

ANNUAL REPORT 2022



TABLE OF CONTENTS

About Doncare	3
Chair of the Board	4
CEO's Report	5
Treasurer's Report	6
A Message from our Patron	7
Strategic Plan 2022-2025	8
Op Shops	12
Family Violence Recovery	14
My Mentor and Me	16
Family Services	18
Counselling	19
Keeping Seniors Connected	20
Emergency Relief and Case Management	22
National Volunteer Week	24
Doncare Honour Roll	26
Our Volunteers	27
For the Community, By the Community	28
Partnerships Empowering the Community	29
Financial Statements	31
Op Shop Locations	Back Cover

ABOUT doncare

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

In response to the diverse, persistent and emerging health issues that impact the health, prosperity and well-being of society, Doncare provides services that build self-efficacy to improve prosperity, access to education and health and well-being outcomes.

Doncare provides low-cost or free support to effectively remedy the impacts of financial instability, food insecurity, inequity, family violence and social isolation.

We deliver high quality, person-centred, strength based individually tailored services. This includes flexible and innovative solutions to support families and individuals of all ages through the provision of Counselling, Emergency Relief, Case Management, Family Violence Recovery Services, Family Services and Social Support for Seniors.

Doncare receives funding from Local, State and Federal governments to operate some of its programs and utilises the revenue of its two opportunity shops and the support of private donations, philanthropic trusts and the community sector.

PROGRAM SNAPSHOT:

Counselling Doncare offers trauma-informed, recovery-oriented, culturally safe and responsive counselling to children, adolescents and adults. Doncare offers low-cost counselling to assist people to access support where financial circumstances prevent them from engaging with private psychology and counselling. Doncare's services are provided by volunteer counsellors, psychologists and Master of Counselling students.

Information and Emergency Relief Community Support Workers provide financial and material assistance to families experiencing emotional or economic 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 east 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 2021-2022.

CHAIR OF THE BOARD

Andrew Asten, Chair



Doncare plays an essential role in Manningham and surrounds, supporting people who are going through a tough time and in need of counselling, practical assistance, advocacy 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 purpose driven organisation, Doncare is uniquely placed to meet needs in Melbourne's east which would otherwise likely go unmet. This year has been a further year of extra challenge due to COVID-19 and its ongoing impact for our clients, volunteers, staff, offices and op shops.

We have seen a significant increase in the extent of community need for our emergency and food relief, counselling and mental health services. We have also, like many organisations, had to work through a new degree of pressure on our team of staff and volunteers due to the ongoing COVID-19 and influenza waves in Melbourne.

Through it all our staff and volunteers have done a wonderful job, adapting our services to meet community needs, being open and welcoming and looking for opportunities to keep innovating, evolving and growing the services we provide to the community. On behalf of the Board, I can't thank them enough for the extraordinary effort they have all put in this year.

Financially the year was a difficult one, as expected – after the JobKeeper program ceased Doncare was largely ineligible for the other government assistance provided to meet the gap and the ongoing lockdowns continued to mean that our op shops ran a sizeable deficit. Going forward, however, Doncare has a smaller op-shop network which is now performing well and a range of other operational efficiencies have been implemented. These changes stand Doncare in good stead for the coming years.

I would specifically like to thank and acknowledge the support of the many individuals and organisations that support Doncare's work and without whom none of our services would be possible. I acknowledge Manningham City Council, Liz and Anthony Phillips and Bendigo Bank who have continued to provide essential and unwavering support for Doncare's work over the past year. We would not have been able to maintain Doncare's provision of 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 many of our programs.

I'm greatly encouraged by the recent commencement of Ellen Matusko as Doncare's CEO. Ellen brings to Doncare a depth of executive experience and strategic thinking that will be incredibly valuable, together with a terrific heart for Doncare's work, our participants and the community which Doncare serves. The Board and I are looking forward to working closely with Ellen in the months and years ahead to shape Doncare's next chapter.

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.

CEO'S REPORT

Ellen Matusko, Chief Executive Officer

In my very short time in the CEO role this year I learnt:

If you are hungry, Doncare will feed you

If you are hurting, Doncare will wrap its arms around you

If you are cold, we will help keep you warm

If you are hot, we will help keep you cool

If you need an ear, we will listen

If you are lonely, we will find you company

If your family needs a lifeline, Doncare will provide it to you

If you are happy, we are happy

As we transition to some kind of new 'normal' after more than two years of COVID, Doncare continues to provide outstanding community and counselling services. For a small organisation, we deliver a wide range of services to enhance the wellbeing and resilience of local adults and children.

This year we saw a 63% increase in emergency relief appointments. This significant rise is partly due to increasing food and energy prices. According to the World Health Organisation, record high food prices are driving people into poverty more than ever before. In Victoria, 40% of renters are experiencing energy hardship - that is, they don't have the resources to adequately stay warm in winter or cool in summer.

Researchers have discovered that income, social relationships and philanthropy can all have an impact on happiness. Not surprisingly, household income is positively related to happiness. Studies also suggest that money continues to be a determining factor of happiness as income rises, but it becomes less relevant than other factors like health and family. Many people who attend Doncare are health care card holders or low-income earners. Add to this the findings that overall happiness levels declined during Australia's extended lockdown periods and you start to see a picture of the burden being experienced by the community.

There is now a kind of reawakening or blossoming that needs to occur. Our path and future post-COVID has been forged by our resilience and need to adapt to a forever-changing landscape. Unfortunately, towards the end of the financial year, we had to say farewell to a number of staff whose contracts had come to an end or whose positions could not be replaced due to financial constraints. The closure of our much-loved op shops continues to impact on our operational activity, but the silver lining is that our volunteer numbers have slowly started to increase again. We currently have 157 active volunteers, of whom 70 volunteer as Retail Assistants. As our volunteers have returned, so have our Social Support programs that reach the older and isolated members of our community. The walking groups, Cafe Club and Community Visitors Program are all back and running.

Our children and youth counselling services saw a 200% increase in appointments. With support from our partners, Doncare is investing in increased services to respond to demand.

For many years Doncare has been supported enormously by Manningham City Council, State and Federal Government, the Bendigo Bank and a long list of community organisations such as local Rotary Clubs, CareNet and the Phillips Foundation. I thank all of our funding bodies, partners, donors, sponsors and of course, our volunteers for their ongoing generosity.



Manningham is a community like no other. There are more people with awards for contributions to community and thousands of volunteers who make living in Manningham a privilege. Doncare was delighted that Manningham City Council has renamed the Manningham Civic Volunteer of the Year Award in honour of Doncare's former CEO, the late Doreen Stoves AM PSM JP. Doreen left a tireless legacy at Doncare and continues to be greatly missed by all who knew her. This honour embeds Doreen in the history of volunteering in Manningham and at Doncare.

My utmost appreciation goes to the staff who have worked alongside me whilst tough decisions needed to be made so early in my tenure to ensure the organisation's ongoing sustainability. Your willingness to take on more and work as a team speaks volumes for the workplace culture at Doncare. Finally, thank you to the Board for their active support and entrusting me with the leadership of this wonderful organisation.





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 2022.

Doncare experienced a year of significant financial and operational challenges as the pandemic continued to have a major impact on the organisation. In previous years, various government COVID-19 funding (such as JobKeeper) softened the impact of the pandemic. However, this year Doncare was adversely exposed with the termination of this government support.

In the past, Doncare's opportunity shops generated a substantial income to support service delivery, whilst building a strong local community of volunteers. This year, the op shops struggled due to the high COVID-19 case numbers and trading restrictions. This resulted in inconsistent foot traffic, sales revenue and reduced volunteer numbers, which increased the financial and operational risks associated with the op shops considerably.

Given these factors, coupled with the uncertainty of the ongoing effects and duration of the pandemic, the Board made the difficult but important decision to manage these risks by shrinking the op shop footprint, exiting from all shops except Mitcham and Templestowe Village. The exit costs and risks to Doncare were generally minimised or offset, partially aided by the ready availability of new tenants.

With these major changes in funding sources, Doncare has sharpened its focus on its financial position. Like most charities, it faces the challenge of balancing its goals to support those most in need while ensuring its own financial sustainability. Doncare has taken steps to reduce its cost base to avoid further deficits in future years. Activities that generate net operating revenues will continue to be a priority, as these assist Doncare to deliver critical services which require ongoing financial support.

