

doncare



GENEROSITY OF SPIRIT

INCLUSIVENESS

PEOPLE

INTEGRITY

PARTNERSHIP

ANNUAL REPORT 2021

TABLE OF CONTENTS

About	2	Reduce, Reuse, Recycle	20
Enhancing inclusive practices	3	Human Resources and Quality Assurance	22
CEO Report	4	A tribute to Doreen Stoves AM PSM JP	23
Chair of the Board	5	We may have been socially distanced, but we remained connected	24
Dr Rosie Batty AO- Our Patron	6	Reconnect. Recognise. Reimagine	25
Community Services and Innovation	7	Volunteers acknowledged	26
DAWN	8	Doncare Honour Roll	27
My Mentor and Me	9	Our Volunteers	28
Family Services	10	Our Board	29
Arianna's story	11	Our Executive Team	29
Reflections from Doncare's Father Focused Family Worker	12	For the Community, By the Community	31
A Father's perspective	13	Partnerships Empowering the Community	32
Counselling	14	Treasurers Report	33
A holistic person-centred approach	15	Financial Statements	34
Emergency Relief and Case Management	16	How You Can Help	43
Improving social connections for seniors	18	Op Shop Locations	44
Café Perks with Mavis and Marilyn	19		

ABOUT doncare

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

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.

PROGRAM SNAPSHOT:

Counselling Doncare offers trauma-informed, recovery-oriented, culturally safe, and responsive counselling to children, adolescents, and adults.

Information and Emergency Relief Community Support Workers provide financial and material assistance to families experiencing emotional or economical hardship.

Case Management provides short-term 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. The program works intensively with families in Melbourne's eastern suburbs to promote child safety, development and permanency and to increase parenting capacity and improve family functioning.

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

Community Visitors Scheme Doncare's Community Visitors Scheme 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.

Social Support for Seniors Since 1995, the Social Support for Seniors program has provided volunteer supported social and recreational activities to prevent social isolation and provide links for older people with disabilities, who are housebound or isolated due to mobility difficulties, lack of confidence, geographic or other factors.

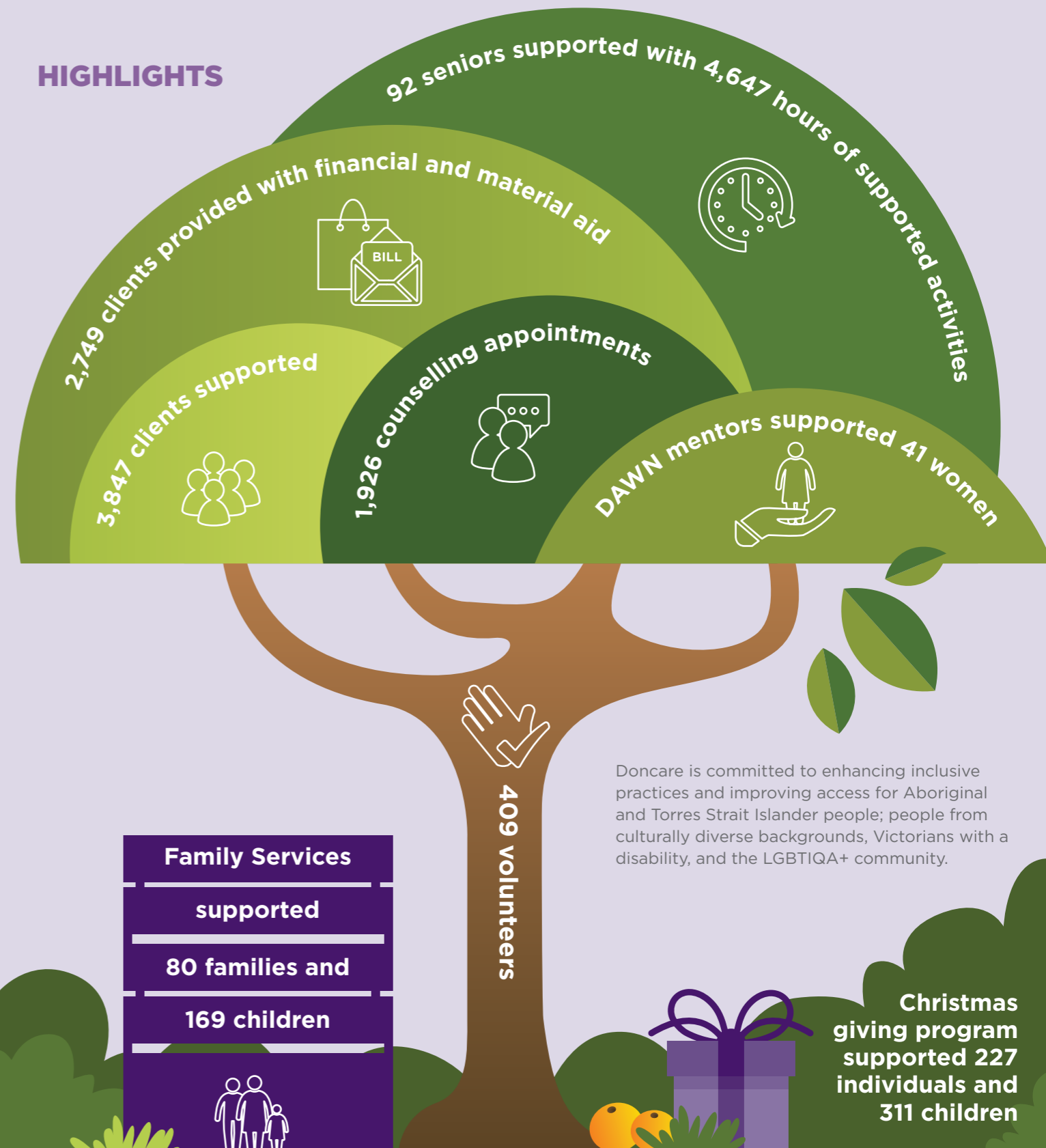
Op Shops The revenue raised through Doncare's opportunity shops fund services to help the most disadvantaged and vulnerable members of the local community. Doncare's op shops are community hubs where people remain connected through volunteerism and our retail volunteers are the program's greatest asset.

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 2020-2021.

ENHANCING INCLUSIVE PRACTICES

We recognise the inherent dignity and human rights of all people and empower them to achieve prosperity and actively contribute to the community.

HIGHLIGHTS



Doncare is committed to enhancing inclusive practices and improving access for Aboriginal and Torres Strait Islander people; people from culturally diverse backgrounds, Victorians with a disability, and the LGBTIQ+ community.

Doncare acknowledges the traditional custodians of the land on which we operate, the Wurundjeri people of the Kulin Nation. We pay our deep respects to the elders, past, present and emerging.

Doncare is a LGBTIQ+ friendly service

CEO REPORT

Wow, what a huge and successful year for Doncare. It is hard to find the words to capture the enormous challenges and the highs of the many successes as this year unfolded. This year would not have been possible without the tenacity and generosity of spirit of both our fantastic volunteers and our incredibly skilled and dedicated staff team.

This generosity of spirit was also felt through our enjoyment of ongoing support from our key stakeholders and partners who helped us survive these particular challenges, with donations, flexible grants, and creative partnership opportunities.

COVID felt like it impacted everywhere and, in reality it did. Doncare suffered from a reduction in volunteers, fundraising opportunities, decreased donations and in our ability to see each other and support each other in the way that only Doncare does. Despite this our Doncare community remained strong. We continued to deliver all of our services, albeit sometimes in a different way. We adapted, we strategised, we created, we innovated, and we succeeded.

This year saw us having to restructure our work force in response to the impact of COVID and the unfortunate reduction of our volunteer base. With this came some fantastic new additions to Doncare so we have the right people, in the right place at the right time.

Despite the challenges we continued to move forward, evolve and diversify our talents. During this time, we created some amazing new initiatives including a new IT for Seniors program with the generous help of both Bendigo Bank and an incredible donation from one of our volunteers: a number of new Family Violence groups

in partnership with Anglicare; developed a partnership with EACH to deliver NDIS Positive Behaviour Support and increased our clinical supervision and children's counselling capacity just to name a few. Our intention now is to continue to build on this as Doncare grows and develops. To honour our new Strategic Plan and values.

The absolute highlight of the year for me was finally being able to meet and spend time with our wonderful volunteers. Fortunately, restrictions were lifted and we were able to host a magnificent National Volunteer Week luncheon at the beautiful Bramleigh Estate in May. This was the first time as CEO that I had the opportunity to meet many of these wonderful people. The atmosphere was great, and it is a day I will never forget.

I can not give enough thanks to all of the staff for their huge effort this year and the incredible support of the executive group. I would like to make a special mention acknowledging the workload, commitment, skill set, flexibility and tenacity Neli Jayasuriya has shown as our Finance Manager throughout what has been one of the most complex financial years to navigate. Her work often flies under the radar, so I think it is important to say a special thank you this year to Neli.

I continue to remain proud to be the CEO of Doncare and lastly could not have done so and still been smiling without the fantastic support of the Board.

Gaby Thomson

THE ABSOLUTE HIGHLIGHT OF THE YEAR FOR ME WAS FINALLY BEING ABLE TO MEET AND SPEND TIME WITH OUR WONDERFUL VOLUNTEERS.



CHAIR OF THE BOARD

Andrew Asten and Gaby Thomson

Doncare plays an essential role in Manningham and it's surrounds, supporting people who are going through a tough time and in need of counselling, practical assistance, advice, and other community and social services.

Doncare's model is a special one – bringing together hundreds of volunteers, our staff, and community partners to work together toward these goals.

As a community-based and mission-driven organisation, Doncare is uniquely placed to meet needs in Melbourne's east which would otherwise likely go unmet. This year has been one with many extra challenges due to COVID-19 and the extended lockdowns affecting our clients, volunteers, staff, offices, and op shops. Through it all our staff and volunteers have done an amazing job – opening up when we can, adapting how we provide different services when we've had to, and remaining clearly focused on who we're here to serve. On behalf of the Board, I can't thank them enough for the extraordinary effort they have all put in this year.

The National Volunteer Week luncheon for our volunteers in May this year was a particular highlight, and an opportunity to celebrate the exceptional contributions made by volunteers across each of Doncare's programs.

I would also like to specifically thank and acknowledge the support of the Manningham Council, Mary-Anne Lowe from Bramleigh Estate, the Bendigo Bank, and Liz and Anthony Phillips, who have all provided essential and unwavering support for Doncare's work over the past year. We would not have been able to maintain Doncare's provision of many critical services without their support. I would also like to thank Rosie Batty for her ongoing support as Doncare's Patron; Greg King for his support through a regular radio spot on Inner FM, and our local Rotary Clubs through Manningham and surrounds for their help with food relief.

I'm encouraged that under Gaby Thomson's leadership, Doncare has embarked on a series of innovations to our service model and service mix. New programs and initiatives are starting, including NDIS programs for people living with disability, new programs for youth and young people, and an expanded range of counselling services with additional hours and capacity available. A number of outstanding new staff members have joined the Doncare

team as part of this evolution, and we have been glad to welcome them into the Doncare community.

Finally, I would also like to acknowledge the good stewardship of Doncare's financial resources by the executive team. With the support that flowed to Doncare through JobKeeper, we rode out the financial year in good shape. The board remains cognizant however that our financial reserves are likely to be called upon in some way in the following financial year as lockdowns continue in some form beyond the end of 2021. Ensuring Doncare remains financially sustainable in a post-COVID world will continue to be one of our highest priorities.

On a personal note, being a part of Doncare's work is a true privilege, and one that I thoroughly enjoy. I wish the Doncare community, our volunteers, staff, and leadership team the very best for the coming year.

Andrew Asten
Chair of the Board

DR ROSIE BATTY AO – OUR PATRON

As I consider my message for this year's Annual Report, I can't believe we are still in the midst of this pandemic and recognise the significant impact it has had on each and every one of us.

I realise that some are more impacted than others and, at times like these, I am so very proud to be the Patron of this inspiring, committed, and versatile organisation. The impact COVID has had and the challenges that Doncare has had to face over the past 18 months, have been extraordinary. It has been overwhelming and exhausting for all frontline organisations working across the family violence sector and Doncare is no exception.

When Doreen first approached me to be Patron of Doncare I really didn't know what to say – she caught me off-guard. But I am so very pleased that she did. As Patron I have enjoyed being able to support the important work that Doncare does and very proud to do so. I was devastated to hear of Doreen's passing and so very disappointed that she didn't get to enjoy the retirement she so deserved. I shall miss her terribly as I'm sure many others will too. Over time she became a trusted friend and confidante. Someone I admired for being forthright, honest, and committed to the same cause as myself – the elimination of violence towards women and children.

