19 Years

Alice Ho

13 Years

Dorothy Pearson

18 Years

Siew Hoon (Sue) Hor

17 Years

Dorothy Ranyard

14 Years

Margaret Janout

13 Years

Jenny Round

15 Years

Marlene Knight

19 Years

Carmel Schofield

13 Years

Daphne Laity

11 Years

Beverley Schurmann

17 Years

Anne McNaughton

11 Years

Liesbeth van Altena

11 Years

Shirley Monahan

18 Years

Carolyn Vimpani

18 Years

Lai Pink Ng

12 Years

Shirley Weir

18 Years

Joy Nichol

21 Years

Debbie Wong

20 Years

Kathleen Raymond

17 Years

### COMMUNITY SUPPORT WORKERS

Jenny Reynolds

17 Years

Julie Yu

21 Years

### SOCIAL SUPPORT FOR SENIORS

Laurel Agius

12 Years

Geraldine Bloom

24 Years

Christine Crawford

13 Years

Kathryn Ewers

11 Years

Ken Falconer

22 Years

Kathy Grimster

11 Years

Janet Handley

15 Years

Frank Johnston

23 Years

Fred Jurgelait

11 Years

Farzad Maghami

17 Years

### OP SHOPS

Bob Akbarzadeh

19 Years

Chris Barry

11 Years

Pam Brien

11 Years

Faye Chalmers

17 Years

Rose Chong

16 Years

Ivan Chow

13 Years

Rosemary Climas

13 Years

Lynette Cowley

12 Years

Marjorie Crawford

13 Years

Yvonne Dart

12 Years

Colin Raymond

13 Years

Judy Reynolds

23 Years

Helen Rigopoulos

23 Years

Lori Rossetto

15 Years

Joye Sexton

20 Years

Brian Sexton

18 Years

Jan Shields

17 Years

Barbara Toporkiewicz

18 Years

Carol Trainor

33 Years

Ann (Zhou Ping) Wang

12 Years

Robyn Webb

11 Years

Shirley Weir

18 Years



2019 – 2020

# Volunteers



## Board

Andrew Asten  
Raymond Burnett  
Des Galgut  
Michele Kerrigan  
Ron Kitchingman  
Dale Nielsen  
Harshini Nadesapillai  
Laura O'Brien  
Brian Tooth  
Megan Watson

## Clerical

Elias Clune  
Barbara Hall  
Uma Malipatil  
Jessica Maunder  
Lois Savage  
Kathryn Tandy  
Madeleine Zachariou

## Community Visitors Scheme

Susan Cheung  
Manuela DaCunha  
Kaushie Jaya  
Fred Jurgelait  
Helen Jurgelait  
Amanda Lim  
Margaret Sell  
Lin Yap

## Counselling

Zahraa Abdelzاهر  
Bridget Agnoletto  
Georgia Baggio-Quiah  
Jens Berkan  
Codie Bihler  
Michelle Bingham  
Tim Bonaldi  
Carolyn Burns  
Brent Caldwell  
Jana Cibirova  
Jade Cox  
Katharine Culy  
Rachel Davidson  
Lora (Maria) De La Cruz

Andrea De Rauch  
Clea De Vries  
Neha Delhikar  
Lynette Flynn  
Simone Forrester  
Simone Gibby  
Nicky Higgo  
Elwin Hu  
Cassandra Junkeer  
May Lai  
Alexander Lake  
Jeannie Leggett  
Jason Lim-How  
Mila Lopez  
Adrienn Mata  
Louise Moncur  
Olivia Mort  
Vicki Osborne  
Nicole Perilli  
Joel Pinches  
Jessica Ruschen  
Emily Swift  
Nienke Weerepas  
Rob Weller  
Priya Woolston

## DAWN

Natalie Allen  
Kristy Barker  
Fariha Farooqui  
Megan Ficarra  
Michelle Gaskell  
Amber Gul  
Alma Hughes  
Helen Isaacs  
Nekane Kandina  
Shirley Lane  
Wai-Chung (Elsa) Lau  
Cathie McRobert  
Carmel Murphy  
Mary O'Donohue  
Susan Porter  
Brigitte Povey  
Angeliki Puckey  
Mhisti Rele  
Leticia Renteria Pena  
Christine Robinson  
Andreina Rosolini  
Diane Shehata

Louise Theunissen  
Gemma Villani  
Priyani Withanarachi  
Susie Xu  
Wei (Jenny) Zhang

## iMatter

Clarissa Allerton  
Rose Anwar  
Georgina Bowe  
Pia (Maria) Campagna  
Catherine (Cath)  
Edwards  
Gemma Hall  
Cassi Jones  
Madalyn Lythgo  
Karryna Madison  
Bridget Mein  
Ella Perry  
Zoe Preston  
Bethany Russell  
Andrea Selvarajah  
Carmen Tran  
Madison Vandersluis  
Hannah Zolich

## Community Support Workers (ER)

Lina Carvajal  
Linda De Francisci  
Robyn Fowler  
Jan Hunter  
Hannah Kelle  
Lynne Lloyd  
Mayte Orellana  
Marilu Packer  
Penny Phillips  
Marilena (Marilyn)  
Porqueddu  
Jenny Reynolds  
Claire Ryan  
Rhonda Watts  
Julie Yu

## Pantry Helpers

Rosina Cincotta  
Kathy Monley

## Social Work students

Anna Agostinelli  
Marla Donehue  
Pascualina/(Renjingzi)  
Du  
Matt Langdon  
Christel Lemmon  
Jacob Lyons  
Alissah Mudie  
Nikhuli Nikhuli  
Mayte Orellana  
Phi-Anh Pham  
Robinson Piedrahita  
Kimi Pok Yu Kong  
Kayla Raif  
Jane Shiels  
Darren Stones  
Breanne Wells  
Kitty Wilson

## Consumer Advisory Group

Anita  
Elena  
Garry  
Lily  
Margaret  
Sofia  
Tracey  
Val

## Op Shop Admin

Heather Lovell  
Annie Naismith

## Bulleen Plaza

Sahar Ahmadi  
Cheryl Amos  
Parandis Arael  
Rokhsareh (Rosa) Ashjae  
Zadeh  
Angela Bonato  
Elia Bragagnolo  
Leone Carberry

Penny Chow  
Rachelle Dio  
Yvonne Dite  
Joyce Dite  
Marjorie Dowd  
Andy (Andrena) Dsilva  
Noelle Eaton  
Micheline Fronticcia  
Sonia Gough  
Roslyn Harberts  
Savita Hazari  
Rashin Heidarrezaei  
Jaimi Houston  
Helen Isaacs  
Caren Kalmajian  
Helen Khong  
Ali Kozanoglu  
Margaret McCarthy  
Majda Muzlai  
Carol Negus  
Lai Pink Ng  
Sammy (Thi Hoai Sam)  
Nguyen  
Mai Nguyen  
Nadia (Nadezda)  
Panteleeva  
John (Ioannis)  
Papaziakas  
Maureen Pascual  
Vera Recinella  
Sally Richardson  
Helen Rigopoulos  
Lamees Rousan  
Claudio Sapienza  
Hazel Schwerdt  
Joye Sexton  
Marjam Seyedi  
Sia (Siawash) Shakoohi  
Marla Trautman  
Annie (Hanh) Thihuu Vo  
Denise White  
Lisa Wu  
Ming Xiao Zhang