We would like to thank all our donors, sponsors and partners for their financial contribution to Doncare. The Manningham City Council and Federal and State Governments remain as Doncare's most significant source of income, funding several Doncare programs and services. Doncare also continues to receive financial and other support from the local Manningham community through Bendigo Bank (Doncaster East and Templestowe Village Community Bank branches). Whilst the Phillips Foundation has changed its focus and ceased providing grants to Doncare, we are grateful for their partnership over the last few years.

Finally, I wanted to acknowledge that after many years of dedicated service, Brian Tooth stepped down this year from the Board and his role as Treasurer. Brian commenced volunteering with Doncare in 2015. On behalf of the Board and the entire Doncare community, I'd like to thank Brian for his wonderful contribution, guidance and leadership.

Esther Wan
Treasurer

As I wrote my message for the annual report last year, I had no idea that more extended lockdowns were yet to come and many more months seeing frontline services both overwhelmed and stretched to breaking point.

A MESSAGE FROM OUR PATRON

Dr Rosie Batty AO

Being able to respond to clients at risk was a constant test and a professional challenge with too many organisations seeing their workforce struggle with exhaustion and burnout.

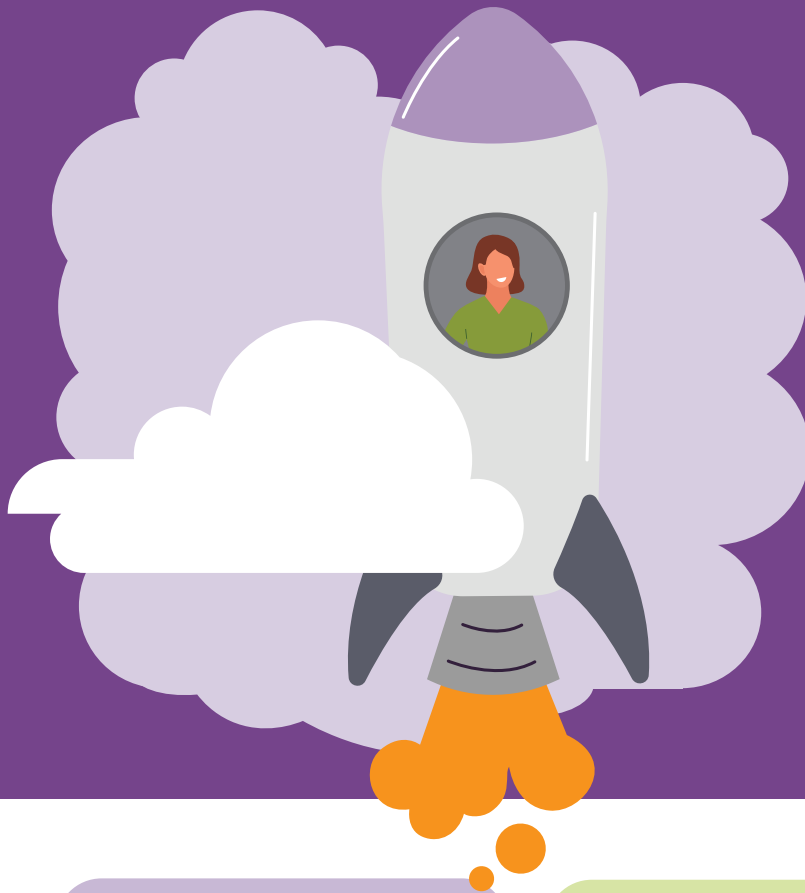
Doncare was no exception. Staff have been required to do the extraordinary and have risen to these challenges with grit, courage and loyalty to their clients which has been exceptional. Being Patron for Doncare fills me with pride and the critical work that they do continues to inspire and motivate me in my advocacy as we push forward together to stop violence towards women and children.

Earlier in the year, I was thrilled to finally be able to re-visit Doncare's office and meet their dedicated team of frontline workers. Communicating through a computer screen has been something we've all had to adapt to over the past 2 years, but it certainly doesn't replace face-to-face contact. It was lovely to see familiar faces and to meet new ones. Doreen's absence was keenly felt and it was special to everyone present to be able to acknowledge the loss that we collectively felt for her. She will continue to be missed by the Doncare community in so many ways. She was one of a kind!

I was also delighted to attend Doncare's luncheon at the Manningham Function Centre in May to help celebrate their fabulous volunteers. What a special occasion it was! I was astonished at just how many volunteers there are and to learn that many have been volunteering for decades. Their commitment and contribution are truly remarkable.

I look forward to many more opportunities to join the Doncare team now that COVID restrictions have eased and continue to support the vital work that they do in the year ahead. As COVID continues to have a significant impact on our lives, particularly those facing hardship and the ongoing impacts of family violence, the critical work that Doncare does in the local community is needed now more than ever. It seems unrelenting and at times overwhelming but under the leadership and expertise of Ellen, as the recently appointed CEO, this very special organisation will continue to shine and deliver these essential services as they always have.





STRATEGIC PLAN 2022-2025

OUR VISION



A COMMUNITY WHERE
ALL PEOPLE LEAD
A DIGNIFIED LIFE
AND FULFILL THEIR
POTENTIAL.

OUR PURPOSE



To create transformational change for our community through providing holistic, person centred services which positively impact individual and collective health and wellbeing outcomes.

We will continue to build on over 50 years of history supporting the community across all life stages through a dedicated team of staff, volunteers and students.



OUR CORE VALUES

The following core values underpin and guide our culture, our practice and our decision making.

Equity

We provide accessible and inclusive services which recognise the inherent dignity and human rights of every person.

Respect

We honour people's beliefs, values, diversity and rights.

Self Determination

We champion and promote opportunities that enhance people's freedom and capacity to fulfill their social, cultural and economic needs.

Empowerment

We provide resources and guidance to enable people to build their capacity and resilience to respond to life's opportunities and challenges.

Generosity of Spirit

We are committed to fostering connections and celebrating humanity through empathy, kindness and compassion.

Innovation

The needs of our community are often complex and constantly evolving. We are committed to leading edge practice and investing in innovation to ensure our services are as impactful as possible.



OUR STRATEGY

Our talented team of staff, volunteers and students provide a range of carefully developed, targeted services to the community with respect, skill and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence-based and innovative programs.

We identify emerging trends and work with the community to develop, implement and improve a range of programs that respond to the diverse, persistent and emerging challenges that impact our community.

Our work contributes to Australia's efforts to achieve the United Nations' Sustainable Development Goals.



OUR PILLARS

Our pillars define our priorities. Through these pillars we endeavor to engage our people and our community in the co design of innovative programs, building capacity to shape and achieve an equitable, fulfilling and joyful future.



OUR PEOPLE

- Culture
- Capacity Building

OUR COMMUNITY

- Participants
- Partnerships

OUR FUTURE

- Sustainability
- Growth

STRATEGIC PLAN

2022-2025

OUR PEOPLE

Culture

We promote a thriving, positive culture where our people are engaged, dedicated and fulfilled by their work. We pride ourselves on transparent communication to create a solid foundation and a shared vision.

- we are an organisation where people want to be involved, whether as a staff member, student or volunteer
- we attract and recruit highly skilled candidates who align with our organisational values
- our organisational culture and capability are reflected in high levels of staff wellbeing and retention

Capacity Building

We provide comprehensive and tailored learning and development opportunities, empowering and building the capacity of our people, resulting in clear pathways for career growth. We lead strategically informed organisational transformation and change management processes.

- we are recognised as a dynamic organisation with a strong reputation for developing and nurturing our people to achieve satisfaction in their work
- we recognise the importance of investing in growth and development opportunities at an individual, team and organisational level
- we recognise and enhance individual talent and aspirations through the provision of opportunities which supports succession planning

OUR COMMUNITY

Participants

We are committed to inclusive practices and services for all individuals, children and families including the following communities: First Nation, culturally and linguistically diverse backgrounds, lived experience of disability and LGBTIQ+. We continue to deliver a range of responsive and innovative programs to meet the diverse needs of our participants aligned with policy directions and informed by evidence based practice and research.