I have been so inspired by the wonderful staff and volunteers who make up the Doncare community and to be embraced and appreciated as Patron of Doncare has given me the additional strength that I've needed at times to continue advocating for gender equality and to ensure that pressure for change continues to be placed across our systemic responses.

I have been acutely aware of the unrelenting workload and overwhelming challenges faced by staff as they respond and work with clients in what are often difficult and dangerous circumstances. Being forced to adapt to new ways of working is not easy but the commitment and dedication by everyone at Doncare has demonstrated such professionalism that my confidence in humanity is frequently restored.

Like others, I have had to work remotely over the past 18 months and my connections and interactions with everyone are largely across the computer screen. In some ways I have appreciated these changes and realise just how lucky I am that I have a safe home, although I have missed my son, Luke, terribly. As much as this has become my new norm, I realise how very difficult it has been for Doncare and its dedicated staff to adapt their services to accommodate COVID and all of its challenges. Doncare, and its service and support to those experiencing family violence, has never been more critical. With Gaby's leadership as CEO, I know that Doncare and its staff will continue to push through these very difficult times, and I look forward to continuing my support as their Patron.



COMMUNITY SERVICES AND INNOVATION

In my new role as the Project Manager, Community Services and Innovation, I have had the pleasure of supporting the development and implementation of some new and exciting initiatives at Doncare to strengthen our response to the community and build the diversity of services we offer.

Some of the projects I have been working on have involved the design and implementation of the **NDIS Positive Behaviour Support Program** in partnership with EACH Supports; and **Therapeutic Family Violence groups and Peer Support and Connection Groups** with Anglicare. The opportunity to do this work with our partner agencies has been such a great experience and cemented the positive relationships we already had.

Working with Doncare staff to build and develop existing programs has been a great opportunity to develop a stronger understanding of programs and relationships with staff. The development of the **Father-**

Focused Family Worker role and expansion of **Counselling Services** is leading the way to broadening the suite of services and expertise we are offering to our participants as we continue to strive to meet the needs of our community.

Other exciting work which is guiding organisational changes in the way of policy, practice and culture includes the **Strengthening Cultural Safety Project**. This was kicked off late last year with training by Djirra for all staff to attend, commencing with a Wurundjeri cultural work at Pound Bend in Warrandyte. We were very fortunate to have the training provided by six amazing Aboriginal women who all shared their stories and experiences.

This work to date has also been very much supported by our RMIT Social Work Students who have supported the objectives of the Cultural Safety Framework and we will continue to draw on their knowledge and enthusiasm to continue this work.

The implementation of the **Multi Agency Risk Assessment and Management (MARAM) Framework** is underway and will continue to be supported by our working group as well as the Leadership Team. Once MARAM implementation is completed, it will provide clear and consistent direction for our staff to respond to family violence, ensure the safety of women and children, as well as create a safe workplace for our staff. Like the Cultural Safety Framework, the MARAM will require a whole of organisation response which calls on all Doncare staff to align.

The development of a **Doncare Outcomes Tool** is another project which will support the quality of services we continue to provide at Doncare. Along with CSNET this tool will allow us to determine how well we are doing in supporting our community members, as well as support us to identify service gaps and demands.

Daniela Pepe
Project Manager Community Services and Innovation



Daniela Pepe with Megan from Family Services and Freya from the DAWN program



“When we reach out to a victim survivor, acknowledge their struggle and reassure them by our presence, walking alongside as they are empowered to break the negative beliefs instilled over time by the perpetrator, we become part of the solution. Watching them regain their sense of self-worth, one interaction at a time is an enriching experience. It has been very humbling and deeply rewarding”

Since 2007, the DAWN Mentoring Program has been supporting women who are victim-survivors of family violence. The program is designed to improve the safety, confidence and community-connectedness of the women through mentoring, social support and assistance with practical issues.

This year, 12 new volunteers received the initial training to increase their understanding of the nature, prevalence and gendered drivers of family violence and its impacts. Together with the existing mentors, our new recruits received ongoing training and support via monthly meetings throughout the year. Our mentors range in age from 40 to 60+ years.

The funding from the Ian Potter Foundation has allowed us to expand the program beyond Manningham’s boundaries and include Whitehorse, Maroondah, Monash, Boroondara, Knox and Banyule, so we have been able to attract volunteers from further afield to be matched with clients that live near them. Thanks to the Ian Potter Community Wellbeing Grant and ongoing support from Manningham City Council, Doncare was able to offer support to 41 women.



**Supported 41 women
1,582 hours of support**

Are you interested in using your wisdom and life experience to help support women recovering from family violence? We asked our DAWN Mentors to share their reasons for mentoring women in these circumstances:

“It’s incredible to meet people who are brave enough to ask for help and accept it, then watch them find their voice, strength, value, confidence, and greatness again. I really wish I’d had that support myself which is why I want to do it for others.”

“I want to give back. Doncare was amazingly supportive about 5 years ago and it really helped me to get through a crisis...I feel it is very rewarding to help somebody in this rather bleak COVID world. Even if we go into lockdown now, I have connected to my mentee, and we can maintain contact during another looming lockdown.”

“I decided to be a mentor as I have witnessed someone close to me experience domestic violence. It was a very difficult time for her, and she had no support or anyone to turn to for help. As my knowledge in this area was limited, I did not really know what the best way was to support her apart from being a good friend. Participating in the DAWN mentoring program will give me the opportunity to give back, learn and assist a woman who is recovering from family violence.”

“I am in awe of all that I have learnt about family violence in this short period and all that I will continue to learn from this amazing program. I feel so humbled to be part of the volunteering group.”

“I was a victim of domestic violence and abuse over a period of several years. My journey during this time was long and lonely. I was convinced that I was alone in my journey, and I had no idea that what I was experiencing was family violence. (The family violence) may have continued had I not received vital assistance... I do not think anyone is totally free from abuse as our society has not fully evolved into the caring nurturing society, we all hope and pray for, but if there is anything I can do for another as a mentor then this is a starting place and what I want to do.”

MY MENTOR AND ME

Having fled family violence, Hannah had to leave her home and move several times before she could settle in a new home. For Hannah and her children’s safety it was important that their location remained secret. This was extremely difficult for her and her children.

“Life was hard and lonely because I was in a new area and didn’t know anyone. I was referred to Doncare’s DAWN program by Uniting Family Services. When all the people and services that have been helping start to disappear, it is very frightening knowing you will have to make it on your own. I felt anxious and scared.”

Meeting my DAWN mentor has given me confidence which I lost due to my situation. She has allowed me to share my emotions, feelings and experiences knowing that she was there to listen. It was wonderful to have someone to rely on that cared and gave you their time without asking for anything back.”

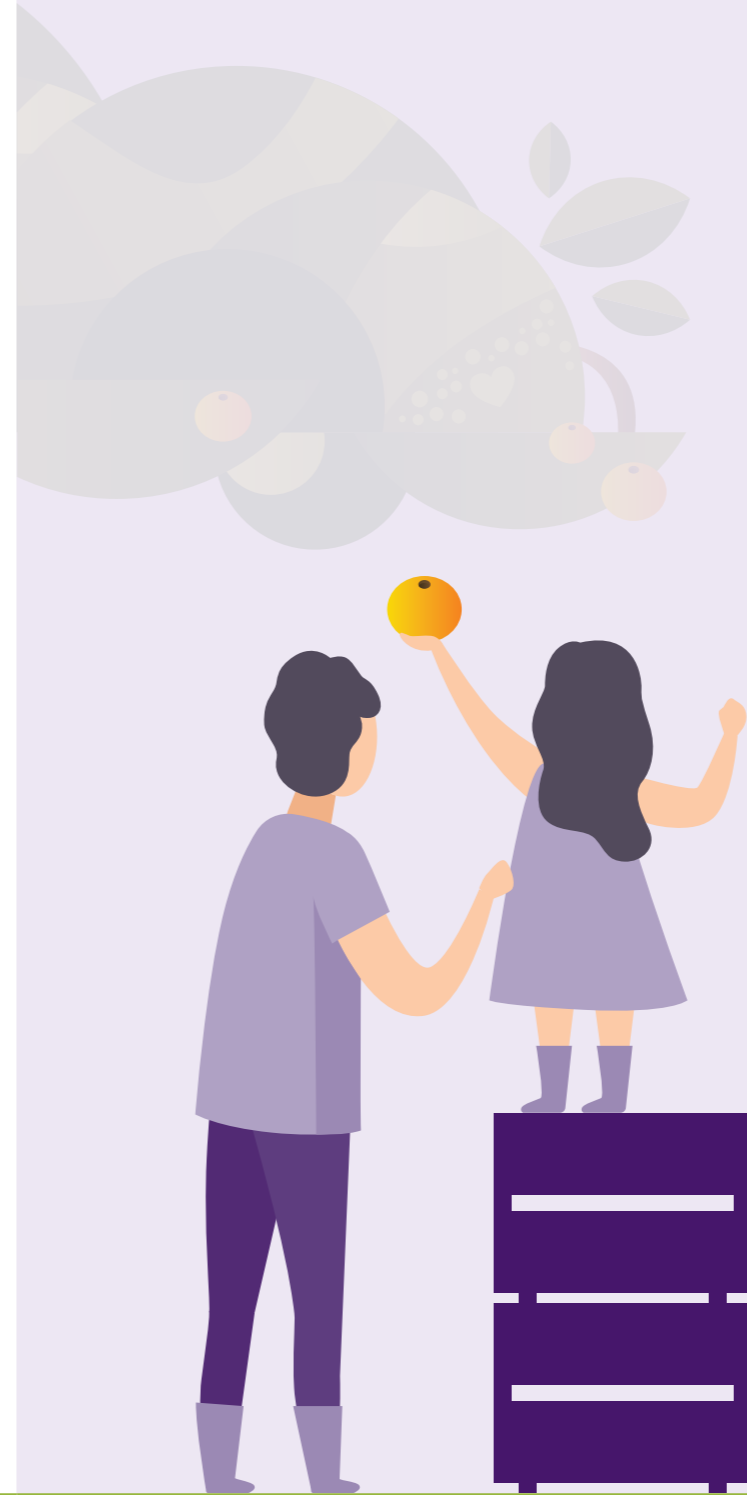
One of Doncare’s DAWN Coordinators met with Hannah and her mentor at a café.

“They have formed a great friendship and really enjoy each other’s company. I think they spend most of their time together solving the world’s problems and laughing, which is great. Friendship is the theme of their relationship.”

Hannah’s mentor says she volunteers because she wants to support other women to go forward in life.

“The most rewarding part of the work is that I have made a friend. We love to have coffee, go shopping, talk about life, children, and the future. We try to do something and go somewhere different each week as Hannah is new to the area as she had to leave her home. We are discovering lots of new things together. Since working with Hannah, I have seen her smile return. She seems a lot happier and more relaxed even though life is still difficult.”

“MEETING MY DAWN MENTOR HAS GIVEN ME THE CONFIDENCE I LOST DUE TO MY SITUATION. SHE HAS ALLOWED ME TO SHARE MY EMOTIONS, FEELINGS AND EXPERIENCES. IT WAS WONDERFUL TO HAVE SOMEONE TO RELY ON THAT CARED AND GAVE YOU THEIR TIME WITHOUT ASKING FOR ANYTHING BACK.”



FAMILY SERVICES

THRIVE, LEARN, GROW, SAFETY, STABILITY

The Strategic Framework for Family Services (2006) states that every child should thrive, learn and grow, be valued and respected. Family Services' focus is on supporting child wellbeing, parenting capacity and family functioning.

Doncare has been providing Integrated Family Services since 2001. As part of the then Department of Health and Human Services' response to the "Roadmap to Reform" initiative in 2017, Doncare was selected to deliver an Intensive Family Services program.

A core element of our practice is working collaboratively with the families to provide support which is child-centred, and family-focused. Our Family Workers identify goals with family members to support the safety, stability, and wellbeing of the children. Our Intensive Family Services team work with families whose children are the subject of either a Family Preservation Order, a Family Reunification Order or an Interim Accommodation Order with a plan for either of the aforementioned orders.

In line with *The Strategic Framework for Family Services*, Doncare measures outcomes at closure which reflect a comprehensive assessment of the family's journey with a primary focus on improving the circumstances for the children involved.