## Consumer Advisory Group

Anita  
Elena  
Garry  
Lily  
Margaret  
Sofia  
Tracey  
Val

## Jackson Court

Yomna Adel  
Hee Yeon Ban  
Elsa Bertazzon  
Fiona (Yu-Chieh) Chiang

Matthew Chu  
Judith Clark  
Marjorie Crawford  
Kaye Davies  
Glenda Deoki  
Fiona (Firouzeh)  
Edwards  
Susan Faridi  
Rodney Fried  
Bill Fu  
Marian Granata  
Ashanthi Gratian  
Leonard Healy  
Judy Ho  
Dorothy Jones  
Christy (Wan-Lin) Kan  
Kinnie Leung  
Sisi Liu  
Allie (Alexandra)  
Madden-Melder  
Chander Shekhar Mann  
Sunita Mann  
Thony Mavroudis  
Doris McDonagh  
Sarita Mirchandani  
Shirley Monahan  
Andrew Nymeyer  
Cheryl (Heng Xi) Ool  
Marge Parker  
Fatima Pasha  
Jun Phua  
Suzanne Picone  
Shirley Price  
Kathleen Rehe  
Irene Scott  
Sarada Singh  
Jack (Yunjie) Tan  
Jessica Tien  
Jeffrey Wan  
Miles Wirawan  
Jenny (Jie) Zhang  
James Zhang

### Macedon Plaza

Bob Akbarzadeh  
Marjan (Rogheyeh)  
Bagheri  
Peta Cage  
Margaret Chalmers  
Roger Chan  
Mimi Chan  
Alice (Zixi) Chen  
Maggie Hsiuchi Chiang  
Ida Ciciriello  
Helen Cotoia  
Yvonne Dart  
Val Fullerton  
Greg Godfrey  
Darcy Goodings  
Lorraine Gravener  
Sallie Hobson  
Inga Jekabson  
Angela Kardamiliotis  
Natalie Kurban

Joan Liu  
Julie Loncaric  
Anne McNaughton  
Somira Momtazian  
Lai Pink Ng  
Joy Nichol  
Nazzi (Sanez) Orouji  
Vilma Ozzimo  
Kathleen Raymond  
Colin Raymond  
Judy Reynolds  
Kara Roebuck  
Carmel Russo  
Jim Samartgis  
Joye Sexton  
Brian Sexton  
Vic Sin  
John (Yat) So  
Hetha The  
Louise Theunissen  
Loan Huong Tran  
Voula (Paraskevi)  
Tsoukai  
Sharon White  
Joan Zhang

### North Blackburn

Lois Adams  
Bob Akbarzadeh  
Helen Angelaras  
Freny Bagli  
Anna Barbaritano  
Chris Barry  
Rupali Bedi  
Nilla Benham  
Moussa Bittar  
Barbara Britton  
Jean Brown  
Christine Caldwell  
Jenny (Zhenyi) Chen  
Ivan Chow  
Cody Chua  
Stephan Ciarapica  
Bernadette D'Costa  
Judy Dobson  
Catherine Farmer  
Donna Fung  
Bahare Ghasvarian  
Bahare Ghasvarian  
Anita Gibbens  
Maria Hancock  
Bernadette Harris  
Heather Hill  
Alexander Jahn  
Margaret Janout  
Phoebe Kok  
Tina (Shu-Miao) Lee  
Catherine (Yingju) Liu  
Chun Lu  
Jessica Maunder  
Ali Mortazavi  
Iris Ong  
Maureen Prior

Shohreh Rabiee  
Azbarame  
Chris Rogan  
Michelle (Delia)  
Schokman  
Alan Schumer  
Judy Schumer  
Mahira Sevus Haroon  
Shirley Shaw  
Jan Shields  
Maria Skidmore  
Jenny Sutton  
Dianne Timms  
Hetty Verspay  
Loi Wong  
Jennifer (Fujun) Yao  
Andrew Yong  
Maggie Yong  
Jadhiga (Iga) Zietara

### Templestowe

Hanida Alakhdar  
Pam Brien  
Debra Brown  
Catherine Camerino  
Karin Candy  
Faye Chalmers  
Gui Lam (Anna) Chen  
Catherine Chen  
Lydia (Trap) Chia  
Pauline Cleeve  
Rosemary Climas  
Lynette Cowley  
Ken Falconer  
Elahe Honarkar  
Windy Huang  
Brenda Humphreys  
Lina Italia  
Rida Ghani Jokhio  
Marlene Knight  
Marjan Marjani  
Melinda McGinley  
Maria Michael  
Carmen Mignani  
Aileen O'Connell  
Robinson Piedrahita  
Maree Quattrocchi  
Frank Quattrocchi  
Meryl Reynolds  
Lori Rossetto  
Brenda Stewart  
Margaret Thompson  
Barbara Toporkiewicz  
Dhinesha Ubesiri

### Tunstall Square

Fakhri Afshar  
Lyn Ahn  
Rosalyn Azzopardi  
Jessica Barnes  
Carlos Bou-Abs  
Dawn Bowen  
Joan Brownlie  
Rose Chong

Judy Ding  
Lilian Donda  
Erlinda Dulu  
Ila Franklin  
Margaret Gibb  
Alice Ho  
Siew Hoon (Sue) Hor  
Cynthia Kearney  
Joan Keesing  
Oldrich Kozak  
Denise Lah  
Daphne Laity  
Faye (Yufei) Lin  
Amy McDonald  
Gwen Medcalf  
Leanne Nguyen  
Pek Ong  
Marilyn Patterson  
Pam (Padmasany)  
Prakash  
Zoe (Zhen Wei) Qi  
Dianne Sawyer  
Ali (Gholamali) Shaigan  
Waffa Takla  
Demetria (Terri)  
Thompson  
Carol Trainor  
Angela Tsimaras  
Unni (Unnikrishnan)  
Vayalil  
Ann (Zhou Ping) Wang  
Robyn Webb  
Shirley Weir  
Grace Weng  
Gill White  
Raine Wickrematunge  
Linda Wight

### Op Shop Depot

Matthew Armstrong  
Neil Chalmers  
John Cowley  
Philip Dunmill  
Malcolm Ferguson  
Kevin Fowler  
Peter Gartner  
Colin Hurley  
Gerry Kearney  
Edward Lee  
Foji Lim  
Raj Mohandas  
Brett Stevens  
Van Van Dinh  
Carlos Varsarsky  
Barry Walls  
Bruce Young

### Social Support for Seniors

Dorothy Adrian  
Laurel Agius  
Tania Allsopp  
Clive Ansell  
Jayne Appleton

Hanne Blake  
Geraldine Bloom  
Noel Blythe  
Peter Brilliant  
Lorraine Cahill  
Susan Cheung  
John Coombes  
Christine Crawford  
Mohammed Din  
Harry Erawan  
Kathryn Ewers  
Ken Falconer  
Maggie Falconer  
Megan Forristal  
Kathy Grimster  
Matteo Gualano  
Janet Handley  
Carol Harvey  
Neil Harvey  
Cheryle Hawkins  
Tina He  
Rita Ho  
Paul Hor  
Lina Italia  
Frank Johnston  
Helen Jurgelait  
Fred Jurgelait  
Matthew Langdon  
Loo-Ching Loh  
Jill Lowe  
Farzad Maghami  
Prea Maghami  
Lorraine Manthey  
Bill Matthewson  
Isabella McDonald  
Joan Middleton  
Graeme Mitchell  
Lindsay Mitchelson  
Shirley Monahan  
Judy Moore  
Suzy Moustakas  
Mooi-Sim Ng  
Mel Nguyen  
Dorothy Pearson  
Dorothy Ranyard  
Emy Raquel  
Jenny Round  
Carmel Schofield  
Beverly Schurmann  
Daniel Sim  
Michael Sloan  
Ian Smith  
Diana Sze Hong  
Marilyn Thompson  
Wendy Thomson  
Liesbeth van Altena  
Carolyn Vimpani  
Stan Vimpani  
Brian Webster  
Shirley Weir  
Debbie Wong  
Christie Zouwatt