- we are recognised for our unique response to supporting a participant's journey at an individual and collective level which enables positive outcomes for whole of community wellbeing
- we are considered experts in the design and delivery of integrated and holistic approaches when working with individuals, couples, children, young people and families
- our work is participant centred, informed by best practice and underpinned by both sustainable impact and outcome

Partnerships

We prioritise the establishment and strengthening of collaborative partnerships that best equip us to collectively meet the needs of our community.

- we work collaboratively with all levels of government, other community services organisations and local businesses, to serve our community
- we have a comprehensive understanding of our key stakeholders and clearly communicate our value proposition and the benefit of our services to the community

OUR FUTURE

Growth and Sustainability

We will continue to diversify the range of services we provide and pursue a financially sustainable growth strategy which continues to support our people and our community.

- we continue to diversify our income streams to ensure financial stability and security
- we contribute to and influence the community services sector due to our development and implementation of innovative, evidence based service models
- we proactively pursue and create opportunities, internally and externally, that respond to gaps in service delivery for the community

Governance

Guided by our Vision and Purpose, we engage in ongoing critical reflection to improve our decision making and inform the mechanisms under which we operate.

- our governance and management structures, systems, policies, procedures and practice provides strategic and operational direction, ensures objectives are achieved, risks are managed and resources are used responsibly and with accountability





OP SHOPS

Martine Corbett

Manager, Marketing, Communications and Business Development

AT THE END OF THE 2018 FINANCIAL YEAR, DONCARE'S OP SHOPS HAD ACHIEVED OVER ONE MILLION DOLLARS IN REVENUE AND THE PROGRAM'S OPERATIONAL COSTS WERE IN LINE WITH THE LIKES OF VINNIES AT 66%.



Fast forward to 2020 and ongoing COVID restrictions continued to force the temporary closure of both non-discretionary and discretionary retailers across Melbourne. By the end of the financial year, the op shop program's operational expenses outweighed revenue by 120%. Between July and September of 2021, Doncare's seven op shops opened for trade for only nine days and operational costs exceeded income by 274%. The financial instability of the op shop program subsequently placed Doncare's core service delivery at risk with the huge reduction in revenue placing the organisation in an extremely vulnerable position.

In October, the Board made the difficult decision to permanently close five stores. This was primarily dictated by the status of lease agreements and the re-development of North Blackburn Square. As Doncare's highest performing op shop from a revenue perspective, it was a huge blow.

In contrast to Vinnies and Salvos Stores who operate their stores with paid Retail Managers and Cluster Managers, Doncare operated on centralised decision making, rather than the traditional system where store managers make decisions regarding pricing, merchandising and promotion.

OP SHOPS continued

As wages accounted for 40% of the program's operational costs, the restructure of the op shop program necessitated a review of the staffing framework. Sadly, this resulted in the loss of the Program Manager and the Coordinator or Retail Business Development and Projects. I want to acknowledge the enormous hard work, tenacity, creativity, determination and dedication of Jen McMahon and Maria Obregon during an extremely challenging period. Jen and the team worked tirelessly to sustain operations during the pandemic.

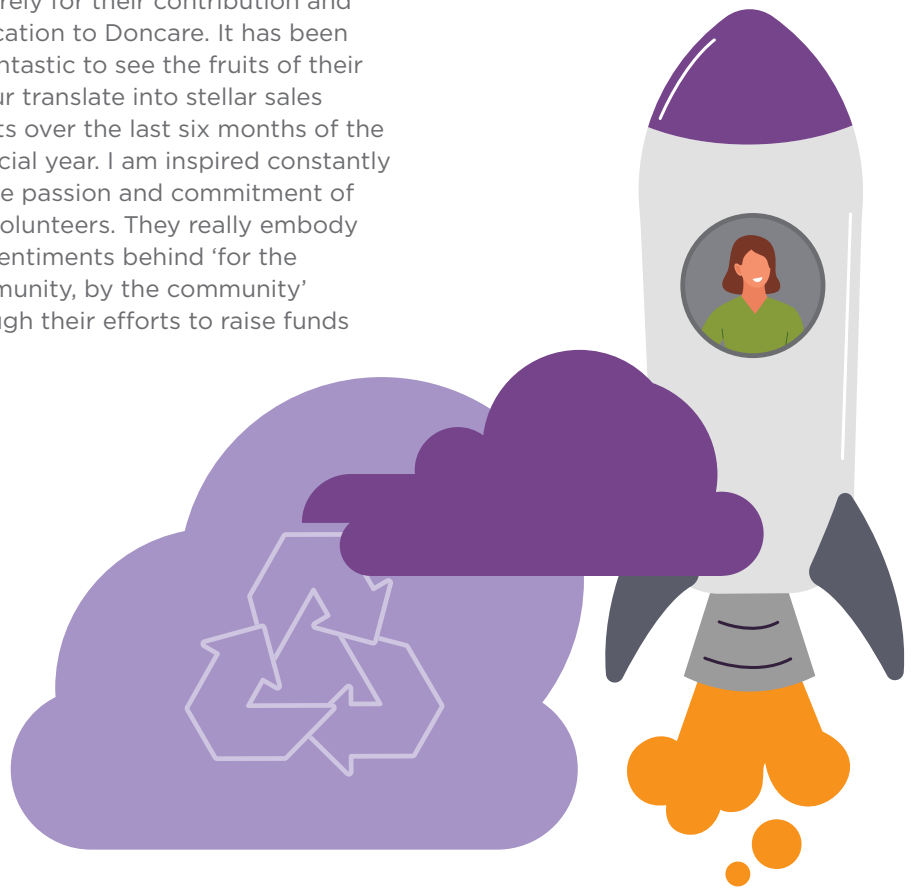
Sabrina Sekerovski was appointed Retail Manager of the Templestowe Village and Mitcham locations and Andrew Nymeyer remained with us as Warehouse Operator. It was a colossal undertaking to rebuild the op shops and manage the relocation of the volunteers following the permanent closure of the five stores. I sing my highest praises to Sabrina for approaching this with enthusiasm and sensitivity. She has won the respect of the volunteers, improved productivity, created a sales compulsive environment with her stunning visual merchandising and transformed Doncare's op shops by reimagining our retail atmospherics.

Together with our wonderful Volunteer Engagement Coordinator, Lisa Williams, Sabrina engaged and supported our volunteers as we transitioned them to digital platforms at point of sale as well as the introduction of new stock inventory processes and pricing.

I want to thank Sabrina, Andrew and all of our wonderful volunteers sincerely for their contribution and dedication to Doncare. It has been so fantastic to see the fruits of their labour translate into stellar sales results over the last six months of the financial year. I am inspired constantly by the passion and commitment of our volunteers. They really embody the sentiments behind 'for the community, by the community' through their efforts to raise funds

to improve the health and wellbeing of our community's most vulnerable families.

Finally, I would like to congratulate John Skofic who was announced Volunteer of the Year at our National Volunteer Week function in May. John's personal qualities make him a worthy recipient for this prestigious award.



FAMILY VIOLENCE RECOVERY



“The DAWN program is a unique and essential part of the family violence therapeutic recovery system in the Eastern Metropolitan Region. The key theme that came from the Regional Family Violence Partnership consultation with victim survivor advocates in May 2022 was the need for victims to have someone to walk alongside them. DAWN is the only program that offers this over an extended period. The pairing of mentors with survivors creates a unique relationship that is responsive to the specific needs of the survivor. I have seen firsthand how this social relationship can decrease isolation, provide support and friendship – mentors truly walk alongside the survivor”

Christine Robinson, principal strategic advisor of the Regional Family Violence Partnership

DAWN continues to provide women with an increased sense of confidence, agency and autonomy as they navigate the family violence recovery journey. In 2022, Doncare supported women ranging in age from 31 - 73 years. The program has enabled participants to return to study and paid employment, secure private housing, access a range of support services including specialist family violence counselling and increase connection to their local community. Participant feedback and outcome measurement tools reflect that the DAWN program assists women to heal emotionally from the trauma they have experienced and to regain a sense of self-worth and value, to reintegrate into the community and to achieve their personal-growth goals.

DAWN program coordinators and volunteer mentors walk alongside women in their recovery journey for a period of 12-24 months. The program aims to combat feelings of shame, loss, anxiety and isolation that are commonly felt by women who are victim survivors of family violence. These feelings are enhanced when the participant experiences aspects of intersectionality. For example, new migrant, English is not the participant's first language, disability or cultural barriers.