Issues facing families referred to Family Services:

- **Conflict in co-parenting** is a common issue, especially for those parenting after separation and parenting after violence. Many families have **legal issues**, with involvement in Family Law Court for parenting arrangements and property settlement, and Magistrates' Court matters related to intervention orders.
- **Financial and housing** issues are also experienced by many families referred for Family Services' support. Some incur extremely high legal costs from Family Court matters and many perpetrators of family violence do not pay child support or pay a minimal amount as a result of under-reporting their income.
- Many families have to wait many years for their **visa status** to be resolved, with no working rights and very limited access to income during this time. A lot of time is spent by Family Workers sourcing financial assistance and free or affordable healthcare services for people who are **ineligible for Centrelink payments or Medicare**.
- **Housing** remains an ongoing issue, with many families living in housing that is inadequate and not financially sustainable, causing immense stress to parents receiving eviction notices with few, if any, other housing options available to them.
- **Social isolation**, while exacerbated by COVID, continues to be an issue for many families, particularly those who have immigrated to Australia and experience language and other barriers. Immigrant women who experience family violence are particularly isolated, with their feelings of shame and guilt a barrier to community involvement, despite their circumstances being not of their doing, but the result of the perpetrators' choice to use violence.
- **COVID-related**
 - Job loss causing financial hardship
 - Family violence occurring in homes where there was no known previous history
 - Children falling behind academically with online learning
 - Parents lacking confidence and/or resources to support their children's remote learning
 - Children's online learning leading to difficulties for parents in implementing and maintaining appropriate boundaries related to time on screens
 - Difficulties accessing appropriate services for children on the Autism Spectrum, particularly during lockdowns, when children cannot have face to face/ in-home support and are unable or unwilling to engage in telehealth sessions
 - Accommodation arranged for women and their children post-family violence by a family violence service being no longer affordable when COVID payments were withdrawn

**5 staff (5.2 EFT) delivered
5,698 hours of service
to 80 families and
169 children**



Families,
Fairness
and Housing

ARIANNA'S STORY

"My Family Worker has changed my life for the better. Anything I needed help with, my Family Worker somehow found the answer. I'm so fortunate and grateful for her support".

My life was very difficult and mentally I was in a very dark and lonely place. I wasn't doing well, and this really impacted my children and their wellbeing. I didn't know anything about living in Australia as I had only arrived in late 2020. My husband, who fled back overseas after perpetrating violence, made all the decisions for our family. When he left us, I had only my sister to rely on. I was experiencing significant financial hardship because I was ineligible for government support, and I had no income or money to my name. I couldn't even buy bread to make lunch for my children to take to school.

Every day was the same, I had nothing to look forward to and my children had little joy in their life. I felt depressed, fearful, and worried about my future. I did not feel connected to the community. Many people around me knew my husband and I felt ashamed to talk to them about the violence he perpetrated.

For those reasons I was hesitant to accept help initially. My main concern was around shame. I felt embarrassed talking about the violence that occurred, but my Family Worker reassured me that what happened was not my fault. I felt heard without judgement.

Right from the beginning, my Family Worker offered me the warmth and comfort I so desperately needed. My children got so excited when they knew she was coming to our home. She was able to apply for financial assistance

through different agencies and organisations to help me support my family. I was linked into local food banks and continue to receive weekly support. My worker applied for funding so that I could attend English classes for 12 months.

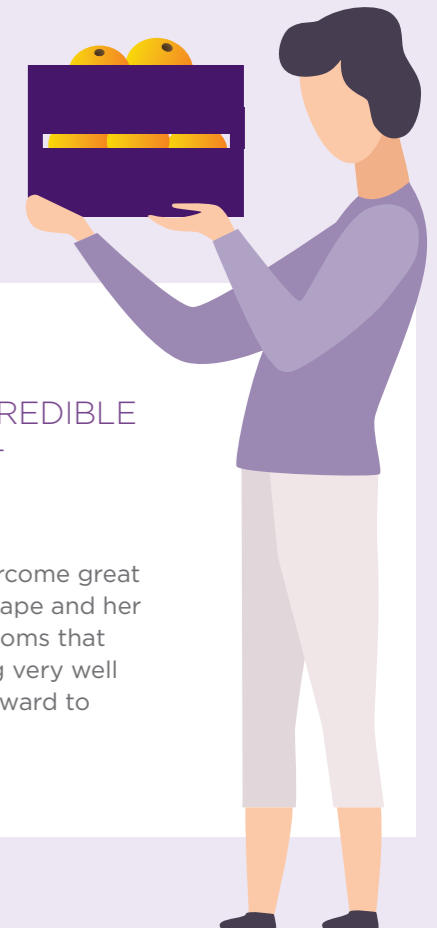
I now wake up and have a sense of purpose, somewhere to be and something to do. Whilst in refuge, my Family Worker and my sister were able to source furniture to furnish my apartment. It was such a nice surprise to come home to. I was then linked into an agency who takes care of my family's health and mental health needs. Next week I will start seeing a counsellor regularly. My Family Worker gave me the confidence to volunteer my time at a childcare each week to help improve my English.

I FEEL I HAVE MORE ENERGY AND
MOTIVATION TO CONTINUE TO IMPROVE
MY SITUATION FOR MY CHILDREN.

Family Worker's reflection:

DURING MY INVOLVEMENT, ARIANNA HAS SHOWN AN INCREDIBLE AMOUNT OF STRENGTH TO OVERCOME A VERY DIFFICULT TRANSITION TO AUSTRALIA WITH LITTLE SUPPORT.

Her sense of agency and resilience is truly admirable and has enabled her to overcome great adversity. Week by week she grew in confidence as her new life began to take shape and her support network increased. Her children are now able to enjoy some of the freedoms that come with living in Australia, to attend a local primary school and are performing very well academically. Arianna is now able to plan for her future in Australia and looks forward to being able to study and work hard to support her family.



REFLECTIONS FROM DONCARE'S FATHER FOCUSED FAMILY WORKER

I became a part of the Doncare team as a counselling student on placement, and it was through that experience, and my support of one particular father, that I became really interested in the role that men and fathers play within their families.

It led me to the realisation that fathers need specific and accessible services to support them in meeting the needs of their children and families. So, when Doncare created the Father-Focused Family Worker role, I knew that was my opportunity to make a real difference and provide fathers with the support they require.

The Father-Focused program at Doncare acknowledges the unique challenges that fathers face within their families, and provides a strengths-based, solution focused, collaborative approach to setting goals that are both targeted and meaningful. The program recognises the fact that fathers often face logistical issues which prevent them from engaging with services, so we have provided flexibility in the location and time of appointments, with availability after hours and online.

Having a father-focused program is important because the role that fathers have played within their families has significantly changed over time, shifting from the traditional 'breadwinner' role to being more involved in their families, particularly when it comes to parenting. This cultural change has meant that fathers have needed to adapt and learn new skills that previous generations of fathers didn't have.

One of the key benefits of the Father-Focused program is that it helps fathers gain an understanding of their children's needs and strengthens their capacity and skills in responding to those needs. Fathers also learn the importance of being actively involved in their children's and families' lives, which is often a real turning point for them, after which a wave of motivation usually follows. Fittingly, one of my most rewarding moments in the role to date was when a father I had been working with said, "I've come to the realisation that spending more quality time with my children was the answer all along."

THE FATHER-FOCUSED PROGRAM AT DONCARE ACKNOWLEDGES THE UNIQUE CHALLENGES THAT FATHERS FACE WITHIN THEIR FAMILIES, AND PROVIDES A STRENGTHS-BASED, SOLUTION FOCUSED, COLLABORATIVE APPROACH TO SETTING GOALS THAT ARE BOTH TARGETED AND MEANINGFUL.

This program is funded by:



A FATHER'S PERSPECTIVE

"the biggest challenge was that growing up it was my mother who always looked after the children whilst my father always worked, so I have not seen fathers take on a caring role in the family to see how it's done."

There is strong contemporary evidence that intergenerational transmission of gender roles in the context of the family unit influences how men and women approach their roles as parents. In 2021, the father's role in most families is dramatically different to that of a father in the 1960's and 70's. Doncare's Father-Focused Family Worker helps enhance the Fathers' involvement and to elucidate the important role fathers play in their children's lives.

What was life like before you started working with Rob?

Before I started working with Rob, there were a lot of parenting things I had not resolved. The biggest challenge was that growing up it was my mother who always looked after the children whilst my father always worked, so I have not seen fathers take on a caring role in the family to see how it's done.

What was your main concern that would have prevented you from seeking help from Rob, and what put your fears to rest?

My main concern was I did not know what the outcome of engaging with the service would be. However, it was evident after several weeks of learning practical strategies, like the 'anger thermometer', that the service was beneficial. Rob gave me really helpful strategies, tools and techniques in a practical way to improve my parenting techniques. Having a male family worker really helped me as I was not only able to discuss things from a father's perspective, but it really helped to speak of things as to how a man would feel.

Why would you recommend this to someone who might be on the fence about accessing support?

I would say three things: you must go in with an open mind, put the time and effort in, and be open about your issues.

"THE MOST HELPFUL ASPECT OF THE SERVICE WAS HAVING SOMEONE TO TALK TO WEEKLY ABOUT THE ISSUES ENCOUNTERED ON A DAILY BASIS WITH THE CHILDREN AND WORKING OUT STRATEGIES TO MANAGE THESE SITUATIONS WAS THE BEST. ESPECIALLY, HAVING A MALE FAMILY WORKER REALLY HELPED."



COUNSELLING

We know that COVID-19 has compounded feelings of anxiety and isolation. Particularly for people who have already been impacted by family violence, job insecurity, grief and loss or financial instability.

At Doncare, we believe that everyone should have access to counselling, so our low-cost counselling program is designed to assist people to access support where their personal circumstances may prevent them from engaging with private psychology and counselling services due to affordability.

Doncare's counselling program is provided in partnership with Manningham City Council, Bendigo Bank's Doncaster East and Templestowe Village Bank branches and the Asian Australian Foundation.

This year we delivered 2,563 trauma-informed, recovery-oriented, culturally safe, and responsive counselling appointments to 267 children, teens, and adults. 31 women were provided 372 specialist family violence counselling appointments and our children's counsellor delivered 265 sessions to 46 children.

Doncare's counselling service is provided by provisional psychologists and Master of Counselling Students who are working towards full registration. Extensive professional training, supervision, and support go on behind the scenes to ensure that the counselling our clients receive is professional, effective and of the highest quality.



A reflection from Doncare's Child and Adolescent Counsellor

Sienna is a teenage girl who was experiencing anxiety and panic attacks. I worked with her to develop a toolkit to help her cope with her anxiety, such as simple breathing to calm herself and to mindfully notice repetitive thoughts and stories she held. She was guided to improve her self-care routines, manage her school workload and assisted to improve the communication with her parents.

"I told my friends about the amazing experience I've had with Doncare and how much you have helped me through some really challenging times. I would highly recommend Doncare to anyone who is struggling and needs some help. You have been absolutely incredible in particular and I'm so grateful to you for everything!"

Keeping the mind calm and building inner resources to thrive

Doncare provides therapeutic support groups including MindCalm, Thriving and Thriving for Parents. This year, groups were held virtually rather than face to face and delivered to 35 participants.

Creative Art therapy for women and children in recovery from family violence

"I've realised that the connection between the creative arts and self-reflection is stronger and more healing than I imagined"

Creative art therapy differs from mainstream therapies that often rely on talking alone. Although talking is still a significant feature of the group work, creative art therapy offers a number of benefits that talking alone cannot achieve.

The creative process can empower us to tell our story and make sense of our experience and begin to find our way out of the chaos, the frightening memories, and the raw emotion of our experience of abuse. With this opportunity we can secure a sense of becoming grounded and strong, able to find hope and reclaim our identity and sense of self in the world.

This year, Doncare partnered with Anglicare to provide peer group support to women and children in recovery from family violence. 13 women and 10 children participated in S.T.A.R Kids - Shine & Thrive through Art & Relaxation and Re:SPECT - A Space to Pause, Express, Connect & Thrive.

2,563 appointments
267 individuals



A HOLISTIC PERSON-CENTRED APPROACH

Doncare's Counselling program was suggested to Jenny by her son's primary school wellbeing coordinator. Jenny had recently moved to the area from interstate and had been separated for over a year, however there was ongoing stressors in managing post-separation family life for her teenage daughter and two younger sons.

Jenny had left a marriage that involved emotional and financial abuse and she was still navigating the legal system regarding the children's contact with their father. Jenny was afraid and isolated from friends and family.

Doncare's Intake worker was able to assess Jenny's issues and allocate her to a Counsellor who helped Jenny understand her grief, loss and trauma and gently support her in moving forward with post-separation family life. The Counsellor consistently monitored Jenny's risk situation and was able to consult with Doncare's Family Services workers regarding up-to-date options and legal responsibilities.