507

Volunteers supported Doncare providing

118,204

hours of service to the community

# Awards

## Doncare staff acknowledged in Australia Day Honours

Since the inaugural Menzies Community Australia Day Awards in 1995, over 75 Doncare staff and volunteers have been recognised for their valuable contribution to the Manningham community. At this year's Australia Day ceremony, The Hon. Kevin Andrews MP presented Menzies Awards to:

- Jenny McMahon
- Joan Brownlie
- Marilu Packer
- Priya Woolston
- Carolyn Burns.

## Volunteers of the Year

The theme for National Volunteer Week was "Changing Communities. Changing Lives", which is certainly true of the 500+ people who support, strengthen and empower vulnerable members of our community by volunteering at Doncare.

We were thrilled to award Peter Gartner and Des Galgut *Volunteer of the Year* Awards. Both gentlemen are well deserved recipients of this honour and we congratulate and thank them for their dedication and commitment to Doncare.

Peter Gartner has been a dedicated volunteer in the Op Shop Program for eight years, working at the depot and driving the truck for deliveries and pick-ups, along with many other tasks that he helpfully undertakes. Peter is a reliable, hardworking volunteer who has a heart of gold with a can-do attitude.

A committed member of the Doncare Board for the past 9 years, Des Galgut has held the role of Treasurer for 8 years. Des has provided outstanding financial management and governance through numerical and visual representation of Doncare's financial results and achievements, improving the Board's decision making capability and ability to respond effectively to changing trends in an often ruthless NFP environment. Des cares very deeply for the community and his proactive approach launched the Winter Warmth Program in 2011, which now assists many vulnerable community members to pay their heating bills each winter.



Peter Gartner



Des Galgut

## Honour bestowed on Board Director

Doncare Board Director, Mr Ron Kitchingman OAM JP was honoured for his contribution and outstanding service to the community. Manningham Mayor, Cr. Paula Piccinini presented the Key to the City to the Doncaster East resident in recognition of his distinguished history spanning close to 50 years.

Ron Kitchingman is truly one of life's gentlemen – a wonderful husband, father and grandfather, an exceptional local resident and community leader who is passionate about supporting the most vulnerable and disadvantaged in our community. A retired printer, Ron has lived in Manningham for most of his life and at 85, continues his community and dedicated interests.

Ron has held many roles with Manningham organisations including positions on the Board of Management of the Manningham Recreation Association for 23 years, MannaCare for 34 years, Doncare for 10 years and the Whitehorse Manningham Regional Library Corporation. Ron was instrumental in establishing the Beverley Hills Kindergarten and was Chairman for many years during the 1960s. He was also the President of Beverley Hills Primary School for many years, President of East Doncaster Secondary College for 8 years and a committee member for 15 years.

Ron was a Councillor of the City of Doncaster and Templestowe for two terms in the 1970s and Mayor in 1978-79. He served as a Manningham City Councillor from 2005-08 and as Mayor of Manningham in 2006. He is also the recipient of the 1998 Menzies Australia Day Award and was Manningham's Citizen of the Year in 2004. In the Queen's Birthday Honours List 2013, Ron was awarded the Medal of the Order of Australia (OAM) for his dedicated work to the Manningham community.



# Corporate Services

A year in the life of Doncare can never be fully planned and 2019-2020 has proven particularly challenging on many fronts.



Our financial and operating plans, involving detailed budgets and analysis of income streams and expenditure expectations, were significantly challenged in the last quarter of the financial year. The COVID-19 pandemic has seen the organisation review all our plans and expectations many times over, navigating in directions not of our choice or making. The fact that we are able to provide a report on the fight for our survival is testament to the dedication of our staff and volunteers to this remarkable 50 year old organisation and proves that we can adapt to meet the challenges and continue to support our community as we defeat this insidious disease.

Given the tumultuous times we have experienced in the final quarter we were able to produce a financial result, which whilst showing a loss is not as devastating as it could have been. Over many years Doncare has been fortunate to be able to rely on the discretionary income generated by our tireless volunteers in the opportunity shops as well as those who have devoted many hundreds of hours throughout our community-based programs. The support of our community by Doncare volunteers can never truly be valued, although over many years we have tried, with several methods showing that it can be measured in the many hundreds of thousand dollars each and every year.

When our shops and programs were forced to close in late March, the future looked very bleak. Doncare's reputation stood us in good stead with many community members contributing money and goods to allow us to support community members, many of whom faced difficult times for the first time in their lives. Support came in the form of food deliveries, money to purchase food and other necessities, and staff reducing their hours or contributing extra unpaid time. This afforded us with time to review our options. During this period, we were fortunate to become eligible for the Federal Government JobKeeper scheme, which allowed us to continue with service delivery. Additional non-recurrent grants from other levels of government also allowed us to continue to support our community. We are extremely grateful for the support, both financial and professional, of the Councillors and staff of the Manningham Council. Together we have been able to provide a coordinated and targeted response to those in need.

Support was also extended from our generous supporters including the Bendigo Bank, the Rotary Clubs within the City of Manningham, and private donors. We are thankful that we can use these donations to directly support clients.

It is only natural that what we will remember most about 2019-20 was the level of adversity we faced at the end of the financial year. Prior to this challenge we continued to perform our roles, we adopted new legislative requirements, we met all of our reporting timeframes, we produced high quality reports to assist the Board and the Executive in their decision-making, we achieved another successful audit of Human Services Standards and ISO standards, we continued to educate ourselves in best practice and we supported all programs with their workloads. This year has shown us how as an organisation we are adept at facing challenges, re-thinking our processes and delivery methods and being agile in where and when we work but we have never lost sight of our main purpose, which is to find the best way to serve our community regardless of the obstacles we are faced with. We thank the Corporate Services staff, who accepted all challenges with grace and expertise.

# Administration & Communications

The work undertaken by the team ensures that program delivery staff can work effectively and efficiently with their clients.

In July 2019, Manningham Mayor, Cr Paula Piccinini elected to dedicate the Mayoral Ball to Doncare to help raise funds and to celebrate Doncare's 50th year. Of course, the success of these events relies heavily on numerous supporters, donors and suppliers, and the Administration and Communications team worked tirelessly, alongside Manningham Council to ensure the event was not only a successful fundraising initiative but also a memorable evening for all who attended.

The other major fundraising event for the year was the *An Evening with Ben Crowe* event. Significant work was dedicated to securing sponsorship and ensuring over 240 attendees had an inspiring evening. While working to deliver memorable fundraising events, the team also worked towards the Annual General Meeting and the Staff and Volunteer Christmas function.