Manningham City Council has funded DAWN since the program's inception. Since 2019, the Ian Potter Foundation (IPF) has provided additional funding to support women living in Banyule, Boroondara, Knox, Maroondah, Monash and Whitehorse. The IPF funding has highlighted that service provision across a number of LGAs provides a greater economy of scale, as demand from a cluster of LGAs benefits a greater number of women and makes targets more achievable.

Since 2018, external agencies account for 67% of the referrals. This year, of the 30 new referrals, 19 women were matched with mentors. At all points of the referral process, the coordinators collaborate and work through any potential issues and evaluate risks that may emerge due to the individual's circumstances, to ensure appropriate and successful matches. Ongoing lockdowns also impacted on our capacity to match clients with mentors, hence the reduced number of matches.

A significant part of the coordinator's role is recruiting, training, onboarding, matching and supervising mentors. Since January 2020, the coordinators have recruited and trained 34 new mentors

and maintained good working relationships with an additional 14 existing mentors. Interagency collaboration with Child Protection practitioners, Family Services practitioners, Eastern Housing workers, the MCC FV Applicant Worker at Ringwood Magistrates Court, EDVOS, CityLife and Refuge Victoria complement the holistic approach to supporting women in the DAWN program.

The 2021 Crime Statistics Agency (CSA) reports a 12.3% increase in Family Violence incidents in Whitehorse and a 19.8% increase in Manningham, compared to the 5.9% state average. Following the Royal Commission into Family Violence, State government funding has been generous, however, there is more work to be done in the long-term recovery space. Victim Survivor Advocates have emphasized that recovering from family violence is not a sequential or homogenous process and therapeutic support requires tailoring to the unique needs and experiences of each victim survivor. The CSA data demonstrates a significant spike in family violence so investment in DAWN is now more critical than ever before.



FAMILY VIOLENCE THERAPEUTIC RECOVERY GROUPS



Doncare partners with Anglicare Victoria to provide Family Violence Therapeutic Recovery Groups to women and children in recovery from family violence.

The objective of the CAREing Connections peer support group is to provide a safe, supportive space for participants to connect and experience collective empowerment in a group setting. The power of validation is important in the healing process, so providing participants the opportunity to share their experiences, fortifies a survivor's self-identity and reinstates their voice. By developing and deepening mutual relationships in an empathetic, non-judgmental environment, participants rebuild their self-esteem, increase coping mechanisms and create new stories of strength, resilience and recovery.

It has created new connections and is giving me an opportunity to openly talk about what has happened and is happening in my life to other women who get it. It has effectively provided me with a safe space to disclose information and problem solve issues with people who understand the complexities of family violence.

The Women's Re:SPECT program, YouMatter and S.T.A.R Kids groups utilise visual arts, journaling and mindfulness for self-expression to explore themes relating to emotions, values and identity.

"Participating in RE:Spect has highlighted how incredibly strong women have to be to leave family violence. The trauma of living with family violence is significant, however the recovery process is incredibly challenging"

S.T.A.R Kids is a 6-week art therapy group for kids in grades 4, 5 and 6, who have experienced or witnessed family violence. Making art can help us to tell our stories and make sense of our experiences. Plus, it is a fun creative way to get to know ourselves better as well as others in the group. Helping us to appreciate who we are, our special talents and gifts and to see these gifts in others too.

- ✓ *I learned that some people are in the same situation as me*
- ✓ *I am not hopeless*
- ✓ *I made new friends*
- ✓ *I learned how to calm down when sad and angry*
- ✓ *I learned that others are kind and fun*
- ✓ *It improved how much I share my thoughts*



Doncare would like to acknowledge the support of Anglicare Victoria in partnering with us to deliver this service.



COERCIVE CONTROL IS LIKE A TANGLED WEB OF POWER THAT AFFECTS HOW YOU THINK AND BEHAVE LONG AFTER YOU LEAVE.

MY MENTOR AND ME

JILL'S STORY

The trauma that family violence inflicts on the individual and those around them is complex. The experience of trauma is as unique as the person who is living with it.

For me, coercive control depleted my self-worth, trust, identity and social connections. Coercive control is like a tangled web of power that affects how you think and behave long after you leave. The DAWN program provided me with emotional safety and connection. I didn't want to join the program originally. I joined as I was working remotely, had relocated my family away from my small social network and was incredibly lonely and felt lost without a purpose.

On reflection, my hesitancy to join the program was my subconsciousness telling me that I wasn't worthy of another person's time.

I believe in post-traumatic growth. The DAWN program and Amber, my mentor, have played such a pivotal role in my family's ongoing healing journey. Amber has brought joy and laughter back into my life and has helped me to feel connected to the community. A key strength of the DAWN program is that it sees each woman as an individual. The focus is on the woman and on creating a meaningful connection with another woman, not on the circumstances that have made them access family violence services.

I describe Amber as my safe place. She provides me a space where I always feel listened to and heard. When my brain perceives the stress in my life as a danger and tells me to run, Amber is there, calmly telling me that this feeling will pass. When my brain, heart and my body are telling me that this new life is far harder than I had envisaged Amber is there. She is there telling me that things are hard, but I am strong and can draw on my inner strengths like I have done many times before. When my brain, heart and body are connected and are at peace Amber is there laughing with me. Amber has taught me the importance of true friendship.

She has taught me that relationships are based on mutual respect and are not bought with money. She has taught me to be open, when I receive an abusive text, I can show her, speak to it and process my emotions without feeling shame.

Through her actions, I have learnt how boundaries can be gently implemented into everyday life. This can be as simple as buying your own coffee when going out for lunch or taking time to respond to a friend's text when you perceive they need something. My family unit and I are stronger from having been part of the DAWN program and we will forever be grateful for having Amber in our life.

A DAWN MENTOR'S REFLECTION

Volunteering has been my secret spiritual practice, the sane ground that gave me a sense of meaning and purpose beyond my family.

I have lived across four countries and relocated several times with a family of three kids. Volunteering has been my secret spiritual practice, the sane ground that gave me a sense of meaning and purpose beyond my family. It has served me well. Initially I thought I was doing it for others, but it turns out that it enriches my life in more ways than I could have imagined. In 2019, when I moved from Singapore, feeling dislocated and a bit lost, I googled "Volunteering opportunities near me" and the universe connected me to Doncare. Looking back, I can connect the dots. One week later, I was interviewed by Freya and became a DAWN mentor after training.

What have you observed over the time you have been walking along side Jill?

Jill is a beautiful human being, who has experienced horrible abuse over many years at the hands of someone who promised to keep her safe and miserably failed to keep that promise.

Family violence shatters those who love deeply and so I have seen the pieces of a shattered woman come together one by one. I have seen Jill assure and reassure herself that she never deserved it. That her children deserve better and she has taken the right steps in making sure she moves closer to her goal, one step at a time.

Jill is an exceptionally funny, witty and intelligent woman, who has taken her place on the landscape of life, even if it feels like it's slipping away most of the days.

What is the most rewarding aspect of mentoring Jill?

To be a part of an extraordinary journey into her sheer human strength, resilience and vulnerability. Holding space for her grief, loss, breakdowns and watching her emerge to rise up to the challenge of being the safe parent she has decided to be, is nothing less than witnessing the miracle of feminine power.



Family Services continued to have a significant impact on families, supporting parents to best meet the needs of their children. Over the last year, our Family Services team worked with 65 families, including 124 children and the Intensive Family Services Workers supported 7 families, including 22 children.



FAMILY SERVICES

Daniela Pepe *Manager, Funded Services*

We have seen families who have had babies over the last three years experience high levels of social isolation, with lockdowns preventing involvement in new parents' groups and playgroups, which have impacted parents' confidence and wellbeing.

Despite good outcomes and positive feedback from fathers, ongoing funding for the Father-focused Family Services Worker could not be secured and this position ended in January 2022.

With the opening of The Orange Door in September 2021, there has been a consistent influx of referrals to Family Services which has at times been challenging to meet, as Family Services staff and families continue to be affected by **COVID-19**, causing many appointments to be delayed or postponed. Of the families we supported, 63% of women and children are known to have been victim-survivors of **family violence**, with all the adverse impacts that has, including financial.