During counselling it emerged that Jenny was experiencing financial hardship, so she was referred to one of Doncare's Emergency Relief workers. The worker established her needs and was able to provide assistance through the *Back to School* fund to help Jenny purchase essential school supplies for her children.

She was also provided financial assistance through the *Winter Warmth* program to help her manage payments of overdue utility bills. Doncare auspices funds from *Bendigo Bank's Doncaster East and Templestowe Village Community Grants Program* to support people struggling with paying bills. The *Winter Warmth* fund was developed several years ago by local businessman, Des Galgut.

Working from a systemic framework, the counsellor suggested that Jenny's teenage daughter may benefit from talking to Doncare's Child Counsellor who was able to support the teenager in managing her high anxiety and anger outbursts. Our children's counsellor also worked collaboratively with Jenny through regular consultation on parenting issues as well as help mend the relationship between Jenny and her daughter.

During one of her counselling sessions, Jenny shared her concern about an elderly neighbour who had revealed how lonely they were. We were able to connect her with Doncare's Social Support for Seniors program so she could explore opportunities for her neighbour.

In time with ongoing counselling Jenny slowly recovered, gained clarity and felt empowered to make family decisions. She decided to explore the many groups that Doncare offered including ReSPECT:- A Creative Art Therapy group for Family Violence survivors, the Thriving personal development workshop and the MindCalm meditation group.

JENNY WAS GRATEFUL FOR THE HOLISTIC AND LOCAL SUPPORT SHE HAD OBTAINED AT DONCARE.





EMERGENCY RELIEF AND CASE MANAGEMENT

Doncare's Emergency Relief program is funded by the federal government and Manningham City Council. Our annual target is to assist a minimum of 200 clients and offer 1,600 appointments. This year, Doncare delivered 2,749 emergency relief services.

Pre-COVID, Doncare assisted 3 people in the 2018/19 financial year who had no income. In 2021, the figure has risen to 60. An additional 200 clients reported a decrease in income due to COVID, compared with 7 people reporting a sudden decrease in income in 2019. Asylum seekers who are ineligible for benefits and have no work due to COVID have increased by 100%. Doncare assisted 205 people in 2019 who were receiving government pensions. The figure increased by 239% this year. That's 696 people who rely solely on benefits to support their families. 33% of these families live in Doncaster and 27% live in Doncaster East.

- 307% spike in people requiring rental assistance
- 57% increase in people needing mortgage help
- 82% increase in people seeking help to pay medical expenses

Families requesting support for educational expenses for their children rose by 36%. Thanks to the Back to School program and the Myer Community Fund Emergency Relief Grants program who awarded \$15,000 to support local children through Doncare's Student Wellbeing program, we were able to support 115 families with essential school equipment costs and the costs of participating in valuable school activities such as camps and extra curricular activities.

There was a 98% increase in people requiring assistance with utility bills. Thanks to Bendigo Bank and the Rotary Club of Manningham, we were able to auspice funds through the Winter Warmth program to alleviate financial stress for 152 families.

Doncare's Case Management program is delivered in partnership with Manningham City Council. Under supervision, students completing a Bachelor or Masters of Social Work provided 42 households with 5,500 hours of support.

hands up Myer team



EMERGENCY RELIEF AND CASE MANAGEMENT continued

Doncare assisted 652 people who were experiencing food insecurity. CISVic allocates just over \$46,000 in food vouchers. That equated to just \$70 per person this year. Without the generous support of the community, we just couldn't feed people who can't afford to put food on the table for their families.

Doncare's food pantry has been kept well stocked, thanks to community and corporate groups, churches, schools and sporting clubs who have a real heart for their community. In particular, Aquarena Aquatic and Leisure Centre, the Rapid Relief Team, Bulleen Templestowe Junior Football Club, CityLife church, Manningham Christian Centre and the families in the school communities at St Clement of Rome, Serpells, Deep Creek, Doncaster Gardens and Beverley Hills Primary Schools.

As part of the Rotary Cares - Manningham Shares project, the folks from the Rotary Club of Manningham were out and about delivering recycled bags to homes in Manningham. This fabulous initiative supporting Doncare's emergency relief program saw Rotarians doing what they do best - supporting their community!

All hands were on deck in May, when 4,888 items were delivered by the St Hilary's Network. Each year, the churches join forces as part of the Hope for Boroondara and Beyond initiative to support vulnerable families. A huge round of applause goes to Geoff and Simone from St Hilary's and to our wonderful volunteer, Kathy Monley who coordinated the transfer of the donations to our food pantry.

We are also extremely grateful to Noel Jones Doncaster, the Doncaster Senior Citizens Club, Chinese Fellowship Victoria the Combined Probus Club of Doncaster East, Dharma Drum Mountain (Buddhist Temple Bulleen), the Probus Club of Donview Heights, Bulleen Art and Garden Centre and private donors who contributed financially to our food pantry.

After such a challenging year, we were absolutely thrilled to receive the news that all 1,100 students from Foundation to Grade 6 at Serpell Primary School were keen to participate in Doncare's Christmas Giving program. For many years, Serpell Primary School's Social Action Committee has partnered with Doncare to ensure every child doing it tough receives a toy at Christmas. Together with toys collected from wishing trees at Aquarena, Stockland the Pines, Warrandyte Library, Myer Westfield Doncaster, Bulleen Plaza and Manningham Council and donations from Donvale Lions Club, Phillip Webb, Beverley Hills and Doncaster Primary Schools, 538 families were afforded the dignity and power of choice at Doncare's pop-up Christmas store.

DONCARE ASSISTED 652 PEOPLE WHO WERE EXPERIENCING FOOD INSECURITY.



IMPROVING SOCIAL CONNECTIONS FOR SENIORS

Creating social relationships is central to human emotional wellbeing. A lack of relationships contributes to depression. Research has also shown that social support is associated with feelings of mastery, and the ability to cope with stressful situations, and it is strongly associated with increased quality of life.



Since 1995, Doncare has been delivering volunteer supported recreational activities to seniors in the Manningham community. The program is funded by the Commonwealth Department of Health Community Home Support Fund, the Commonwealth Department of Social Services for Community Visitor Scheme and the Victorian State Government for Home and Community Care Program for Younger People.

Volunteers are central to the provision of this program. This year, despite lockdowns, our small team of staff, together with 71 volunteers provided 1,832 hours of support to 78 seniors in Manningham. Prior to Covid, our volunteers were dedicating on average 4,668 hours of support annually, however the pandemic has had a huge impact on people's ability to physically connect in group activities. 51% of our clients are in their 80's and 41% are aged over 90.

74% of participants live alone and 63% have no nominated carer so it has been a high priority to adapt service delivery. Despite the lack of opportunity to connect face to face in group settings, the program delivered 4,412 hours of supported activity and recorded 137 group outings and 700 individual support sessions.

Doncare's Community Visitors Scheme provided 235 supported activities. 13 volunteers supported 13 recipients by meeting face to face when they had the opportunity, as well as keeping in touch via telephone, letter correspondence and connecting virtually.

78 clients
4,412 hours of supported activity
71 volunteers provided 1,832 hours of time



Pam and I immediately took to each other and have become very good friends.



Surrendering one's licence is a hard decision. Seeing friends and family, attending appointments, shopping, or just escaping the house becomes difficult. For Pam, Doncare's Social

Support program has been a lifeline to friendships and fun. A friend suggested that Pam join, so she started with a walking group. "I loved going for walks and chatting to people" Pam said. But a leg injury meant walking became difficult, so Pam switched to a weekly friendship group. "It feels good for me to go out talking to people. The volunteers provide morning tea and lunch and sometimes we have guest speakers or entertainers visit or we do quizzes and craft. I used to enjoy reading at home, but I can't read as much. I don't watch much tv so it's nice to have something to do." Pam also has a visitor from the Community Visitors Scheme who has been a great match.

She loves the chats with Margaret about their families and their travels. Margaret commenced as a volunteer in Doncare's Community Visitors Scheme in September 2019. "Pam and I immediately took to each other and have become very good friends. We enjoy our weekly visits or telephone calls and I greatly appreciate Pam's company, sense of humour, her sarcasm and stories of her travels and early life in the UK. From my point of view the Community Visitors program is vital in the lives of older lonely people such as Pam. But, not only that, it is reciprocal, as I, as a visitor, have benefited greatly as a have made a wonderful new and valued friend."

CAFÉ PERKS WITH MAVIS AND MARILYN

Before she joined Doncare's Social Support program in 2013, 92-year-old Mavis was feeling lonely. We sat down with Mavis and social support volunteer, Marilyn to talk about the perks of Café Perks.

What was life like before you started attending Café Perks?

My husband had passed away years earlier and he was the driver. After he passed away, I was relying on getting taxis and family and friends to take me places. This was sometimes a challenge as I could get a taxi to my church, but they were not reliable to pick me up to take me home.

I was living in a retirement village. I used to go on bus trips from there. I used to go everywhere I could go. After some time, the driver retired and they stopped. I was still seeing my friends there but a few of them moved away and some passed away. I was getting lonely, and I knew I needed to make some new friends. My neighbour used to be a volunteer for Doncare in the Social Support program. She used to tell me about what they do and suggested I try this. Best thing I did.

Tell us about Café Perks

I have met the most wonderful people. Some are volunteers as well as other people that attend. I now have an amazing friend that I met at Café Perks. When we were going to cafés, she would sit on my right side to speak into my right ear as she knew that was my best ear for hearing. She is now living in Bairnsdale, but we call each other every week. Her daughter usually brings her to Melbourne in the first week of December and she spends a few hours with me while her daughter goes and sees her friends. I enjoy being able to tell people about the different cafés we go to.

What does Marilyn help you with?

Marilyn picks me up to take me to the cafés. She puts my walker in her car and takes it out when we get to the cafés. Marilyn helps me if I need help and then takes me home (I ask her to check my mail) which she does and then makes sure I get safely in the door.

When my close friend went to Café Perks she lived in Warrandyte. Marilyn would drive there to collect her and Marilyn would often drive the back roads and explain where we were going and point out certain places. I used to call it the "Cooks Tour" and I loved this.

Why would you recommend this to someone who might be on the fence about accessing social support or CVS?

Doncare Café Perks is wonderful! It is a great place to meet new friends and catch up with them again in 2 weeks. The volunteers are terrific and very welcoming. All the cafés are good places to go to with a range of cakes and/or chocolates that I love.

Marilyn reflects on why she started to volunteer

My husband was busy with cricket or other sports on Saturdays, and I decided I needed something to do. I saw an ad in the local paper asking for volunteers for Doncare. I started with Saturday Club 10 years ago and have been volunteering with Café Perks for five years. I love it.

The most rewarding aspect of working with Mavis has been:

It is very rewarding to see this group meet together and it was so rewarding to watch Mavis forge a lifelong friendship. Although her friend has moved away they are still in touch with each other. It's delightful to see friendships being

built and watching Mavis saving a seat for who she would like to sit next to. I have learnt a lot more about Manningham, the roads, the cafés and the shortcuts. This is because I have been picking up clients from all different areas in Manningham.

What have you observed about Mavis over the time you have been walking along side her?

I have seen Mavis smile, laugh and engage with all people that have attended over time. She has a marvellous memory and will often reminisce about people that have been and gone from the group. This includes both clients and volunteers. When I go to pick up Mavis she is so excited to hear which café we are going to and starts to think about what type of cake she might have at the outing.

Doncare's Café Perks group meets fortnightly on Thursdays and our lunch groups enjoy catching up at a range of hotels, RSLs and cafes. The Light Walking Group offers fresh air and exercise in many of the beautiful parks around Manningham and the Happy Wanderers visit a variety of places of interest including parks, museums, galleries and shopping centres. We have a movie group, a Chinese Walking group and more. For details visit our website.





REDUCE, REUSE, RECYCLE

This financial year has certainly been the most challenging year we have experienced in the Op Shop Program. COVID has changed the way we interact with others, and therefore challenges the way we work, volunteer and how we interact in the public arena.



COVID has impacted all areas of the Op Shop program with a sharp decline in financial income and a 30% reduction in volunteerism. Like all retail businesses, the op shops pay full market rental and outgoings. Whilst we were successful in negotiating rent reductions for a few months, we were still required to pay the remaining operational costs, whilst not generating income due to the shops being closed during lockdown.

Just prior to COVID, we undertook a new lease in the Mitcham shopping strip and eventually opened the store in Whitehorse Road in November 2020. It has been a challenge in terms of recruiting volunteers and attracting customers due to the pandemic.

The Blackburn North shopping centre continued work on it's redevelopment. Positioned close to Woolworths and other popular shops, the op shop's temporary location brought new visibility to passing customers. We continue to negotiate a new space within the redevelopment.