The other major event that we worked on was a farewell event for CEO Doreen Stoves AM PSM JP as she retired from Doncare. Sadly, after much planning and dedicated work to ensure that it was an event worthy of her long years of commitment to Doncare and the

sector, we were forced to cancel due to the COVID-19 restrictions. We were however very pleased to present to Doreen a remarkable "This is Your Life" book, chronicling her years of service to the sector and Doncare.

These events require enormous efforts from the team, not only in the lead up, but also in the following days and weeks. Thanking sponsors, ensuring prizes are shipped, and evaluating and capitalising on the positive feedback all requires significant planning and work. We are fortunate at Doncare to have quality IT and web-based platforms to support these initiatives. Our highly skilled team work to ensure our website, social media platforms and community are all updated and informed of the work we do and the programs and events occurring throughout the year.

A large part of the work undertaken by the Administration and Communications team is ensuring that program delivery staff can work effectively and efficiently with their clients. Monitoring, training, and supporting all Doncare's staff, students, and volunteers to have the skills and access to the necessary IT tools to support their

work is always an ongoing priority. Of course, our reception staff are also a key part of Doncare's culture, and contribute significantly to the efficient, friendly, and supportive environment that people encounter when they contact us.

Fortunately, Doncare has invested heavily in IT software and hardware, and when the organisation was forced to move most of its program staff to working from home, it was a relatively seamless process. Our staff could access all files, emails, resources, and tools remotely within days, many of them utilising available hardware to set up their 'home offices'.

Much of our work is done behind the scenes and keeps the organisation running smoothly, and as with all of Doncare's programs, we couldn't do it without the dedication and support of our administration volunteers. Each week we have a team who not only supports our event and fundraising plans but contributes to all programs with the minutiae of administrative tasks. We cannot thank them enough for their ongoing dedication, skill, and support.



# MAYORAL BALL - OCTOBER 2019



Manningham Mayor, Cr Paula Piccinini nominated Doncare as the beneficiary of funds raised at the 2019 Mayoral Ball, which was held at the Manningham Function Centre on Friday 25 October. A wide spectrum of Manningham’s civil society were in attendance ready to celebrate Doncare’s 50th Anniversary and support Resilient Kids - Positive Futures, a new initiative to expand services to support vulnerable children.

Representatives of the Rotary Clubs of Templestowe, Manningham, Warrandyte and Donvale together with community sporting clubs, the Bullants, Bulleen Lions, Doncaster Rovers and the Yarra Junior Football League joined guests from MannaCare, the Veneto Club, Zero 95, Bendigo Bank, EACH and Aquarena.

Doncare’s philosophy - “for the community, by the community” remains as true today as it was 50 years ago. The founders of Doncare

didn’t wait around for governments to identify and address growing social isolation and vulnerabilities - they just rolled up their sleeves and provided care and support.” Manningham Mayor, Cr. Paula Piccinini.

89.9 Light FM’s Lucy Holmes and third generation Park Orchards Real Estate Agent, Daniel D’Assisi did a stellar job encouraging the crowd to dig deep. Daniel auctioned a keynote speaking engagement by Doncare Patron, 2015 Australian of the Year, Dr Rosie Batty AO, which generated a bidding frenzy, so too did the Light FM radio advertising campaign and luxury Bali escape.

Thanks to our Platinum sponsor, Noel Jones Doncaster, over \$35,000 was raised at the Mayoral Ball, which together with grants from Manningham Council and the Asian Australian Foundation, will enable Doncare to deliver the Resilient Kids - Positive Futures Program to improve community connectedness and build resilience in local children.

“We felt very privileged to have the Mayor’s support this year and to be given this opportunity to celebrate our wonderful milestone of 50 years” said Doreen Stoves AM PSM JP.

## Special Thanks to our Sponsors



WHITEFRIARS  
CATHOLIC COLLEGE FOR BOYS





## AN EVENING WITH BEN CROWE - NOVEMBER 2019

Over 240 people flocked to hear from Performance and Mindset Coach, Ben Crowe at Doncare's Charity Dinner including Melbourne Vixens' Coach, Simone McKinnis OAM and former captain of the Australian netball team, Sharelle McMahon.

Applauded internationally as the man behind Ash Barty's charge to the top, Crowe took the audience on an inspiring and unexpected journey, sharing personal stories from Michael Jordan, Andre Agassi, and Roger Federer. Described as the 'Secret Weapon' behind Richmond's 2017 Grand Final victory, Ben provided valuable insight into his work with Peggy O'Neal, Damien Hardwick, and Trent Cotchin. The Richmond Football Club's rise from disaster in 2016 to Hardwick and Cotchin embracing their own vulnerability, celebrating imperfection, and realising that footy is what they do, not who they are.

Sponsored by Bendigo Bank's Doncaster East & Templestowe Village Community Bank Branches, the event raised \$12,801 to support Doncare to continue its work supporting vulnerable and disadvantaged members of the community.

Doncare is extremely grateful to Ian Goldsmith and Geoff Roberts OAM from Manningham Community Enterprises Ltd, Lisa and Paul from The Craft & Co and Mandy at Ella Baché Doncaster for their contributions to a wonderful evening. And most of all to Ben Crowe, who empowered us to focus on fulfilment rather than achievement; shut out the noise like Cathy Freeman did when she won gold; remember that we don't know the real Mickey Mouse; that eulogy virtues trump resume virtues and that embracing vulnerability, purpose, authenticity and human connection is what it's all about.

**Thank you to our Platinum sponsor**

**Bendigo Bank**

Proudly supported By  
Community Bank  
Doncaster East &  
Templestowe Village

**And supporters....**



THE CRAFT & CO

**Ella Baché**  
DONCASTER



Community Bank - Doncaster East and Templestowe Village

# Proud supporters of Doncare

When you choose to bank with Bendigo Bank, good things happen in your community.

Like our support of Doncare.

And when you're part of Australia's fifth biggest retail bank, good things happen with your banking too.

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**Call us on 9840 2028 or search Bendigo Bank Doncaster East or Templestowe Village.**

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# Empowering Partnerships

Doncare acknowledges the generosity of individuals, groups and businesses who share our commitment to support, strengthen and empower the community.

## COMMUNITY GROUPS, CLUBS & CHURCHES

- BTYC Gymnastics Manningham DISC
- Chinese Fellowship of Victoria
- Christine and friends @ Willowbray
- CWA of Victoria - Donvale
- Domaine Retirement Village
- Domaine Social Committee
- Doncaster Central Ladies Probus
- Doncaster City Church
- Doncaster RSL
- Doncaster VIEW Club
- Generation Church
- Kiwanis Club, Manningham
- Living Longer Living Stronger
- Manningham Business Network
- Manningham Girl Guides
- Manningham U3A
- Park Orchards Learning Sanctuary
- Probus Club of Donvale Hill Inc
- Ringwood U3A
- Roseville Craft Group
- Rotary Club Central Melbourne
- Rotary Club of Doncaster
- Rotary Club of Forest Hill
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Share the Dignity
- St Kevin's Parish
- Victorian Dog Rescue & Resource Group Inc.
- Woodpeckers Club
- Victorian Dog Rescue
- YMCA Manningham

## SUPPORTERS & PARTNERS

- Australian Aged Care Quality Agency
- Australian College of Applied Psychology
- Belgravia Leisure (Aquarena)
- Bendigo Bank Doncaster East and Templestowe Village
- Boorndawan William Aboriginal Healing Service
- Box Hill TAFE
- Bramleigh Estate