English is a second or third language for 60% of the primary clients with whom we worked, which can impact their confidence in accessing services that do not provide interpreters or information in their own language. It is something that they worry about when we end our involvement as they value the advocacy we provide with a bilingual worker.

Many families have **difficulty accessing services** due to refugee or asylum seeker status. Visas make them ineligible for any income support, including the childcare subsidy, Medicare and NDIS and some do not have working rights. When families have no regular income at all, workers have had their work cut out linking families with Doncare's Emergency Relief Program and other food banks, as well as helping them get some money through the Red Cross and the Migrant Information Centre.

Family Services continue to engage families who have difficulty accessing mental health services. It is much harder for those who do not qualify for NDIS and for whom attending appointments regularly can be very difficult, largely due to their poor mental health.

Flexible Support Packages funded by the Department of Families, Fairness and Housing are being used increasingly by Doncare and other Family Service agencies to pay for medical appointments e.g. with paediatricians and for assessments of children, including for Autism Spectrum Disorder and ADHD, as there are long delays in receiving this service through the public health system. The assessments can cost over \$2,000 but are vital in getting children the support they need as early as possible.

A TESTAMENT TO THE MOTHER'S RESILIENCE, INITIATIVE AND STRENGTH

You may recall Arianna's story which we highlighted in last year's Annual Report. Her husband had fled back overseas after perpetrating violence, leaving her in a position where she couldn't even buy bread to make lunches for her children to take to school. Doncare's Family Services Worker applied for financial assistance through different organisations to help her support her family. Arianna was linked into local food banks and funding was secured so that she could attend English classes for 12 months.

Arianna gained the confidence to volunteer her time at a childcare centre each week to help improve her English.

We are so pleased to share that Arianna has now qualified as a childcare educator and obtained part-time employment, has obtained her Learner's Permit and, after being referred to the Child Support Agency, is now receiving child support. Unfortunately, she and her two children are still waiting for suitable housing. Since January, they have been staying in emergency accommodation, which consists of one room.

COUNSELLING

Deborah de Rossi Director, Community Impact & Innovation

Doncare's Counselling program provides professional therapeutic support to individuals, children, young people and families. We delivered 2,228 counselling sessions to 213 adults and 645 appointments to 51 children and young people. 58 women and children accessed 423 specialist family violence counselling appointments.

Support for participants varied depending on need and included short-term counselling, crisis intervention and long-term counselling for more complex or chronic situations. Doncare's counselling program enabled participants to develop a series of strategies to manage their emotional, physical and cognitive trauma response as a result of depression, anxiety, physical, sexual and emotional abuse, parenting, relationships, grief and loss and family violence.

The program was delivered by paid provisional counsellors and psychologists, volunteer established counsellors together with Master of Counselling students on placement under the leadership of a team of experienced clinical supervisors. The program provided excellent learning opportunities and hands on experience for the students as well as increased our capacity to respond to community needs.

Family violence, trauma, anxiety and low mood continue to present as the overarching issue for participants throughout the counselling program. There is a substantial increase in complexity of presenting issues, particularly in children and young people; for example, children with a diagnosis of autism spectrum disorder (ASD) are also presenting with anxiety. Additionally, young people are increasingly presenting with gender identity issues or eating disorders, compounded by additional areas of concern.

Doncare's data demonstrates a 40.8% increase in demand for child and youth counselling services. The waiting list for adults was between three to six weeks and demand for counselling for children and young people continued to be oversubscribed with significant waiting lists for up to three months.



"Challenging behaviour is persistent behaviour that causes difficulties and limits a person's ability to have a good life. It's called 'challenging' because it challenges everyone who supports the person to understand why it is happening and to work together to find a solution."

Doncare's Positive Behaviour Support Practitioner has extensive experience working with children and neurodiverse individuals and seeks to identify and sensitively respond to the individual's goals, preferences and specific needs. The service model was designed to support NDIS participants who have improved relationships funding to undertake a full functional behavioural assessment identifying behaviours of concern. Participants are then guided to make informed choices, exercise control and maximise their independence. This evidence-based intervention aims to support people with behaviors of concern to improve their quality of life and support their progress towards positive change.

The Positive Behaviour Support Program, funded through the NDIS and delivered in partnership with EACH provided 459 hours of service supporting seven participants.



each
health . hope . opportunity



Doncare has improved community connectedness for thousands of socially isolated seniors in Manningham since 1995. Due to the impacts of COVID, our Social Support for Seniors program experienced disruption to service delivery on a scale we have never seen before.

KEEPING SENIORS CONNECTED

Between July and November, ongoing lockdowns ground the social and recreational activities in group settings to a halt. The team pivoted to creatively engage with participants as reliance on telephone interaction became the new normal for the Social Support for Seniors program and the Community Visitors Scheme.

Despite the lifting of restrictions, our elderly clients were understandably cautious about reconnecting in public settings. The ongoing health concerns of both participants and volunteers severely limited the degree to which our seniors could socially connect and gather together physically.

We are pleased that our Chinese Walking Group, the Wednesday Lunch Group, Saturday Club and Carramar are now back up and running.



A huge thank you to our volunteer Community Visitors who remained connected with their seniors throughout the year and to our dedicated team of staff and volunteers who have worked tirelessly to resume recreational activities to once again foster meaningful connections for our most vulnerable citizens.

Building digital confidence to address digital inequality and its impact on the social isolation and loneliness experienced by seniors in our community

In August 2021, the Keeping Connected project started its planning phase to deliver device-related training to residents over the age of 65 in Manningham and surrounding areas. COVID-19 highlighted the role technology plays in keeping people connected, however older people were facing real barriers when it came to engaging with the digital world.

Not only is the changing technological landscape an issue for many older Victorians, but access, affordability and digital ability strongly influence a person's ability to connect. There can also be hesitation due to lack of confidence.

Now more than ever, people rely on the internet for many important activities, such as online banking, shopping, social support activities, book clubs and even attending medical consultations. Most

importantly improving one's ability to navigate the digital world can help people connect with friends and family and explore the world beyond the confines of their home.

Most older Australians have never accessed digital communication. Many don't have digital devices and those who do have limited knowledge of their use. The aim of the project was to reduce loneliness and isolation of the participants and increase wellbeing as their confidence and skill with technology improved.

The program was delivered by a group of volunteer mentors and the program coordinator in both one-on-one and group formats. The delivery method was determined by the needs of the participant and their residential location.

147 participants were guided sensitively to learn how to navigate the basics of using their phones, iPads and computers. One of the participants wanted to learn how to make mobile phone calls so she could chat with her grandson. Another wanted some assistance in developing a newsletter for Probus. Much of training involved learning how to upload and edit photos, listening to e-books, online shopping, navigating the internet, booking and attending online appointments and connecting with friends and family on Zoom.



If the participant lived within a community partner's residential village and a group was running at that specific village they were offered the opportunity to attend a group session if it was deemed their stated goals may align with potential group session topics. These groups traditionally would address general topics such as "Mobile Phone Basics", with some sessions taking on an "Ask Me Anything" format. 126 participants attended group sessions at Aveo Pinetree, Applewood, Donvale Retirement Village, Donvale Central Probus, Aveo Domaine and 59 people attended private tutoring with Digital Mentors.

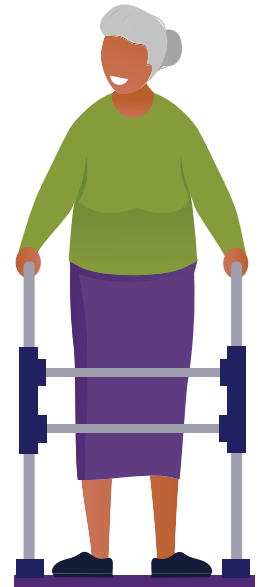
With program participants mostly having a traditionally low level of confidence in using their device, it was a regular delight for digital mentors delivering training to see the growing confidence that participants experienced.

As confidence grew, their capability improved, opening the door for many participants to have experiences they only dreamt prior to their program involvement. Whether this came in

the form of reconnecting with family and friends, accessing essential services, or enjoying recreational activities such as streaming or gaming, the improvements most participants experienced were startling and can be seen as the best, most important outcome of the program at the individual level.

Following the conclusion of their training cycle with the program, participants were sent an evaluation form to identify their perceived improvements.