In August 2020, we relocated our op shop in Templestowe Village, however we were unable to open the store for trade until January 2021. The new site in the shopping precinct has been well received by customers and volunteers.

REDUCE, REUSE, RECYCLE continued

Volunteers

After the first COVID lockdown, our volunteers gradually returned to work with optimism, glad to be out in the community and feeling useful and productive. However, as ongoing restrictions were enforced, many volunteers lost confidence and became increasingly concerned about risks to their health. Our volunteers have found this difficult. They love their work, the opportunity to connect with others and contribute to their community.

Volunteer numbers consequently plummeted from 278 pre-pandemic to 151. Whilst we continued to recruit new volunteers, we have never experienced such low numbers of people seeking volunteer opportunities. The reduction in our volunteer workforce put a huge strain on our small team of paid staff, as we navigated the re-opening of stores. From time to time, we were unable to open shops because we couldn't adequately staff them. Fortunately, we successful in securing 13 paid staff through the Working for Victoria scheme. Over the course of the six months, these positions provided critical support across the op shops in the absence of volunteers.

Victor - "It's been a great opportunity working at Doncare, especially during the COVID times. I am very grateful to be employed at a time when I was being stood down from my normal role. The best part of this job is working with volunteers. They all have different work and life experiences and great ideas on improving the op shop."

Ely - "I appreciate how openly and warmly I have been welcomed into the team, and how often I am reminded that I am an important and valued staff member. The working environment is the most positive and uplifting one I have ever worked in, and everyone here seems to really care about what they do."

Anita - "Each volunteer has their own set of unique work styles, styles of communication, personalities, life experiences, skills and knowledge. What is important is that these different approaches are all supported, acknowledged and valued."

I would like to thank our volunteers who all undertook extensive OH&S training to implement safety practices specific to COVID management. These significant operational changes included managing the quarantine of donations, shop cleaning, social distancing, wearing face masks, using QR Codes and customer tracking systems.

Finally, I would like to take this opportunity to thank the op shop team: Maria, Charlotte, Heather, Sabrina, Anita, and Andrew. They have continued to show dedication, hard work and have sought to find solutions so we can continue to operate during the challenges of COVID. Such generosity of spirit and resilience is something to be proud of. Their compassion and kindness towards our volunteers is admirable.

My final thanks go to our volunteers who make up a large part of our team, they are at the forefront of Doncare- raising funds for our clients, welcoming customers, working in teams, sharing their stories, skills and experience for no financial reward, but for the simple reason to give back to our community. Thank you.

Jen McMahon

Manager, Opportunity Shops program



Vale Ken Falconer OAM

Doncare was deeply saddened to hear of the passing of Ken Falconer OAM in March. When he retired in 1998, Ken joined the chorus of volunteers in Doncare's Social Support program and over the past 23 years, he was involved in the Monday lunch group, Saturday Club, Movie Group and was the Treasurer for the Templestowe op shop. Ken represented Doncare with the Templestowe Traders Association for many years. Ken's contribution to his community through volunteering

was recognised through many awards including a Menzies Award in 2000, "The Manningham MCC Citizen of the Year" in 2005, the inaugural Chairman's Eastern Health Award for volunteering services to Eastern Health and in 2008 he received a 'Certificate of Recognition and Appreciation' from the Hon John Brumby MP and the Hon Lisa Neville, MP, on behalf of the Victoria Government to acknowledge his voluntary work within the Victorian community. Ken was awarded an OAM

in 2014. On behalf of all the staff and volunteers at Doncare, we salute you Ken for your compassion towards all of the hundreds of clients you have supported through your dedication to your community. Our sincere condolences to your family and friends.



HUMAN RESOURCES AND QUALITY ASSURANCE

Doncare is a dynamic not-for-profit and our values of *People, Integrity, Partnership, Inclusiveness and Generosity of Spirit* underpin the fabulous culture within the organisation.

As Human Resources and Quality Assurance Officer, one of my primary roles is to serve as a consultant to management on human resource related issues and act as an employee champion and change agent. Continuous improvement has been a key area, with particular focus on the redevelopment of performance development appraisals as we endeavour to support our staff and nurture a positive and stimulating team environment, characterised by cooperation and commitment to recognise and enhance individual career aspirations. This further supports succession planning and development opportunities throughout the organisation.

The staff evaluation survey provided some fabulous insight into the wellbeing of our team and highlighted the challenges they were facing due to the impacts of COVID and the remote working environment. This informed us to adopt a responsive approach and deliver best practice HR solutions.

Other areas of continuous improvement and key areas of development included the Cultural safety training for staff, MARAM implementation planning and the outcomes framework.

Ensuring compliance with Doncare's strategic plan, identifying quality

improvement opportunities and processes, and ensuring quality performance reporting and compliance with relevant service standards has been a focus this year. The Compliance: ISO and Health and Human Standards audit occurred in November with all of our processes, procedures and policies reviewed by external auditors. This is a rigorous process to ensure Doncare is providing quality service delivery to our clients. I am pleased to report there were no non-compliance matters.

Ensuring our risk identification and risk mitigation strategies are strong and done in a proactive manner and in harmony with Doncare's organisational goals and objectives continues to be a priority.

Kathy Stojcevski
Human Resources and Quality Officer



staff Christmas party



Farewell Cheryl Watt

We farewelled Cheryl Watt who retired after 27 years with Doncare. Whilst it was a sad day for her colleagues, we were all happy for her to commence her new chapter in life.

In the 27 years Cheryl worked at Doncare she covered many different roles. In her finance role, Cheryl oversaw the growth in budget and funding requirements and complexities over many years. It was with an amazing humbleness that Cheryl recommended to the CEO and Board that the time had come for Doncare to employ a qualified accountant. Not only did Cheryl assist with the transition to the Accountant, she continued working in the Finance office for a number of years.

Eventually a vacancy occurred in the Social Support Program and Cheryl was ready for a career change and jumped at the opportunity to make the move. Cheryl threw her energies into her new role and loved it. The program participants very quickly came to know Cheryl and enjoyed her quick sense of humour and her caring attitude. Her respect for all in the program, volunteers and participants always won people over and all wished her a wonderful retirement and continue to hope that one day her planned and longed for travel will become a reality.



A TRIBUTE TO DOREEN STOVES AM PSM JP

25 May 1950 – 5 July 2021

Doreen Stoves made a unique and outstanding contribution to the community sector through her distinguished career. Across her working life, Doreen worked tirelessly to adapt service provision in response to community need.

During her 25 years at 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. It was a forerunner for formalised support services that were to be funded by the Victorian Government.

Having known Doreen through her long and distinguished career at DHS and Doncare, John Leatherland PSM is well versed to comment on her exemplary leadership and passion for vulnerable children. When she was awarded the Public Service Medal in 1994, he said of her

“I do not know of anyone who has made a greater impact on and contribution to children and young people under the care of our department”

Doreen's commitment to disadvantaged children, families and adults was not confined to the professional landscape. She spent her life campaigning for better outcomes for children who faced adversity and had a long history as a foster parent. Together with her dearest friend, Maureen, she looked after more than 40 children and took Permanent Care Orders for two boys and a sibling group of sisters. She was a proud and doting mother and grandmother.

Doreen made a very significant contribution to the policy development of a new range of family services following the introduction to the Children, Youth and Families Act, 2005 and was a tireless advocate for young people in State care over the years. In 2016, Doreen addressed the Victorian opening of the Home Stretch Campaign with a powerful perspective on foster caring.

Doreen also worked in private practice as a Family Therapist and Trauma Counsellor for many years working mainly with victims of domestic violence. In 1994 she was instrumental in creating a service to support women affected by domestic violence by encouraging two small services to amalgamate, establishing the Eastern Domestic Violence Service. Doreen organised a house from which the service could operate where it remained for 11 years and facilitated the funding of further positions. EDVOS is now the largest specialist family violence service in the Eastern region, supporting over 9,000 women and children annually.

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, in particular her exemplary leadership.

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

John Leatherland PSM

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 HOPS parenting support program, Chinese Family Playgroups, and most notably, Doncare's Domestic Violence Advocacy and Support program. The 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 mentoring 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

Doreen volunteered to lead clinical debriefing in response to community emergencies including the East Doncaster Balcony collapse and the Warrandyte bushfires. In 2012 she arranged temporary accommodation for an uninsured couple whose home was significantly damaged and supported the wife when her husband died and arranged a working bee to restore the home.

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 have been an undeniable inspiration to everyone at Doncare.

Sadly, restrictions placed all of Doncare's staff and volunteers apart during a time of grief when instinctively we would normally hug, hold hands and simply be together. We extend our sincere condolences to Doreen's family and to the broader community. Rest in peace.



WE MAY HAVE BEEN SOCIALLY DISTANCED, BUT WE REMAINED CONNECTED.

What a year! We may have been socially distanced, but we remained connected. Doncare's database grew by 44% and email open rates of 60.8% indicated our subscribers were highly engaged in our communications.

Website visitors increased by 18% and page views spiked 20%. Whilst website conversion rates didn't peak at the heights we experienced during the first few months of the pandemic, online donations improved by 226% this financial year. Our social media channels continue to raise awareness for our services and the fabulous work we do in the community with over 60,000 people engaging with our content.

We are committed to building on Doncare's strong capacity to deliver individualised and flexible client driven services by developing more innovative, accessible digital content and improve targeted communication channels to best address the needs of our diverse community.

Now, more than ever, it is critical that we invest in digital transformation to enhance Doncare's ability to customise our existing online platform to match organisational operations and community need emerging from the impacts of COVID19. This will improve community connectedness by increasing local community participation by building the organisation's online capabilities.

As developments continue to emerge from the declared state of disaster, it is critical that as an organisation, we maintain continuity of care to existing clients to maximise health, safety, and wellbeing outcomes. Investment is required to improve interactions and connections with Doncare's client group, providing opportunities to engage digitally with their worker. This would include online assessment tools, links to resources, group therapy sessions, other providers, and referral options. It would provide staff and volunteers across all programs a seamless workflow with the implementation of an integrated platform which will eliminate inefficiencies and frustration.

Due to the pandemic, our focus is to reimagine how we attract, engage, recruit, retain and educate volunteers and immerse them into a virtual space that truly reflects Doncare's culture. It will provide opportunities to upskill through an immersive training environment and provide access to wellbeing activities and resources helping to build and combat loneliness and reduce social isolation.

The digital transformation includes a Doncare Community Hub and Recruitment Hub which focuses on skills development and building community capacity. The project is investment ready and will be delivered within 3 months. We just need to secure the funding.

After many months working remotely, we finally managed to gather the team together in one place! Thanks to Mary-Anne Lowe's generosity, Doncare staff were treated to a lovely luncheon at the stunning Bramleigh Estate in Warrandyte to celebrate Christmas. Sadly, with so much uncertainty leading up to December, we were unable to host our traditional Christmas function which left us missing our wonderful volunteers on this occasion.

Australian filmmaker, Benjamin Gilmour is quoted as saying "Some people see obstacles and they interpret it as a sign to stop". This is certainly not the case for Mary-Anne Lowe. Last year, she initiated the drive-thru drop zone, where Warrandyte locals donated thousands of items to Doncare's food pantry. In July, Mary-Anne personally delivered every single donation. What you may not realise, is that at the same time, she was smack bang in the in the midst of uncertainty. Like many local business owners, Mary-Anne continues to face huge challenges due to the pandemic, but rather than retreating, she looked for possibilities and opportunities to support her community. Not only did Mary-Anne sponsor the staff Christmas luncheon and Doncare's National Volunteer Week celebration in May, Bramleigh Estate maintained their commitment as the Platinum sponsor for the Empowered Women event.

We would like to thank all of the fabulous #ewew2021 sponsors including Bendigo Bank's Doncaster East and Templestowe Village branches; 89.9 The Light; Kinexus; Quinton's SUPA IGA; Woodards Manningham and Quest Doncaster. Your support of this fundraising initiative is sincerely appreciated.

Finally, I would like to thank Sue O'Connor who left Doncare in April to pursue a new opportunity. We worked collaboratively together for almost five years. I am extremely grateful for her support to me personally and professionally, her wisdom and guidance and introducing me to Game of Thrones and Outlander! I wish her the very best for the future.

Martine Corbett,
Communications and Marketing Innovation Lead



**RECONNECT.
RECOGNISE.
REIMAGINE.**



This year's theme for National Volunteer Week was *Reconnect. Recognise. Reimagine* and that is exactly what we did!