- Cairnmillar Institute
- 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 East Family Services Alliance
- La Trobe University
- LinC Manningham
- Living & Learning @ Ajani
- MannaCare
- Manningham 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 Pre-School
- Deep Creek Pre-School
- Donburn Primary School
- Doncaster Gardens Primary School
- Our Lady of the Pines - Out of school care
- Serpell Primary School
- St Charles Borromeo Catholic Primary
- Templestowe College Mentoring Program
- Templestowe Heights Primary School
- Templestowe Park Primary School
- Templestowe Valley Primary School
- Whitefriars College

## CORPORATE GROUPS

- Asian Australian Foundation
- Bendigo Bank, Warrandyte Community Bank
- Bendigo Bank, Doncaster East & Templestowe Village
- Bennelong Foundation
- Bulleen Plaza Shopping Centre
- Commonwealth Bank Doncaster
- Commonwealth Bank Lower Templestowe
- Goliath Group
- MIA Consulting
- Myer Doncaster
- Noel Jones Real Estate
- North Blackburn Square Shopping Centre
- Officeworks
- Philip Webb Real Estate Doncaster
- Pitcher Partners Corporate Finance
- Quest Doncaster
- Scentre Group
- Special Needs Dental Team
- Stockland The Pines

## GOVERNMENT & PHILANTHROPIC

- Commonwealth Bank Community Fund
- Commonwealth Department of Health
- Commonwealth Department of Industry, Innovation & Science
- Commonwealth Department of Social Services
- Community Enterprise Foundation (Bendigo Bank)
- Department of Health & Human Services (Victoria)
- Manningham Council
- Perpetual Trustees
- The Ian Potter Foundation
- 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**

- The Estate of Janis Shipp
- Helen Bartlett
- Rose Bektash
- Mark & Lyn Betts
- K & J Bienert
- Paul Bishop
- Peter Bishop
- Paula Boulton
- Robert Braun
- Juris Briedis

- Anthony Marsan Campione
- Nathan Cole
- Marg Collett
- Julie Collette
- Narelle / Peter Curtis
- Christian, Mia & Dylan DeNapoli
- Karen Dew
- Nolene Dsouza
- Lillian Fetter
- Karyn Fisher
- Des Galgut
- Lindy Gilham
- Barbara Grant
- Rhonda Hall
- Kate Hawking
- Lola Hoath
- Gloria Holding
- Frances Huxham
- Meredith Kidd
- Ron & Beth Kitchingman
- Christine Kurz
- Peter Lowles

- Earle & Christine Ludekens
- L Lyford
- Belinda McDonald
- Millie McLean
- Susan McLean
- Andrew, Clare & Robert Milligan
- G & Rosa Miot
- Kathy Monley
- Ian Morris
- Holly Moule
- Peter Nash
- Fiona Newman
- Victoria Nguy
- Estefania Nunez
- Carmel O'Brien
- Marilu Packer
- Ed Patel
- H & B Permezel
- Michael Phillips
- Penny Phillips
- Yosette Roughsedge
- Andy Ryan
- Claire Ryan

- Kay Schroer
- Penny Senikau
- S & E Sime
- Gurpreet Singh
- K & L Smith
- Dr Sandra Stewart
- Darren Stones
- Mike Strong
- Therese Tankey
- Louise Theunissen
- Roz Thompson
- Frances Thornton
- Sandra Thurtell
- Margaret Twining
- Ian & Lynne Veart
- Davey Warnock
- Jean Webb
- Kelly Wood
- Mary Wooldridge

*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.



Australian Government  
Department of Health



Australian Government  
Department of Industry  
Innovation and Science



Australian Government  
Department of Social Services



Commonwealth Bank



The Ian Potter Foundation



Asian Australian Foundation



UNE PARKINSON FOUNDATION

10  
New Grant Approvals  
\$285,390

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**\$500**

DONATION TO DONCARE

**FREE** professional photography and **FREE** board for your property

LEASING

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DONATION TO DONCARE

3 months **FREE** property management

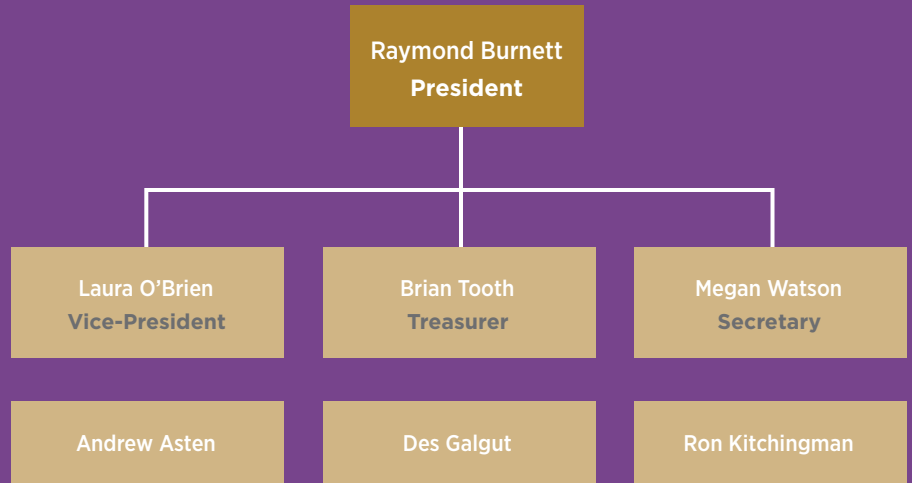
To claim this offer make sure to tell us that you want to support Doncare

**NJ** Noel Jones

# Governance and Leadership

## BOARD OF DIRECTORS

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

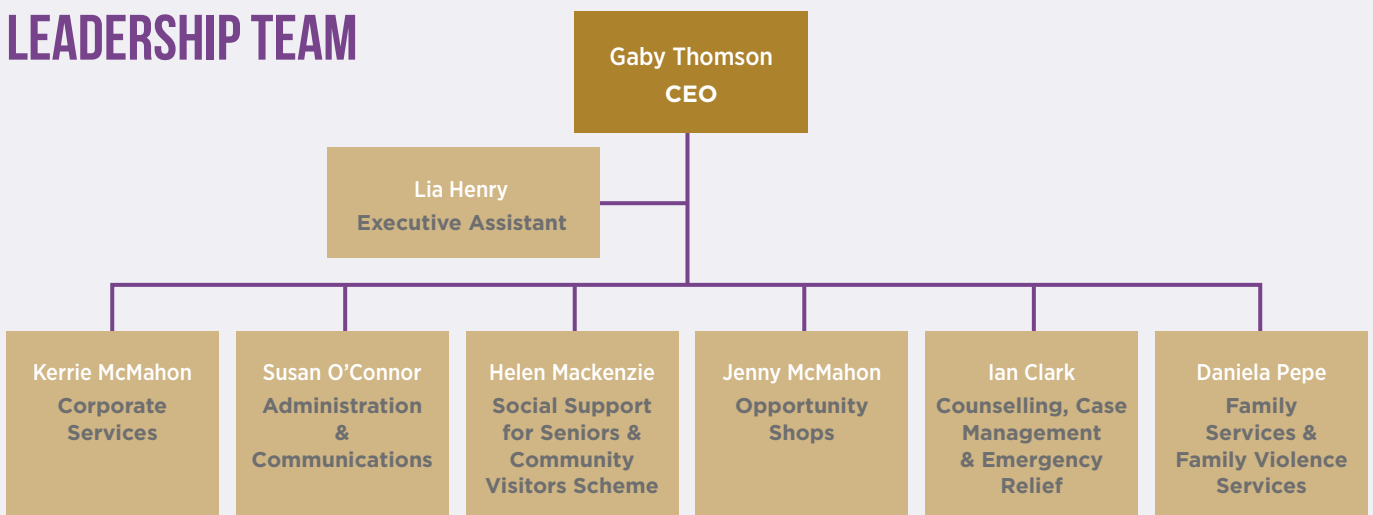


\*Thank you to retired Directors who contributed in 2019-2020: Dale Nielsen, Harshini Nadesapillai, Michele Kerrigan and retiring President – Raymond Burnett.