The testimonials and analysis truly emphasised the fact that the program's unique, bespoke and individualised style of face-to-face delivery was the best mode of training for participants. Whilst most sessions delivered were ultimately in a one-on-one format, the formation of training groups at some community partner venues drew considerable interest; with some venues having 20 regular participants attending sessions.



THIS IS A NOTE TO SAY THANK YOU FOR ALL THAT YOU SAY AND YOU DO FOR THE T'S THAT YOU CROSS AND THE I'S THAT YOU DOT IT IS NOTICED AND APPRECIATED - A LOT.

I am enjoying the project of scanning and organising photos. Thank you, Paul, for your assistance, patience and encouragement. Great to know I can contact the 'Keeping Connected' service for further assistance.

ELIZABETH

I WILL USE MY PHONE FOR PHONE CALLS, TEXTS AND PHOTOGRAPHY. THIS WAS AN EXCELLENT SERVICE AND PAUL'S ASSISTANCE WAS GREAT, AS I WAS A TOTAL BEGINNER!

DI

PAUL IS VERY PATIENT AND TAKES THE TIME TO EXPLAIN ANY QUESTIONS. THANK YOU FOR ALL OF YOUR HELP.

ROSEMARY



EMERGENCY RELIEF AND CASE MANAGEMENT

Deborah de Rossi *Director, Community Impact & Innovation*

The Emergency Relief Program is Manningham’s critical frontline service and often the community’s first point of contact with Doncare or any other kind of support. The service model is designed to address acute financial challenges through the provision of emergency relief and material aid. Doncare provides clothing, food vouchers, non-perishable food items, assistance with utility bills, vet costs and financial aid to support student wellbeing and costs associated with education. The Emergency Relief program makes internal and external referrals to provide a holistic response to improve financial instability and health and wellbeing outcomes.

The Case Management Program offers short-term intensive case management to address issues and identify solutions above and beyond immediate emergency relief. Participants are empowered to increase their capacity and capability to cope with current and future challenges to break the cycle of long-term reliance on crisis services.

For the reporting period, we provided 5,848 hours of case management to 47 households. The targeted support has enabled participants to develop a series of strategies to mitigate future crises and to experience an increased sense of agency in relation to managing challenges.

*1,966 individual emergency relief sessions supported
423 families and 315 children*

Consistent with the previous 12 months there continued to be over subscription to the program along with increasing numbers of first-time presenting participants. This included individuals who had been made redundant, were unable to access employment, receive support due to reduced services provided by other organisations or ineligibility for government assistance due to refugee or asylum seeker status. Doncare’s client management systems and CISVic data identify the following trends in people presenting for support:

- 68.55% women
- 25% sole parents with dependents
- 31% increase people 65+
- 36% physical disability
- 37% have psychiatric issues
- 32% LOTE
- 2% ATSI

60% of participants rely on Centrelink as their main source of income. We observed the impact that financial security continued to have on social isolation particularly for families with children.

Doncare distributed 1,395 food parcels and 730 food vouchers

We were able to ensure our community pantry remained stocked with pantry staple items, gift vouchers and hampers for special occasions such as Mother's Day and Christmas due to generous donations from the community. In particular, Noel Jones Doncaster, Share The Dignity, Philip Webb Real Estate, U3A Manningham, Rotary, Hope for Bundoora and Beyond, Milgate Primary School, Proteus Leadership, Kinexus, St Clement of Rome, Carenet MCC, Coles Group, Doncaster View Club, City Life Church Manningham, EDVOS, Impact and Eastern Food Rescue.

Student Wellbeing and Back to School Programs:

Philanthropic funds assisted 37 families with costs for school fees, uniforms and equipment, along with extracurricular activities, such as school camps, sports and art lessons.

Winter Warmth: Bendigo Bank funds provided financial assistance to 86 households, for the use of heating and lighting in the colder months and cooling appliances in the summer period, benefiting approximately 440 individuals.

Doncare Pets: funded by a local private donor, two families were able to seek appropriate veterinary care for their pets as well as meet their family food and utility bill obligations.

Christmas Giving: 124 families and 143 children were able to celebrate Christmas due to collections gathered from members of the community, local organisations and businesses, as well as our Wishing Trees located at Bulleen Plaza, Doncaster Library, Manningham Council Civic Offices, Stockland The Pines Shopping Centre, Warrandyte Library, Aquarena and Myer Westfield Doncaster.

The continuation of pandemic restrictions highlighted the ongoing critical nature of this program and the role it plays in enabling the community to have their basic needs met. During the most severe restrictions we were able to meet the immediate demands of the community for food and food parcels through telephone calls and contactless service delivery. However, a more comprehensive service offering including health and wellbeing checks and risk mitigation for vulnerable participants was not possible due to restrictions and, at that time, under resourced paid staff positions for the program. The ongoing need for and reliance on this program indicates significant social and economic disadvantage within the municipality.

We anticipate this program will continue to be oversubscribed well beyond the transition to a post-pandemic recovery stage. We continue to explore partnership opportunities and work closely with industry peak bodies regarding advocacy efforts to secure appropriate funding to adequately resource the staffing levels required to successfully coordinate the program in an increasingly complex environment.

DEAR STELLA

Firstly, thank you. Thank you so much for your generosity in empathy and kindness. You gave me strength today that I never thought I had and I am incredibly grateful for doing so. At times people feel let down by the system and what you did for me today gave me wings to fly. I am incredibly grateful. Thank you.

We know how important animals are to the family unit. 70% of women fleeing family violence report pet abuse and its why many victims delay leaving the home. It's not always possible to take pets when escaping an abusive relationship, particularly if the family is placed in a refuge. Sadly, many women who do manage to find a safe home for their children and pets, find themselves in reduced financial circumstances and have no resources to care for animals who become sick. Vet bills can be expensive. Doncare Pets is part of our Emergency Relief program and is designed to assist individuals and families experiencing financial difficulties with their furry (or feather-y or scale-y) family members.



NATIONAL VOLUNTEER WEEK

TOGETHER, THROUGH VOLUNTEERING,
WE ARE CHANGING COMMUNITIES
FOR THE BETTER.

WE ARE, BETTER
TOGETHER.

National Volunteer Week is a chance for all of us to celebrate and recognise the vital work of Doncare's volunteers and to say thank you.

Thanks to the generosity of Manningham City Council, over 100 guests attended Doncare's annual afternoon tea at the Manningham Function Centre where volunteers from the Social Support for Seniors and Community Visitors Scheme, Emergency Relief and Counselling programs, as well as Doncare's opportunity shops and the DAWN Mentoring program were acknowledged for their contribution.

Doncare's Patron Dr Rosie Batty AO paid tribute to our former CEO, Doreen Stoves AM PSM JP who passed away suddenly in July 2021. Having led the organisation for nearly 20 years, Doreen was dearly loved by our volunteers, but sadly lockdowns did not permit everyone to gather together to pay their respects at her funeral. It was lovely to hear Rosie speak so passionately about her friend and share her sentiments. The SaSSing choir also treated guests with a couple of songs in memory of Doreen.



*Congratulations to Volunteer of the Year award recipients,
Barbara Hall and John Skofic!*

Acting CEO, Deborah de Rossi and Rosie presented the award to two deserving volunteers this year. One of whom has been with us for over 12 years and the other, a volunteer who joined us in 2021.



JOHN SKOFIC

John Skofic joined Doncare in 2021 beginning work in the opportunity shops but then quickly raised his hand to join the depot team. John is helpful, kind and always willing to give something new a go if it means we can increase our profits or make a customer happy. John has reupholstered furniture, fixed old clocks and I have even seen him lengthen a watch strap for a customer. John is happy to take home projects for repair and when they make their way back into the stores they look like a true treasure. He goes above and beyond and is a great asset to the program.

In John's short time with us he has made a great impact. Most volunteers in the stores know his name and think of him as our local Mr Fix it. John is always happy to volunteer his time and has assisted at previous Doncare events such as the depot sale. We hope to keep John with us for many more years to come.



BARBARA HALL

Barb has been a Clerical volunteer at Doncare for more than 12 years and in that time has become one of the most highly regarded members of the Doncare family. Her professionalism and dedication is second to none and her work is always of the highest standard.

We have been so lucky to have Barbara especially as she has the important and sometimes complex, task of updating a Government-run database. Barbara takes this responsibility very seriously and her understanding of the system and her extensive knowledge of community services makes her perfect for this role. Also, her ability to adapt when faced with hurdles has been essential and Barbara always works hard to find a solution to the problem.