Having missed the opportunity to host our National Volunteer Week luncheon in 2020 due to the pandemic, it was such a joy to gather everyone together at Bramleigh Estate this year. The celebration was a fabulous opportunity to acknowledge our volunteer's generous contribution and thank them for the vital role they play each and every day, and for making our community stronger, especially during times of need, crisis or isolation.

Andrew Asten is a great believer in the importance and the impact of mission driven organisations in changing people's lives. The Chair of the Board expressed his admiration and gratitude to the hundreds of volunteers who give so much to their community.

"Doncare's core business is changing lives every day. I have so much admiration and thankfulness for the work that all of you do as volunteers and our counsellors, and our staff who give so much support to people, especially those who are going through some of the toughest times of their lives when they walk through Doncare's doors"

Every year, Doncare nominates one or two volunteers who have made an outstanding contribution to the community, but this year we decided to recognise several volunteers who went above and beyond in assisting us through the COVID pandemic.

CEO, Gaby Thomson and Andrew Asten presented Service certificates to 40 volunteers to acknowledge their contribution to Doncare. We would like to salute Geraldine Bloom who has dedicated 25 years volunteering in the Social Support program, as well as Bob Akbarzadeh and Marlene Knight from the op shop program, and Debbie Wong from Social Support who all started volunteering in 2001. Rose Chong was also acknowledged for 15 years of service in Doncare's opportunity shops.

Doncare is enormously proud of the work we do in the community, and we just couldn't do what we do without the support of our volunteers. Thank you to the fabulous SaSSing choir who serenaded our guests and to Mary-Anne and the team at Bramleigh Estate for hosting such a beautiful lunch.



VOLUNTEERS ACKNOWLEDGED FOR OUTSTANDING CONTRIBUTION TO DONCARE

“A big thank you for the full breadth and depth of the different contributions that each of you have made. Thank you for the contributions that you will continue to make and thank you on behalf of all those members in our community who Doncare has helped and served because of the contribution that you have been making”. ANDREW ASTEN, CHAIR OF THE BOARD

Doncare would like to congratulate the 2021 Volunteer of the Year Award Recipients.



Andrea De Rauch
– Counselling

Andrea is one of those volunteers who has gone way beyond what would be expected of her and that is why CEO, Gaby Thomson, recognised her outstanding contribution at Doncare’s National Volunteer Week luncheon. Andrea volunteers in the Counselling program coordinating group work, which involves developing session content and intake forms; training and supporting counsellors and students and facilitating groups. Despite having small children, navigating remote learning, working and managing a new puppy, Andrea has been constantly available to respond to participant’s enquiries. Andrea co-facilitated numerous webinars, conceived the MindCalm meditation group and has even appeared on 96.5 Inner FM radio with Gaby promoting Doncare.



Fred and Helen Jurgelait – Social Support for Seniors and Community Visitors Scheme

Fred and Helen are a wonderful husband and wife team who were CVS volunteers from the start of the program and last year maintained contact very regularly with their recipients by phone, internet and when possible in person. Both Fred and Helen are matched with recipients who reside in Residential Aged Care and with the length of lockdowns in Aged Care Facilities their continued ‘visits’ provided their recipients with contact and news of the outside world. Fred has also helped out at Carramar since 2009 and Helen officially starting her volunteering with the Social Support Program in 2016.



Jenny Round – Social Support for Seniors

Jenny Round has been the lead volunteer at Carramar since 2005.

During 2020, although the group wasn’t able to meet due to COVID, Jenny continued to regularly telephone participants and volunteers from Carramar to offer support and friendship. The ongoing contact from a well-known, friendly voice during the extended period of isolation was very important and meant so much to the participants, many of whom are amongst our most vulnerable clients.



This year we nominated multiple Volunteer of the Year Awards. The Op Shop Program volunteers who received an award gave our team extensive support by setting up Templestowe Village, doing extra shifts and diligently undertaking extra administration tasks.

The volunteers who received awards are:

- Heather Lovell
- Lyn Cowley
- Carlos Varsavsky
- Bruce Young
- Julie Loncaric
- Rodney Fried
- Freny Bagli
- Nilla Benham
- Roger Chan



MENZIES AWARDS RECIPIENTS

Doncare would like to congratulate Ila Franklin and Cheryl Watt who were both recognised for their valuable commitment to the community at the 2021 Menzies Community Australia Day Ceremony in Manningham. Since 1995, eighty-three recipients have been acknowledged with a Menzies Award for their contribution to Doncare.

OVER 10 YEARS
OF SERVICE

DONCARE HONOUR ROLL

Years Served

OPPORTUNITY SHOPS

- 34 Carol Trainor
- 24 Helen Rigopoulos
- 24 Judy Reynolds
- 22 Joy Nichol
- 21 Joye Sexton
- 20 Bob Akbarzadeh
- 20 Marlene Knight
- 19 Barbara Toporkiewicz
- 19 Brian Sexton
- 19 Shirley Monahan
- 19 Shirley Weir
- 18 Faye Chalmers
- 18 Jan Shields
- 18 Kathleen Raymond
- 18 Margaret Gibb
- 18 Siew Hoon (Sue) Hor
- 17 Christine Caldwell
- 17 Jean Brown
- 17 Shirley Shaw
- 16 Freny Bagli
- 16 Lori Rossetto
- 15 Margaret Rimmer
- 15 Robert McDonald
- 15 Rose Chong
- 14 Alice Ho
- 14 Colin Raymond
- 14 Ivan Chow
- 14 Margaret Janout
- 14 Rosemary Climas
- 13 Ann (Zhou Ping) Wang
- 13 Jennifer Yeo
- 13 Lai Pink Ng
- 13 Lynette Cowley
- 13 Yvonne Dart
- 12 Anne McNaughton

- 12 Brenda Quaine
- 12 Chris Barry
- 12 Daphne Laity
- 12 Judy Schumer
- 12 Pam Brien
- 12 Robyn Webb
- 11 Denise Lah
- 11 Joan Liu
- 11 Maureen Prior
- 10 Aileen O’Connell
- 10 Barbara Britton
- 10 Carmel Russo
- 10 Demetria (Terri) Thompson
- 10 Kevin Fowler
- 10 Michelle (Delia) Schokman
- 10 Pauline Mary Gow

COUNSELLING

- 26 Lynette Flynn

CLERICAL

- 13 Lois Savage
- 11 Barbara Hall

COMMUNITY SUPPORT WORKERS

- 22 Julie Yu
- 18 Jenny Reynolds
- 12 Linda De Francisci
- 12 Marilu Packer

SOCIAL SUPPORT FOR SENIORS

- 42 Lorraine Manthey
- 25 Geraldine Bloom
- 24 Frank Johnston
- 23 Joan Middleton
- 21 Kathy Grimster
- 20 Debbie Wong

- 20 Shirley Monahan
- 19 Dorothy Pearson
- 19 Shirley Weir
- 18 Beverley Schurmann
- 18 Dorothy Ranyard
- 18 Farzad Maghami
- 16 Janet Handley
- 16 Jenny Round
- 14 Carmel Schofield
- 14 Christine Crawford
- 14 Isabella McDonald
- 13 Laurel Agius
- 12 Fred Jurgelait
- 12 Kathryn Ewers
- 12 Liesbeth Van Altena
- 12 Fred Jurgelait
- 11 Paul Hor
- 10 Carol Harvey
- 10 Hanne Blake
- 10 Lorraine Cahill
- 10 Marilyn Thompson
- 10 Neil Harvey

DAWN

- 14 Susan Porter

BOARD

- 12 Ron Kitchingman
- 10 Des Galgut

OUR VOLUNTEERS

THE BOARD

- Amelia De Angelis
- Andrew Asten
- Anita Tan
- Brian Tooth
- Claire Pollitt
- Des Galgut
- Joseph Hoo
- Laura O'Brien
- Megan Watson
- Ron Kitchingman

CLERICAL

- Barbara Hall
- Lois Savage
- Kathryn Tandy
- Ben Thomson
- Madeleine Zachariou

DAWN MENTORS

- Susan Porter
- Alma Hughes
- Amber Gul
- Amy Dowsett
- Carmel Murphy
- Catherine McRobert
- Christine Robinson
- Daniella Horiner
- Diane Shehata
- Elsa Lau
- Fariha Farooqui
- Gemma Villani
- Heather Jockel
- Jasmine Ohri
- Leticia Renteria Pena
- Louise Theunissen
- Martine Guillemain
- Mary O'Donohue
- Michelle Gaskell
- Natalie Allen
- Nekane Kandina
- Pauline Darroch
- Pricilla Makea
- Priyani Withanarachi
- Rhonda James
- Shideh Karimi
- Shirley Lane
- Sonja Schulze
- Susie Xu
- Ushvinie Murugesu
- Wai-Chung (Elsa) Lau

COUNSELLING

- Alexander Lake
- Andrea de Rauch
- Bharati Susarla
- Bridget Agnoletto
- Catherine Keady
- Christine Mackley
- Clea De Vries
- Codie Bihler
- Emily Sterling
- Georgia Baggio-Quiah
- Jade Cox
- James Ireland
- Jana Cibirova
- Jeannie Leggett
- Karen Thomas
- Kate Culy
- Louise Moncur
- Lynette Flynn
- Marit Demissie
- May Lai
- Michelle Bingham
- Mila Lopez
- Neha Delhikar
- Nienke Weerapas

- Olivia Mort
- Priya (Sian) Woolston
- Rob Weller
- Shelley Andreetta
- Simone Gibby
- Tess Holt
- Tim Bonaldi
- Vicki Osborne
- Zahraa Abdelzاهر

EMERGENCY RELIEF

- Kathy Monley
- Rosina Cincotta

COMMUNITY SUPPORT WORKERS

- Linda De Francisci
- Marilu Packer
- Jenny Reynolds
- Rhonda Watts
- Julie Yu
- Marilyn Porqueddu
- Robyn Fowler
- Lynne Lloyd
- Claire Ryan
- Jan Hunter
- Lina Carvajal

SOCIAL WORK STUDENTS

- John Finlayson
- Jessie Chen
- Jessica McCracken-Bell
- Jacob Lyons
- Pok Yu (Kimi) Kong
- Alissah Mudie
- Phianh Pham
- Benjamin Rowe
- Shalinie Jayatilake
- Salkatu Koroma
- Lily Henderson

SOCIAL SUPPORT FOR SENIORS

- Aliah Ali
- Beverley Schurmann
- Bill Matthewson
- Brian Webster
- Carmel Schofield
- Carol Harvey
- Catherine Veque
- Cathy Lee
- Charles Cheung
- Cherlye Hawkins
- Christine Crawford
- Daniel Sim
- Debbie Wong
- Diana Sze-Hong
- Dorothy Adrian
- Dorothy Pearson
- Dorothy Ranyard
- Emy Raquel
- Farzad Maghami
- Frank Johnston
- Fred Jurgelait
- Geraldine Bloom
- Graeme Mitchell
- Gurpreet Singh
- Hanne Blake
- Harry Erawan
- Helen Jurgelait
- Ian Smith
- Isabella McDonald
- Jammie Chang

- Janet Handley
- Jayne Appleton
- Jenny Round
- Joan Middleton
- Judy Moore
- Kathryn Ewers
- Kathy Grimster
- Laurel Agius
- Liesbeth Van Altena
- Lindsay Mitchelson
- Lorraine Cahill
- Lorraine Manthey
- Maggie Falconer
- Marilyn Thompson
- Matteo Gualano
- Mel Nguyen
- Mike Sloan
- Mohammed Din
- Neil Harvey
- Paul Hor
- Peter Brilliant
- Prea Maghami
- Rita Ho
- Shirley Monahan
- Shirley Weir
- Sim Ng
- Susan Cheung
- Suzy Moustakas
- Tania Allsopp
- Wendy Thomson

JACKSON COURT

- Allie (Alexandra) Madden-Melder
- Andrew Nymeyer
- Ashanthi Gratian
- Bill Fu
- Chander Shekhar Mann
- Cheryl (Heng Xi) Ool
- Christy (Wan-Lin) Kan
- Dorothy Jones
- Elsa Bertazzon
- Fatima Pasha
- Fiona (Firouzeh) Edwards
- Fiona (Yu-Chieh) Chiang
- Glenda Deoki
- Hee Yeon Ban
- Irene Scott
- Jack (Yunjie) Tan
- Jenny (Jie) Zhang
- Judith Clark
- Judy Ho
- Jun Phua
- Kathleen Rehe
- Kaye Davies
- Leonard Healy
- Marge Parker
- Marian Granata
- Marjorie Crawford
- Matthew Chu
- Miles Wirawan
- Rodney Fried
- Sarita Mirchandani
- Shirley Price
- Shirley Monahan
- Sunita Mann
- Susan Faridi
- Suzanne Picone