## BOARD COMMITTEES

- Policy, Quality & Risk
- Marketing & Stakeholder Engagement
- Finance & Audit
- Strategy & Growth
- CEO Recruitment & Performance

## THE CEO AND EXECUTIVE LEADERSHIP TEAM



# Treasurer's REPORT

On behalf of the Board of Directors, I am pleased to present this Report on the financial operations of Doncare for the year ended 30 June 2020.

It has been a pleasure to work with the other Board members and the management and staff of Doncare and to assist with the financial management and ongoing development of this much-loved organisation.

It will be no surprise to report that, in addition to severely impacting many of the operational aspects of the organisation, the COVID-19 pandemic led to significant concern around its immediate and future financial stability. Doncare's financial viability has for many years been held together largely by the consistently strong performance of our op shops. The inevitable temporary closure of those op shops around the end of March necessitated an immediate review of all costs and a concerted effort at seeking other revenue sources and even greater support from our major financial benefactors.

We are grateful that private supporters such as Bendigo Bank stepped up when it counted. However, our most significant support has been received from the three tiers of

government - in particular the life-saving JobKeeper program and Cash Flow Boost from the Commonwealth, and a very significant injection from our most supportive Manningham Council.

Prior to the pandemic, the organisation was on a course to reverse the sizeable deficit incurred in 2018/19, whilst maintaining service levels. It was relatively pleasing to restrict the deficit in 2019/20 to \$60,906.

Excluding the Commonwealth Government's JobKeeper assistance (\$325,500) and Cash Flow Stimulus (\$50,000), revenue for the year otherwise decreased by 7.6%. The predominant cause of this was a \$264,272 reduction in op shop sales, which was essentially due to the closure of the op shops at the end of March, but partly also due to continuing difficult retail trading conditions.

The expenditure decrease of 3.7% was reflective of an across the board trend and due largely to a small degree of service reduction, principally associated with lockdown restrictions.

We have budgeted for a return to surplus in 2020/21; yet this is dependent on continuing government and private sector support during the pandemic, opening of our op shops as soon as practicable, further attention to new revenue sources,

our ability to hold worthwhile fundraising events, and reduction in costs whilst maintaining service levels for our community.

Our cash balances at year end were held at a reasonably healthy amount of \$611,040, compared with \$749,684 at 30 June 2019. Overall net assets have reduced from \$451,787 to \$391,100

We are extremely grateful to individual donors throughout the community for their ongoing support through online and other direct channels. We also remain particularly grateful to our partners such as Bendigo Bank, philanthropic organisations such as the Ian Potter Foundation and a very generous local family foundation. We look forward to your continued commitment.

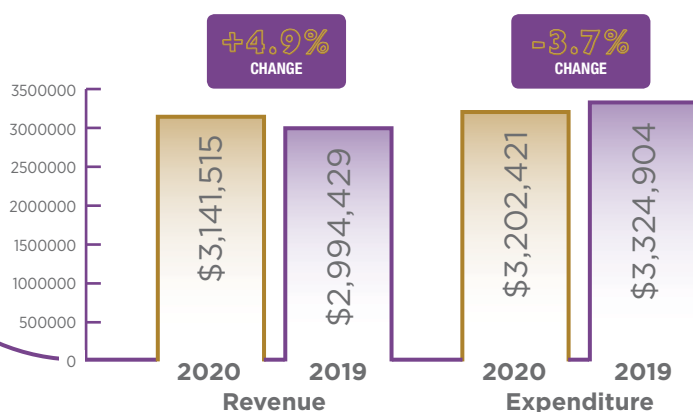
Special thanks as well to our many volunteers. We look forward to your return to the op shops in particular, such an important part of the wonderful entity that is Doncare.

On behalf of the Board, I would like to thank our previous Treasurer, Des Galgut, for his many years of service. A true gentleman and astute financial brain. I would like to thank our Corporate Services Manager, Kerrie McMahon, for the quality of her work, her support to me and dedication to Doncare.

In many places there will be seen tributes to our outstanding CEO, Doreen Stoves OAM JP, who retired in April. I would like to specifically add appreciation for her leadership and huge contribution over her last few weeks, which coincided with the emergence of the pandemic impact.

**Brian Tooth**  
B Comm, ACA, AGIA, ACG (CGP),  
GAICD  
Treasurer

## Summary of 2019/20 financial results:



# Financial Statements

for the Year Ended 30 June 2020

<b>Statement of Profit or Loss and Other Comprehensive Income</b>		<b>Note</b>	<b>2020</b>	<b>2019</b>
			<b>\$</b>	<b>\$</b>
Revenue		4	3,141,515	2,994,429
Depreciation expense			(27,691)	(35,851)
Employee benefits expense			(2,310,233)	(2,380,671)
General and office expenses			(193,236)	(204,065)
Opportunity shop costs			(439,765)	(459,742)
Other expenses			(32,303)	(48,965)
Professional fees			(14,671)	(17,066)
Programs and client costs			(133,750)	(146,686)
Volunteer and fundraising expenses			(50,772)	(31,858)
			<b>(3,202,421)</b>	<b>(3,324,904)</b>
<b>Surplus/(deficit) before income tax</b>			<b>(60,906)</b>	<b>(330,475)</b>
Income tax expense			-	-
<b>Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc</b>			<b>(60,906)</b>	<b>(330,475)</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>(60,906)</b>	<b>(330,475)</b>

<b>Statement of Financial Position</b>		<b>Note</b>	<b>2020</b>	<b>2019</b>
			<b>\$</b>	<b>\$</b>
<b>ASSETS</b>				
<b>CURRENT ASSETS</b>				
Cash and cash equivalents		5	511,041	290,204
Trade and other receivables		6	284,133	77,865
Other assets		7	63,162	26,111
Other financial assets		8	100,000	459,480
<b>TOTAL CURRENT ASSETS</b>			<b>958,336</b>	<b>853,660</b>
<b>NON-CURRENT ASSETS</b>				
Property, plant and equipment		9	80,379	104,827
<b>TOTAL NON-CURRENT ASSETS</b>			<b>80,379</b>	<b>104,827</b>
<b>TOTAL ASSETS</b>			<b>1,038,715</b>	<b>958,487</b>
<b>LIABILITIES</b>				
<b>CURRENT LIABILITIES</b>				
Trade and other payables		10	123,783	98,795
Employee benefits		11(a)	251,229	270,986
Other financial liabilities		12	250,532	114,119
<b>TOTAL CURRENT LIABILITIES</b>			<b>625,544</b>	<b>483,900</b>
<b>NON-CURRENT LIABILITIES</b>				
Employee benefits		11(b)	22,290	22,800
<b>TOTAL NON-CURRENT LIABILITIES</b>			<b>22,290</b>	<b>22,800</b>
<b>TOTAL LIABILITIES</b>			<b>647,834</b>	<b>506,700</b>
<b>NET ASSETS</b>			<b>390,881</b>	<b>451,787</b>
<b>EQUITY</b>				
Retained earnings			390,881	451,787
<b>TOTAL EQUITY</b>			<b>390,881</b>	<b>451,787</b>