Beyond this, Barbara is a huge personality around the Doncare offices. She has a fabulous sense of humour and sharp wit which has her colleagues in stitches at times. She is insightful and has a strong sense of self which allows her to focus on what she is good at for the benefit of Doncare. She is totally reliable and when she says she will do something, it will be done. Barbara does a lot of work in the community generally and always looks for ways in which she can use her own network to help Doncare in its mission e.g. raising funds or donations to the ER pantry.

It is a privilege to have Barbara as one of our Doncare volunteers and she embodies what it means to contribute time and skills to improve the lives of the most vulnerable in our community.



DONCARE HONOUR ROLL

(Over 10 Years of Service)

CELEBRATING SUE KERCHHOFF 20 YEARS

Doncare would like to acknowledge and congratulate Sue Kerchhoff who celebrated 20 years at Doncare! Sue commenced as the very first Family Services Worker in 2002 and is now Team Leader of Family Services and Family Violence Recovery Groups. She was recruited by Carmel O'Brien, former Director of Clinical Services, who shared with us her sentiments.

"Who would have thought, when we met at your interview twenty years ago, that you would still be there. What storms you have weathered in that time! and what wonderful work you have done. I regard you as one of the most skilled and ethical colleagues I have ever known, always very thoughtful and measured, very well-informed and supremely competent and always taking care of your colleagues as well as your care for your clients. No-one was ever more trustworthy, discreet or wise. I am pleased we had quite a lot of fun along the way, as well as the joy of helping people survive and thrive. I will always think of you with warmth, gratitude and a little awe. Take very good care of your very special self, you are a unique and amazing treasure, a precious gift to us all." We couldn't agree more! Congratulations Sue and thank you for your dedication.

Years Served

BOARD

13 Ron Kitchingman
OAM JP

CLERICAL

14 Lois Savage
12 Barbara Hall

OP SHOPS

35 Carol Trainor
25 Helen Rigopoulos
21 Marlene Knight
16 Robert McDonald
14 Lynette Cowley
14 Ann Wang
13 Chris Barry
13 Robyn Webb
11 Barbara Britton
10 Peter Gartner
10 Michelina Fronticcia
10 Sonia Gough

COUNSELLING

27 Lynette Flynn

SOCIAL SUPPORT

26 Geraldine Bloom
24 Joan Middleton
21 Shirley Monahan
21 Debbie Wong
20 Dorothy Pearson
20 Frank Johnston
19 Beverly Schurmann
19 Farzad Maghami
17 Jenny Round
17 Janet Handley
15 Christine Crawford
15 Carmel Schofield
14 Sin Wa Fong
13 Fred Jurgelait
12 Paul Hor
11 Carol Harvey
11 Neil Harvey
11 Lorraine Cahill
11 Hanne Blake
11 Marilyn Thompson
10 Mooi-Sim NG
10 Colleen Chan
10 Marilyn Chan

EMERGENCY RELIEF

23 Julie Yu
19 Jenny Reynolds
13 Linda De Francisci
13 Marilu Packer
10 Rachel Lee

OUR VOLUNTEERS

OUR PATRON

- Dr Rosie Batty AO

BOARD

- Amelia De Angelis
- Andrew Asten
- Anita Tan
- Brian Tooth
- Claire Pollitt
- Esther Wan
- Joseph Hoo
- Megan Watson
- Ron Kitchingman OAM JP
- Zoran Brzakovic

MARKETING SUB-COMMITTEE

- Laura O'Brien

CLERICAL

- Ava Diamante
- Barbara Hall
- Kathryn Tandy
- Lois Savage
- Madeleine Zachariou
- Michael Phillips

COMMUNITY SUPPORT WORKERS

- Claire Ryan
- Hannah Kelle
- Jan Hunter
- Jenny Reynolds
- Julie Yu
- Kathy Monley
- Linda Francisci
- Lynne Lloyd
- Marilu Packer
- Marilyn Porqueddu
- Penny Phillips
- Rachel Lee
- Rhonda Watts
- Robyn Fowler
- Rosina Cincotta

COUNSELLING

- Catherine Dimsey
- Jeannie Legget
- Karen Thomas
- Kate Coomber
- Katharine Culy
- Lynette Flynn
- Michelle Bingham
- Pauline Leow
- Rebecca Wade
- Sally Casmi
- Shelley Andreetta
- Tracy Clark

DAWN MENTORS

- Amber Gul
- Amy Dowsett
- Carol Poole
- Catherine McRobert

- Christina Roma
- Daniella Horiner
- Heather Jockel
- Jasmine Ohri
- Jodi Mitchell
- Kate Conlon
- Leticia Renteria Pena
- Louise Theunissen
- Manvinder Randhawa
- Martine Guillemain
- Pauline Darroch
- Pricilla Makea
- Priyani Withanarachi
- Rajie Ramalingham
- Rhonda James
- Samantha Chow
- Shahrzad Seirafi
- Sharon Phillips
- Shideh Karimi
- Sissi Hu
- Sonja Schulze
- Sunayana Saxena
- Susan Baker
- Susan Porter
- Susie Xu
- Ushvinie Murugesu
- Wai-Chung Lau

KEEPING CONNECTED

- Ayman (Max) Mahli
- Rubin Miller
- Sonia Satyepriye
- Umair Saeed

OP SHOPS

- Aileen O'Connell
- Alan Schumer
- Aurea Mc Elhinney
- Ayman (Max) Mahli
- Barbara Britton
- Bernadette D'Costa
- Bernadette Harris
- Bernard Tso
- Bob Akbarzadeh
- Brenda Humphreys
- Brenda Quaine
- Brian Corbett
- Brian Sexton
- Bruce Young
- Carlos Bou-Abs
- Carlos Varsarsky
- Carmel Russo
- Carmen Mignani
- Carol Trainor
- Catherine Camerino
- Catherine Farmer
- Cheryl Amos
- Chris Barry
- Chris Rogan
- Christine Caldwell
- Christy Kan
- Colin Raymond
- Cynthia Kearney
- Darcy Goodings
- Dash (Aaadsh) Wickrematunge
- Dawn Bowen
- Debra Brown
- Delia Schokman
- Demetria (Terri) Thompson
- Denise White
- Des Galgut
- Dianne Sawyer
- Diep Van
- Donna Fung
- Dorothy Jones
- Elahe Honarkar
- Elisa Alviano
- Elsa Bertazzon
- Erlinda Dulu
- Faith Kim
- Fakhri Afshar
- Fiona Chiang
- Fiona Edwards
- Frances Anderson
- Frank Quattrocchi
- Freny Bagli
- Gill White
- Glenda Deoki
- Glenys Le
- Grace (Ju Hye) Kim
- Gui Lan (Anna) Chen
- Halimah Mian
- Hanida Alakhdar
- Heather Lovell
- Hee Yeon Ban
- Helen Angelaras
- Helen Khong
- Helen Rigopoulos
- Hetty Verspay
- Iga Zietara
- Iris Ong
- Ivan Chow
- Jaimi Houston
- Jan Shields
- Jay De Silva
- Jean Brown
- Jennifer (Fujun), Yao
- Jennifer Yeo
- Jenny Sutton
- Joan Brownlie
- Joan Keesing
- Joan Liu
- Joan Smith
- John Papaziakas
- John Skofic
- Joy Nichol
- Joyce Dite
- Joye Sexton
- Judith Clark