CONSUMER ADVISORY GROUP

- Ron
- Tracey
- Lily
- Val
- Anita
- Elena
- Margaret
- Garry
- Sofia

OP SHOP ADMIN

- Heather Lovell
- Annie Naismith

BULLEEN PLAZA

- Ali Kozanoglu
- Andy (Andrena) Dsilva
- Angela Bonato
- Annie (Hanh) Thihuu Vo
- Carol Negus
- Cheryl Amos
- Denise White
- Helen Rigopoulos
- Helen Khong
- Jaimi Houston
- John (Ioannis) Papaziakas
- Joyce Dite

- Joye Sexton
- Lai Pink Ng
- Lamees Rousan
- Leone Carberry
- Mai Nguyen
- Majda Muzlai
- Margaret McCarthy
- Marla Trautman
- Maureen Pascual
- Michelina Fronticcia
- Ming Xiao Zhang
- Noelle Eaton
- Penny Chow
- Roslyn Harberts
- Sammy (Thi Hoai Sam) Nguyen
- Savita Hazari
- Sia (Siawash) Shakooi
- Sonia Gough
- Vera Recinella
- Yvonne Dite

BLACKBURN SQUARE

- Alan Schumer
- Anita Gibbens
- Bahare Ghasvarian
- Barbara Britton
- Bernadette Harris
- Bob Akbarzadeh
- Catherine Farmer
- Chris Barry
- Chris Rogan
- Christine Caldwell
- Dianne Timms
- Freny Bagli
- Helen Angelaras
- Hetty Verspay
- Iris Ong
- Ivan Chow
- Jadhiga (Iga) Zietara
- Jan Shields
- Jean Brown
- Jennifer (Fujun) Yao
- Jenny Sutton
- July Dobson
- Loi Wong
- Lois Adams
- Mahira Sevus Haroon
- Margaret Janout
- Maria Skidmore
- Maria Hancock
- Maureen Prior
- Michelle (Delia) Schokman
- Moussa Bittar
- Nilla Benham
- Phoebe Kok
- Rupali Bedi
- Shirley Shaw
- Stephan Ciarapica

TEMPLESTOWE VILLAGE

- Aileen O'Connell
- Barbara Toporkiewicz
- Brenda Humphreys
- Brenda Stewart
- Brian Sexton
- Carmen Mignani
- Catherine Camerino
- Catherine Chen
- Darcy Goodings
- Elahe Honarkar
- Faye Chalmers
- Frank Quattrocchi
- Gui Lam (Anna) Chen

- Hanida Alakhdar
- Karin Candy
- Ken Falconer
- Lori Rossetto
- Lydia (Trap) Chia
- Lynette Cowley
- Maree Quattrocchi
- Margaret Thompson
- Marlene Knight
- Melinda McGinley
- Meryl Reynolds
- Pam Brien
- Pauline Cleeve
- Rida Ghani Jokhio
- Rosemary Climas
- Windy Huang

MITCHAM

- Bernard Tso
- Des Galgut
- Li Na Yu
- Maria Hancock
- Robert McDonald
- Tai Tao

TUNSTALL SQUARE

- Angela Tsimaras
- Ali (Gholamali) Shaigan
- Alice Ho
- Amy McDonald
- Ann (Zhou Ping) Wang
- Carlos Bou-Abs
- Carol Trainor
- Cynthia Kearney
- Daphne Laity
- Dawn Bowen
- Demetria (Terri) Thompson
- Denise Lah
- Dianne Sawyer
- Erlinda Dulu
- Fakhri Afshar
- Gill White
- Ila Franklin
- Joan Keesing
- Joan Brownlie
- Judy Ding
- Leanne Nguyen
- Linda Wight
- Lyn Ahn
- Margaret Gibb
- Marilyn Patterson
- Oldrich Kozak
- Pam (Padmasany) Prakash
- Pek Ong
- Robyn Webb
- Rosalyn Azzopardi
- Rose Chong
- Shirley Weir
- Siew Hoon (Sue) Hor
- Unni (Unnikrishnan) Vayalil
- Waffa Takla

DEPOT

- Carlos Varsarsky
- Colin Hurley
- Foji Lim
- John Cowley
- Kevin Fowler
- Malcolm Ferguson
- Matthew Armstrong
- Neil Chalmers
- Peter Gartner

OUR BOARD

Doncare's Board of Directors are volunteers with professional expertise and significant leadership accomplishments in business, government, philanthropic and not-for-profit sectors. The Board advances the performance of the organisation and provides strategic governance in accordance with Doncare's Vision, Mission and Values.



CHAIR
Andrew Asten



DEPUTY
Amelia De Angelis



TREASURER
Brian Tooth



SECRETARY
Joseph Hoo



Ron Kitchingman OAM



Megan Watson

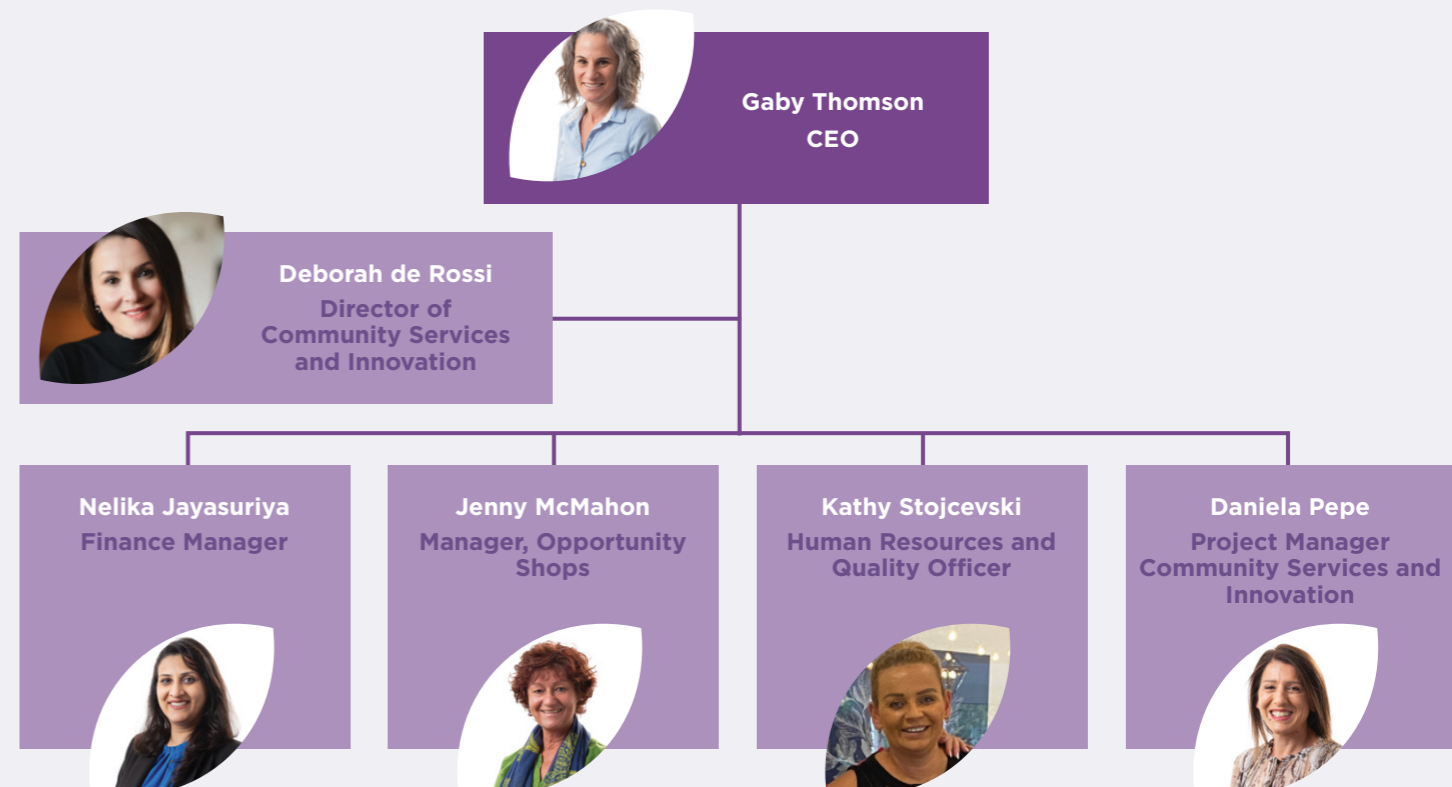


Anita Tan



Claire Pollitt

OUR EXECUTIVE TEAM



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FOR THE COMMUNITY, BY THE COMMUNITY

Donors and Acknowledgements

- 89.9 The Light
- 96.5 Inner FM
- Access Health and Community
- Anglicare Victoria
- AP Tuning
- Aquarena Aquatic and Leisure Centre
- Asian Australian Foundation
- Bendigo Bank Community Enterprise Foundation
- Bendigo Bank's Doncaster East and Templestowe Village Community Banks
- Bennelong Foundation
- Beverley Hills Primary School
- Bramleigh Estate
- Brett Jensen
- Bulleen Art & Garden
- Bulleen Plaza
- Bulleen Templestowe District Junior Football Club
- Bulleen Templestowe District Junior Football Club
- Café Aquarena Aquatic and Leisure Centre
- Cairnmillar Institute
- Carole Morris
- Catjump Pre-School
- Chinese Fellowship of Victoria
- Christine and Friends
- Christine Kurz
- CISVic
- City Life Church
- City On A Hill
- Combined Probus Club of Doncaster East
- Commonwealth Bank Bulleen
- Commonwealth Department of Health Community Home Support Funding
- Commonwealth Department of Social Services for Community Visitor Scheme
- Community Information & Support Victoria
- David & Ruth Clark
- Deep Creek Preschool
- Deep Creek Primary School
- Department of Health & Human Services
- Department of Social Services
- Dharma Drum Mountain (Buddhist Temple Bulleen)
- Dianne and David Costelloe
- Dianne Seneviratne
- Djirra
- Domaine Retirement Village
- Donburn Primary School
- Doncaster Gardens Primary School
- Doncaster Primary School
- Doncaster Senior Citizens Club
- Donvale Lions Club
- EACH
- East Doncaster Cricket Club
- East Doncaster Secondary College
- Eastern Emergency Relief Network
- ECASA
- EDVOS
- Estefania Nunez
- Evangelines Café
- Fred and Helen Jurgelait
- Generation Church
- Grill'd Healthy Burgers
- Gurpeet Singh
- Helen Tebelopoulos
- Hope for Boroondara and Beyond
- Ian Potter Foundation
- Inner Easter Family Service Alliance
- J & K Bienert
- Jennifer Coram
- John Bruce
- K & L Smith
- Kay Shroer
- KC Import and Export
- Kevin O'Mara
- Kinnexus
- Kok Leong
- Lauren Dimovski
- Lavrin and Lawrence Orthodontics
- Living and Learning at Ajani
- Liz and Anthony Phillips
- Lynette Newey
- Manningham Business Network Inc
- Manningham Christian Centre
- Manningham City Council
- Manningham Maternal & Child Health Service
- Many Rooms
- Margot Bone
- Mark & Lyn Betts
- Mary Jo Martin
- MC2 Café
- Michael Phillips
- Mike Strong
- MLC Lunch Group
- Momentum Ironman
- Monique Van den Boom
- Myer Community Fund
- Myer Doncaster
- Noel Jones Doncaster
- Pamela Tunnecliff
- Park Orchards Community House
- Penny Phillips
- Perpetual Trustees
- Peter Nash
- Philip Webb Real Estate
- Phillips Coaching
- Phillips Foundation
- Pranil and Pratima Chandra
- Probus Club of Donview Heights
- Quest Doncaster
- Quintons IGA
- Recycle Care
- RMIT University
- Robert Lyford
- Rosa Miot
- Roseville Craft Group
- Rotary Club Central Melbourne
- Rotary Club of Doncaster
- Rotary Club of Forest Hill
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Clubs of Warrandyte and Donvale
- Rotary Foundation
- Rozlyn Thomson
- SaSSing Choir
- Scott Lynn
- Serpell Primary School
- Serpell Primary School Social Action Committee
- Share the Dignity
- Shelley Preston
- Silver Dollar Media
- Sophie Clarke
- St Charles Borromeo Catholic Primary
- St Clement of Rome Primary School
- St Clements of Rome Parish Community
- St Hilary's Network
- St Marks Anglican Church
- St Vincent De Paul
- Stirling Fildes
- Stockland The Pines
- Stuart Sime
- Templestowe Heights Primary School
- Templestowe Park Primary School
- Templestowe RSL Sub Branch
- Templestowe Valley Primary School
- The Rapid Relief Team
- Une Parkinson Foundation
- Victorian State Government Families, Fairness and Housing
- Victorian State Government for Home and Community Care Program for Younger People.
- Warrandyte Community Carols
- Warrandyte Library
- Whitefriars College
- Women's Health East
- Woodards Manningham
- Woodpeckers Club



PARTNERSHIPS EMPOWERING THE COMMUNITY

Doncare is enormously grateful for the support we receive from all tiers of government, corporate and community groups, philanthropic trusts and foundations. We foster strong partnerships and work collaboratively to deliver a holistic, person-centred suite of services to positively impact individual and collective health and wellbeing outcomes.