# Financial Statements Continued

## for the Year Ended 30 June 2020

Statement of Changes in Equity For the Year Ended 30 June 2020	2020	Retained Earnings	Total
		\$	\$
<b>Balance at 1 July 2019</b>		451,787	451,787
Surplus/(Deficit) attributable to members		(60,906)	(60,906)
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year</b>		<b>(60,906)</b>	<b>(60,906)</b>
<b>Balance at 30 June 2020</b>		<b>390,881</b>	<b>390,881</b>
	<b>2019</b>	<b>Retained Earnings</b>	<b>Total</b>
		\$	\$
<b>Balance at 1 July 2018</b>		782,262	782,262
Surplus/(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>

Statement of Cash Flows For the Year Ended 30 June 2020	Note	2020	2019
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from sales, grants and other revenue		3,063,000	3,019,352
Payments to suppliers and employees		(3,207,060)	(3,289,294)
Interest received		8,660	10,770
<b>Net cash provided by/(used in) operating activities</b>	15	<b>(135,400)</b>	<b>(259,172)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Payments for property, plant and equipment		(3,243)	(59,559)
Payment for term deposits		-	(300,247)
Proceeds from term deposits		359,480	-
<b>Net cash provided by/(used in) investing activities</b>		<b>356,237</b>	<b>(359,806)</b>
<b>Net increase/(decrease) in cash and cash equivalents held</b>		<b>220,837</b>	<b>(618,978)</b>
Cash and cash equivalents at beginning of year		290,204	909,182
<b>Cash and cash equivalents at end of financial year</b>	5	<b>511,041</b>	<b>290,204</b>

# Notes to the Financial Statements

## for the Year Ended 30 June 2020

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 principal activity of the Association for the year ended 30 June 2020 was to provide welfare services to the community.

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 mandatory Australian Accounting Standards applicable to entities

reporting under the Australian Charities and Not-for-profits Commission Act 2012 and the significant accounting policies described below, which the Responsible persons have determined are appropriate to meet the needs of members.

### Compliance with Australian Accounting Standards

These financial statements do not comply with all the recognition and measurement requirements in the Australian Accounting Standards.

The recognition and measurement requirements that have not been complied with are those specified in AASB 15 *Revenue from Contracts with*

# Notes to the Financial Statements Continued

## for the Year Ended 30 June 2020

Customers and AASB 1058 *Income of Not-for-profit Entities*, as in accounting for income, recognition of all grant income has been deferred until the related expenses are incurred without assessing whether there are enforceable performance obligations to transfer a good or service to a third party which are sufficiently specific to know when the performance obligation has been satisfied.

The material accounting policies adopted in the special purpose financial statements are set out in note 2 and indicate where the recognition and measurement requirements in the Australian Accounting Standards have not been complied with.

## 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

Grant revenue is recognised at fair value when the association obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

### Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

### 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.

### Compliance with Australian Accounting Standards

The association does not, as a matter of policy, consider whether income from donations, grants or sales has any enforceable performance obligations to transfer a good or service to a third party which are sufficiently specific to know when the performance obligation has been satisfied. This does not comply with the recognition and measurement requirements of AASB 15 Revenue from Contracts with Customers and AASB 1058 *Income of Not-for-profit Entities*.

Grant revenue is generally deferred upon receipt and not recognised as revenue until the related expenses are incurred, and not assessed for compliance with the recognition and measurement requirements in the Australian Accounting Standards.

Where a grant has been received to fund a program for a particular period of time, grant revenue is recognised progressively over that period of time, regardless of any other specific enforceable performance obligations. This does not comply with the recognition and measurement requirements of AASB 15 Revenue from Contracts with Customers and AASB 1058 *Income of Not-for-profit Entities*.

### (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 payables are stated inclusive of GST.

### Compliance with Australian Accounting Standards

This is consistent with UIG Interpretation 1031 Accounting for the Goods and Services Tax (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 asset's 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.

### Compliance with Australian Accounting Standards

This policy complies with the measurement and recognition requirements of AASB 116 Property, Plant and Equipment.

### (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).

### Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

### Classification

On initial recognition, the Association classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL
- fair value through other comprehensive income - equity instrument (FVOCI - equity)
- fair value through other comprehensive income - debt investments (FVOCI - debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Association changes its business model for managing financial assets.

### Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and



# Notes to the Financial Statements Continued

## for the Year Ended 30 June 2020

- the contractual terms give rise to specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

### Compliance with Australian Accounting Standards

This policy does not fully comply with AASB 9 Financial Instruments because it does not classify assets on the basis of the Company's objective and the characteristics of the contractual cash flows.

### Financial liabilities

The Association measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost.

The financial liabilities of the Association comprise of trade and other payables.

### (f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments maturing within 3 months or less, which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

### (g) Employee benefits

Provision is made for the Association's liability for employee benefits arising

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

### (h) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

### Compliance with Australian Accounting Standards

This does not comply with AASB 16 Leases, which requires the right-to-use assets and lease liabilities connected with most leases to be recognised on the Statement of Financial Position.

## 3. Critical Accounting Estimates and Judgements

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

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.

		2020 \$	2019 \$
<b>4. Revenue</b>	Government grants and subsidies	1,195,282	1,119,356
	MCC grants and subsidies	404,761	506,644
	Donations, fundraising and other funding	408,950	359,037
	Opportunity shops and other sales	668,677	932,949
	Interest income	8,660	10,770
	Counselling and client fee income	45,208	33,009
	Other income	34,477	32,664
	Government assistance	375,500	-
		<b>3,141,515</b>	<b>2,994,429</b>
<b>5. Cash and Cash Equivalents</b>	Cash at bank	510,183	289,346
	Cash on hand	858	858
		<b>511,041</b>	<b>290,204</b>