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 2021.

For the second year in a row, the organisation suffered financially, as well as operationally, from the effects of the COVID-19 pandemic, particularly with the resultant, frequent and lengthy closure of our Op Shops.

Our annual net result was strongly supported by the Commonwealth Government's JobKeeper program, for which we continued to qualify for the majority of the year. However, 31 March 2021 saw the end of JobKeeper, but not the end of Op Shop closures nor the continuing downward trend in this part of the retail sector. Thanks principally to the JobKeeper support, a net surplus of \$323,397 was achieved for the financial year. However, with the cessation of JobKeeper, a significant deficit was incurred in the last quarter.

A deficit situation is expected to continue through the 2021/22 financial year, whilst Management undertakes aggressive rationalisation and restructure to reduce costs and seek new revenue sources; whilst maintaining our important services within the community.

Excluding specific COVID-19 related support income from the Commonwealth and State Governments and the MCC, revenue for the year otherwise decreased by 0.9% as compared with the prior year. Reductions in Op Shop sales and major event revenue were partly offset by various new grants obtained to support key services and new initiatives.

At the same time, excluding the direct costs funded by the State Government's Working for Victoria scheme (pandemic related), total expenditure increased by 1.6%.

At year end, Doncare retains a strong balance sheet and reserves, however, to initially help see us through these difficult times. Government and private support, along with careful and conscientious attention to financial management, have enabled us to start the current financial year with net assets - predominantly represented by cash - of \$714,278.

We are also fortunate to retain our private supporters, in particular Bendigo Bank and the Phillips Foundation. In addition, Manningham City Council (MCC) has gone above and beyond with its financial support. We are also extremely grateful for the support of individual donors throughout the community. We look forward to your continued commitment.

On behalf of the Board, I would like to thank our finance manager, Neli Jayasuriya, for the quality of her work, her professional and calm approach, her support to me and conscientious attention to the many challenges experienced in her first year. She was also well supported by other dedicated staff members.

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



FINANCIAL STATEMENTS

for the Year Ended 30 June 2021

rdl.accountants

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 2021 there have been:

- i. 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
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.



Matthew Hung, CA
rdl.accountants

12th October 2021
Blackburn, Victoria

60-64 Railway Road, Blackburn 3130
PO Box 189, Blackburn 3130
t: (03) 9878 1477 f: (03) 9894 1798
contact@rdlaccountants.com.au
rdlaccountants.com.au

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FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2021

Doncaster Community Care and Counselling Centre Inc
ABN 61 321 463 378

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
Revenue	4	3,911,998	3,141,515
Depreciation expense		(27,749)	(27,691)
Employee benefits expense		(2,733,950)	(2,310,233)
General and office expenses		(162,034)	(193,236)
Opportunity shop costs		(499,209)	(439,765)
Other expenses		(16,909)	(32,303)
Professional fees		(20,121)	(14,671)
Programs and client costs		(124,293)	(133,750)
Volunteer and fundraising expenses		(4,336)	(50,772)
		(3,588,601)	(3,202,421)
Surplus/(deficit) before income tax		323,397	(60,906)
Income tax expense		-	-
Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc		323,397	(60,906)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members of Doncaster Community Care and Counselling Centre Inc		323,397	(60,906)

Statement of Financial Position As At 30 June 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	824,344	511,041
Trade and other receivables	6	121,039	284,133
Prepayments		28,239	63,162
Term deposits		400,000	100,000
TOTAL CURRENT ASSETS		1,373,622	958,336
NON-CURRENT ASSETS			
Property, plant and equipment	7	74,433	80,379
TOTAL NON-CURRENT ASSETS		74,433	80,379
TOTAL ASSETS		1,448,055	1,038,715
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	107,749	123,783
Employee benefits	9	201,746	251,229
Income received in advance		408,242	250,532
TOTAL CURRENT LIABILITIES		717,737	625,544
NON-CURRENT LIABILITIES			
Employee benefits	9	16,040	22,290
TOTAL NON-CURRENT LIABILITIES		16,040	22,290
TOTAL LIABILITIES		733,777	647,834
NET ASSETS		714,278	390,881
EQUITY			
Retained earnings		714,278	390,881
TOTAL EQUITY		714,278	390,881

The accompanying notes form part of these financial statements.

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2021

Statement of Changes in Equity

For the Year Ended 30 June 2021

2021	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	390,881	390,881
Surplus/(Deficit) attributable to members	323,397	323,397
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	323,397	323,397
Balance at 30 June 2021	714,278	714,278
2020	Retained Earnings	Total
	\$	\$
Balance at 1 July 2019	451,787	451,787
Surplus/(Deficit) attributable to members	(60,906)	(60,906)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	(60,906)	(60,906)
Balance at 30 June 2020	390,881	390,881

Statement of Cash Flows

For the Year Ended 30 June 2021

	Note	2021	2020
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from sales, grants and other revenue		4,469,333	3,063,000
Payments to suppliers and employees		(3,835,102)	(3,207,060)
Interest received		875	8,660
Net cash provided by/(used in) operating activities	12	635,106	(135,400)
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payments for property, plant and equipment		(21,803)	(3,243)
Payment for term deposits		(300,000)	-
Proceeds from term deposits		-	359,480
Net cash provided by/(used in) investing activities		(321,803)	356,237
Net increase/(decrease) in cash and cash equivalents held		313,303	220,837
Cash and cash equivalents at beginning of year		511,041	290,204
Cash and cash equivalents at end of financial year	5	824,344	511,041

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2021

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 2021 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 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.

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2021

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. Currently all of the Association's financial assets are measured at amortised cost.

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on 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.

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.

4 Revenue

	2021	2020
	\$	\$
Government grants and subsidies	1,654,543	1,195,282
MCC grants and subsidies	531,919	404,761
Donations, fundraising and other funding	372,811	408,950
Opportunity shops and other sales	605,630	668,677
Interest income	875	8,660
Counselling and client fee income	66,888	45,208
Other income	8,682	34,477
COVID-19 Government assistance	670,650	375,500
	3,911,998	3,141,515

5 Cash and Cash Equivalents

	2021	2020
	\$	\$
Cash at bank	823,486	510,183
Cash on hand	858	858
	824,344	511,041

6 Trade and Other Receivables

	2021	2020
	\$	\$
Trade debtors	9,246	43,349
Security deposits	99,542	100,806
Other receivables	12,251	139,978
	121,039	284,133

7 Property, plant and equipment

	2021	2020
	\$	\$
Motor vehicles		
At cost	198,163	198,163
Accumulated depreciation	(184,492)	(172,069)
Total motor vehicles	13,671	26,094
Office equipment		
At cost	114,897	107,682
Accumulated depreciation	(105,652)	(104,169)
Total office equipment	9,245	3,513
Computer equipment		
At cost	192,580	177,990
Accumulated depreciation	(141,548)	(128,206)
Total computer equipment	51,032	49,784
Opportunity shop assets		
At cost	17,789	17,789
Accumulated depreciation	(17,304)	(16,801)
Total opportunity shop assets	485	988
Total property, plant and equipment	74,433	80,379

8 Trade and Other Payables

	2021	2020
	\$	\$
Trade payables	1,100	197
Accruals	30,845	17,851
Other payables	75,804	105,735
	107,749	123,783

9 Employee Benefits

(a) Current liabilities

	2021	2020
	\$	\$
Annual leave	135,099	109,037
Long service leave	66,647	142,192
	201,746	251,229

(b) Non-current liabilities

Long service leave	16,040	22,290
	16,040	22,290

10 Auditors' Remuneration

Remuneration of auditors for the following services:

	2021	2020
	\$	\$
RDL Accountants		
- External audit services	8,250	8,000
- Assistance with preparation of financial statements	950	900
- General consulting	1,055	-
HDAA Australia Pty Ltd		
- Internal audit services	5,866	5,711
Total	16,121	14,611

11 Related Parties

There were no transactions to or from related parties at the current and previous reporting dates.

12 Cash Flow Information

Reconciliation of net (deficit)/surplus for the year to cash flows from operating activities

	2021	2020
	\$	\$
Net (deficit)/surplus attributable to members	323,397	(60,906)
Non-cash flows in profit:		
- depreciation	27,749	27,691
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	163,094	(206,268)
- (increase)/decrease in prepayments	34,923	(37,051)
- increase/(decrease) in income in advance	157,710	136,413
- increase/(decrease) in trade and other payables	(16,034)	24,988
- increase/(decrease) in employee benefits	(55,733)	(20,267)
Cash flows from operating activities	635,106	(135,400)

13 Events Occurring After the Reporting Date

Since the end of the financial year, five out of seven of the Association's Opportunity Shops have been permanently closed, following an evaluation of the feasibility of the programme. This evaluation was considered necessary, in order to curtail the continuing losses associated with incurring fixed operational costs such as rental and salaries, whilst sales revenue was essentially absent as a result of the extended Melbourne metropolitan lockdown.

Otherwise, 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

14 COVID-19 Event

The pandemic and its ongoing impact has required the Association to review its plans, expectations and finances constantly. 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 enabled the entity to retain staff and continue to deliver services to clients by various means, including contactless and telehealth delivery. The impact of the pandemic and a curtailing of this financial assistance during 2021 has posed severe challenges to the Association.

As a result of COVID-19, the government imposed restrictions necessitated the closure of the Association's Opportunity Shops for a substantial part of 2020 and 2021, with significant loss of revenue while continuing to bear fixed operational costs. This has prompted an evaluation of the feasibility of the programme.

The Board and Management remain vigilant and proactive in continuing to monitor the impact of COVID-19 on the Association's operations and financial position.

15 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 2021 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*.



Board Chair
Andrew Asten



Treasurer
Brian Tooth

Dated this 12th day of October 2021

INDEPENDENT AUDITOR'S REPORT



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

Report on the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Doncaster Community Care and Counselling Centre Inc (the company), which comprises the statement of financial position as at 30 June 2021, 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 committees' declaration.

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

- giving a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the year ended on that date; and
- complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the *Australian and Not-for-profits Commission Act Regulation 2013*.

Basis for Opinion

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

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

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

Emphasis of Matter - Basis of Accounting

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

Responsibilities of Directors for the Financial Report

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

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

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

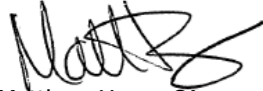
Auditor's Responsibility for the Audit of the Financial Report

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

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

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

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


 Matthew Hung, CA
 rdl.accountants
 12 October 2021
 Blackburn, Victoria

THERE ARE MANY WAYS YOU CAN SUPPORT DONCARE:

Volunteer

Do something that your future self will thank you for.

Doncare is recruiting counselling volunteers; mentors to support women in recovery from family violence in the DAWN program; retail assistants in the opportunity shops; volunteer visitors in the Community Visitors Scheme and volunteers in the Social Support for Seniors program. For more information call Doncare on 9856 1500 or visit www.doncare.org.au.

Donate

We gratefully accept donations in many forms:

- make a secure financial donation online at www.doncare.org.au/donate

- workplace giving
- 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

We encourage you to embrace the festive cheer to help families doing it tough at Christmas time. You can give to children less fortunate by donating gifts or vouchers at Doncare's Wishing Trees.

You can initiate a toy or food drive in your school or church community.

Donated gifts form part of Doncare's pop up Christmas shop to give families experiencing hardship the opportunity to choose toys for their children for Christmas.

Leave a Legacy

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

Dorothy Rose Fund

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



OP SHOP LOCATIONS

MITCHAM

538 - 540 Whitehorse Road,
Mitcham

TEL: 9856 1500

OPEN:

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

SAT: 9:30am - 4:30pm

TEMPLESTOWE VILLAGE

126A (Rear) James Street,
Templestowe

TEL: 9856 1500

OPEN:

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

SAT: 10:00am - 12.30pm



Op Shop online at www.doncare.org.au
or visit our eBay store
[#doncareopshop](https://www.ebay.com.au/str/doncareopshop)

FOLLOW US ON:



ebay

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

www.doncare.org.au