Notes to the Financial Statements Continued  
for the Year Ended 30 June 2020

		2020 \$	2019 \$
<b>6. Trade and Other Receivables</b>	Trade debtors	43,349	8,401
	Security deposits	100,806	69,464
	Other receivables	139,978	-
		<b>284,133</b>	<b>77,865</b>
<b>7. Other Assets</b>	Prepayments	63,162	26,111
		<b>63,162</b>	<b>26,111</b>
<b>8. Other Financial Assets</b>	Term deposits	100,000	459,480
		<b>100,000</b>	<b>459,480</b>
<b>9. Property, plant and equipment</b>	<b>Motor vehicles</b>		
	At cost	198,163	198,163
	Accumulated depreciation	(172,069)	(159,647)
	Total motor vehicles	26,094	38,516
	<b>Office equipment</b>		
	At cost	107,682	107,375
	Accumulated depreciation	(104,169)	(101,943)
	Total office equipment	3,513	5,432
	<b>Computer equipment</b>		
	At cost	177,990	176,414
	Accumulated depreciation	(128,206)	(117,462)
	Total computer equipment	49,784	58,952
	<b>Opportunity shop assets</b>		
	At cost	17,789	27,333
	Accumulated depreciation	(16,801)	(25,406)
Total opportunity shop assets	988	1,927	
	<b>Total property, plant and equipment</b>	<b>80,379</b>	<b>104,827</b>
<b>10. Trade and Other Payables</b>	Trade payables	197	3,103
	Accruals	17,851	54,213
	Other payables	105,735	41,479
		<b>123,783</b>	<b>98,795</b>
<b>11. Employee Benefits</b>	<b>(a) Current liabilities</b>		
	Annual leave	109,037	109,706
	Long service leave	142,192	161,280
		<b>251,229</b>	<b>270,986</b>
	<b>(b) Non current liabilities</b>		
Long service leave	22,290	22,800	
	<b>22,290</b>	<b>22,800</b>	
<b>12. Other Financial Liabilities</b>	Income received in advance	250,532	114,119
		<b>250,532</b>	<b>114,119</b>
<b>13. Auditors' Remuneration</b>	Remuneration of auditors for the following services:		
	RDL Accountants - External audit services	8,900	8,500
	HDAA Australia Pty Ltd - Internal audit services	5,711	8,506
	<b>Total</b>	<b>14,611</b>	<b>17,006</b>
<b>14. Related Parties</b>	There were no transactions to or from related parties at the current and previous reporting dates.		

Notes to the Financial Statements Continued  
for the Year Ended 30 June 2020

	2020 \$	2019 \$
<b>15. Cash Flow Information</b>		
Reconciliation of net (deficit)/surplus for the year to cash flows from operating activities		
Net (deficit)/surplus attributable to members	(60,906)	(330,475)
<b>Non cash flows in profit:</b>		
depreciation	27,691	35,851
<b>Changes in assets and liabilities:</b>		
(increase)/decrease in trade and other receivables	(206,268)	4,886
(increase)/decrease in prepayments	(37,051)	(3,615)
increase/(decrease) in income in advance	136,413	30,808
increase/(decrease) in trade and other payables	24,988	13,469
increase/(decrease) in employee benefits	(20,267)	(10,096)
<b>Cash flows from operating activities</b>	<b>(135,400)</b>	<b>(259,172)</b>

**16. 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.

**17. COVID 19 Event**

The pandemic has required the Association to review its plans, expectations and finances. The Board and Management have found it necessary to explore other opportunities to help ensure its business survival. Generous support from Commonwealth and local government, philanthropic partners and private donors was received.

As a result of COVID 19, the government imposed restrictions necessitated the closure of the Association's Opportunity Shops, with significant loss of revenue resulting. The abovementioned support, in particular Commonwealth government assistance, enabled the entity to retain staff and continue to deliver services to clients by various means, including contactless and telehealth delivery. The Board and Management remain vigilant and continue to monitor the impact of COVID 19 on the Association's operations and financial position.

**18. 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

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 2020 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*.



Acting President  
Laura O'Brien



Treasurer  
Brian Tooth

Dated this 21st day of September 2020

The Financial Statements refer to the Doncare Board as the "committee", consistent with the Associations Incorporation Reform Act 2012 (Vic).

# Independent Auditor's Report

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

## Report on the Financial Report

### Qualified Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Doncaster Community Care and Counselling Centre Inc (the association), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the committee's declaration.

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

- a. giving a true and fair view of the association's financial position as at 30 June 2020 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the *Australian and Not-for-profits Commission Act Regulation 2013*.

### Basis for Qualified Opinion

Sales from Op Shops represent a significant portion of Doncaster Community Care and Counselling Centre Inc's generated revenue. Controls over the collection and recording of Op Shops' cash sales consist of signed sales count sheets that reconcile to the deposited bank amount. Due to the government restrictions during the COVID-19 pandemic, several count sheets remained inaccessible and unavailable for review during the audit. We are therefore unable to express an opinion on whether the recorded cash sales of Doncaster Community Care and Counselling Centre Inc are complete.

We have conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the

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

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

### Emphasis of Matter - Basis of Accounting

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

### Responsibilities of Directors for the Financial Report

The committee members of the association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility

also includes such internal control as the members determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

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

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

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

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

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

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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



Matthew Hung, CA  
rdl.accountants

23 September 2020  
Blackburn, Victoria

## Auditor's Independence Declaration

AUDITOR'S INDEPENDENCE DECLARATION UNDER DIVISION 60 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE RESPONSIBLE PERSONS 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 2020 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

21 September 2020  
Blackburn, Victoria

KEY NOTE SPEAKER  
*Jane Caro AM*

Author, novelist, lecturer, mentor, social commentator, columnist, workshop facilitator, speaker, broadcaster. award winning advertising writer and Walkley Award recipient.

Jane is a regular panelist on Seven's Weekend Sunrise; Mornings on Channel Nine and the ABC's The Gruen Transfer. She appears frequently on ABC's Q&A and The Drum, Channel Nine's Sunrise and Channel Ten's The Project.



MEET YOUR HOST  
*Jo Stanley*

Famous for her hilariously funny stints on breakfast radio on FoxFM's Matt and Jo Show and Jo and Lehmo on Gold104, Jo is currently co-host of The House Of Wellness on Channel 7. She also appears regularly on The Project on Ch 10, writes a column in the Sunday Life Magazine and is the creator of the Play Like A Girl book series.

WITH SPECIAL GUEST

*Dr Rosie Batty AO*

Dr Rosie Batty AO was named Australian of the Year 2015, was ranked No.33 in the list of the World's Greatest Leaders 2016 by Fortune magazine, and was named one of the most influential people in the Australian social sector in 2015 and 2016 Impact 25 awards.



YOUR VENUE  
*Bramleigh Estate*

Bramleigh Estate is a stunning upmarket Hamptons styled venue located in rustic Warrandyte. Nestled on 10 acres of timeless natural bushland just a stones throw from the meandering Yarra River.

Enjoy a 3-course meal and wine and hear from Australia's most influential social commentators.

TICKETS from \$125  
[www.doncare.org.au](http://www.doncare.org.au)



# How can you help?

“ There are many ways to get involved with Doncare:

## Volunteer

A large percentage of the work we do is funded by our 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 disadvantaged and vulnerable people living 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 support 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.

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



# Op Shop Locations

## BULLEEN PLAZA

Shop 2A,  
Bulleen Plaza,  
Manningham Road,  
Bulleen

**TEL:** 9852 0102

**OPEN:**

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

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

## JACKSON COURT

Shop 70,  
Jackson Court,  
Doncaster East

**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

**TEL:** 9850 9769

**OPEN:**

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

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

## MITCHAM

540 Whitehorse Road,  
Mitcham

**TEL:** 9856 1500

**OPEN:**

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

**SAT:** 9:30am - 4:30pm

## NORTH BLACKBURN

Shops 57 & 58,  
Nth Blackburn  
Shopping Centre  
66-104 Springfield Road,  
North Blackburn

**TEL:** 9878 6479

**OPEN:**

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

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

## TEMPLESTOWE VILLAGE

126A (Rear)  
James Street,  
Templestowe

**TEL:** 9856 1500

**OPEN:**

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

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

## TUNSTALL SQUARE

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

**TEL:** 9841 5921

**OPEN:**

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

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



Op Shop online on depop and ebay.  
#doncareopshop

# 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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