- Judy Reynolds
- Judy Schumer
- Julie Loncaric
- July Dobson
- Karin Candy
- Kathleen Raymond
- Kathleen Rehe
- Kaye Davies
- Lai Pink Ng
- Lamees Rousan
- Leanne Nguyen
- Leonard Healy
- Leone Carberry
- Li Na Yu
- Lily Kaya (Nilufer) Kilic
- Linda de Francisci
- Linda Wight
- Loan Huong Tran
- Loi Wong
- Lois Adams
- Lori Rossetto
- Lydia Chia
- Lynette Cowley
- Maggie Yong
- Mahira Sevus Haroon
- Mai Nguyen
- Majda Muzlai
- Malcolm Ferguson
- Maree Quattrocchi
- Margaret Gibb
- Margaret Janout
- Margaret McCarthy
- Margaret Rimmer
- Margaret Thompson
- Marge Parker
- Maria Hancock
- Maria Maltezos
- Maria Skidmore
- Marian Granata
- Marilyn Patterson
- Marjan Bagheri
- Marla Trautman
- Marlene Knight
- Maureen Pascual
- Melvin Ang
- Meryl Reynolds
- Michael Walsh
- Michelina Fronticcia
- Ming Xiao Zhang
- Moussa Bittar
- Nilla Benham
- Ning Li
- Noelle Eaton
- Oldrich Kozak
- Pam Brien
- Pam Prakash
- Pat Stevens
- Pat Ure
- Pauline Cleeve
- Pauline Mary Gow
- Pek Ong
- Penny Chow
- Peter Gartner
- Phoebe Kok
- Rahmatollah Bagheri
- Raymond Leung

- Rebecca Li
- Rida Ghani Jokhio
- Robert McDonald
- Robyn Webb
- Rodney Fried
- Rosemary Climas
- Rubin Miller
- Sallie Hobson
- Sarita Mirchandani
- Savita Hazari
- Scarlett Rugers
- Shirley Shaw
- Shirley Weir
- Shiva Mumtazi
- Shweta Puthran
- Sia Shakooi
- Siew Hoon Hor
- Sonia Gough
- Sonia Satyepriye
- Stephan Ciarapica
- Tai Tao
- Umair Saeed
- Unni Vayalil
- Venus Nip
- Vera Recinella
- Vilma Ozzimo
- Voula Tsoukai
- Waffa Takla
- Windy Huang

SASSING CHOIR

- Angela Chain
- Beth Bolton
- Elizabeth McConchie
- Imelda Hsieh
- Jan McDermott
- Jennifer Reynolds
- Julie Yu
- Karen Dew
- Kathy Doherty
- Lyn Thomas
- Lynne Lloyd
- Marguerite McConnell
- Marlene Oppenheim
- Natalie Cossar
- Penny Phillips
- Rhonda Watts
- Sharon Cambridge
- Susan Stephens

SOCIAL SUPPORT

- Beverly Schurmann
- Bill Matthewson
- Brian Webster
- Carmel Schofield
- Carol Harvey
- Catherine Veque
- Charles (Chi Wah) Cheung
- Cheryle Hawkins
- Christine Crawford
- Debbie Wong
- Diana Sze Hong
- Dorothy Pearson
- Dorothy Ranyard
- Emy Raquel
- Farzad Maghami

- Frank Johnston
- Fred Jurgelait
- Geraldine Bloom
- Gurpreet Singh
- Hanne Blake
- Helen Jurgelait
- Ian Smith
- Isabella McDonald
- Janet Handley
- Jenny Round
- Joan Middleton
- Judy Moore
- Kwok Lin (Colleen) Chan
- Lindsay Mitchelson
- Lorraine Cahill
- Maggie Falconer
- Margaret Sell
- Marilyn Thompson
- Mary (Maria) Lamberti
- Matteo Gualano
- Mei Liang
- Michael Sloan
- Mohammed Din
- Mooi-Sim Ng
- Neil Harvey
- Paul Hor
- Peter Brilliant
- Prea Maghami
- Pui Yien (Amanda) Lim
- Robyn Fidler
- Sam Trak
- Shirley Monahan
- Sin Wa Fong
- Stan Pasztetnik
- Susan Cheung
- Suzy Moustakas
- Tania Allsopp
- Wendy Thomson

STUDENTS

- Alison Oliver
- Amanda Grant
- April Tafe
- Asiye Graham
- Bella Carmody
- Catherine McCaffrey
- Emily McCarthy
- Faith Palstra
- Fernanda Queiroz Fontes
- Jessica Innes Irons
- Joanne Oliver
- Kirrily Mitchell
- Louris van De Geer
- Madeline Kretschmer
- Mo Borghetto
- Rebecca Wade
- Saras Kumar
- Stella Maitland
- Sue Chandrasekaran
- Veronica Backhouse
- Vongai Nzenza
- Willah Koech
- Yvonne Carey
- Zoe Schachte

FOR THE COMMUNITY, BY THE COMMUNITY

DONORS AND SUPPORTERS

- 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
- Café Aquarena Aquatic and Leisure Centre
- Cairnmillar Institute
- Carole Morris
- Catjump Pre-School
- Chinese Fellowship of Victoria
- Christine and Friends
- Christine Kurz
- City Life Church
- City On A Hill
- Coles Donvale
- Coles Forest Hill
- Coles Mitcham
- 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 Pre-School
- 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
- Doncaster View Club
- Donvale Lions Club
- EACH
- East Doncaster Cricket Club
- East Doncaster Secondary College
- Eastern Emergency Relief Network
- Eastern Food Rescue
- 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
- Impact
- Inner Easter Family Service Alliance
- J & K Bienert
- Jennifer Coram
- John Bruce
- K & L Smith
- Kay Shroer
- KC Import and Export
- Kevin O'Mara
- Kinexus
- KOGO
- 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
- Martine Corbett
- MC2 Café
- MC Square Manningham Community Garden
- Michael Phillips
- Mike Strong
- Milgate Primary School
- MLC Lunch Group
- Momentum Ironman
- Monique Van den Boom
- Myer Community Fund
- Myer Doncaster
- Noel Jones Doncaster
- Our Lady of the Pines - out of school care
- Pamela Tunnecliff
- Park Orchards Community House
- Penny Phillips
- Perpetual Trustees
- Peter Nash
- Pets for the Homeless
- Philip Webb Real Estate
- Phillips Coaching
- Phillips Foundation
- Pines Learning Centre
- Pranil and Pratima Chandra
- Probus Association of Victoria Inc.
- Probus Club of Donview Heights
- Proteus Leadership
- Quest Doncaster
- Quintons Supa 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
- Sophie Clarke
- St Charles Borromeo Catholic Primary
- St Clement of Rome Primary School
- St Clement 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
- U3A
- 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 prioritise the establishment and strengthening of collaborative partnerships that best equip us to collectively meet the needs of our community.



Australian Government
Department of Health



Australian Government
Department of Social Services



home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



CommonwealthBank





Time for a home loan health check!

With interest rates on the rise, there's never been a better time to review your home loan.

Enquire online at [bendigobank.com.au/healthcheck](https://www.bendigobank.com.au/healthcheck) or call your nearest branch on 9840 2028.

 **Community Bank · Templestowe Village 9846 1455 ·
Doncaster East 9840 2028**

 **Bendigo Bank**

*Source: Roy Morgan Single Source Australia, March 2022. All loans are subject to the bank's normal lending criteria. Fees, charges, terms and conditions apply. Please consider your situation and read the Terms and Conditions, available online at www.bendigobank.com.au or upon request from any Bendigo Bank branch, before making a decision. Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879 (1676698-1734981) (05/22) OUT_25422191, 30/08/2022

FINANCIAL STATEMENTS

for the Year Ended 30 June 2022



rdLaccountants
60 - 64 Railway Road, Blackburn 3130
PO Box 1088, Blackburn North 3130
T. +61 3 9878 1477
rdlaccountants.com.au
ABN 84 164 947 290

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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022 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 2022
Blackburn, Victoria



Liability limited by a scheme approved under Professional Standards Legislation

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2022

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 2022

	Note	2022 \$	2021 \$
Revenue	4	2,978,125	3,911,998
Depreciation expense		(26,603)	(27,749)
Employee benefits expense		(2,661,821)	(2,733,950)
General and office expenses		(183,858)	(162,034)
Opportunity shop costs		(274,845)	(499,209)
Other expenses		(6,549)	(16,909)
Professional fees		(23,697)	(20,121)
Programs and client costs		(163,044)	(124,293)
Volunteer and fundraising expenses		(1,425)	(4,336)
		(3,341,842)	(3,588,601)
Surplus/(deficit) before income tax		(363,717)	323,397
Income tax expense		-	-
Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc		(363,717)	323,397
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		(363,717)	323,397

Statement of Financial Position As At 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	330,598	824,344
Trade and other receivables	6	185,964	121,039
Prepayments		30,590	28,239
Term deposits		301,139	400,000
TOTAL CURRENT ASSETS		848,291	1,373,622
NON-CURRENT ASSETS			
Property, plant and equipment		7 66,750	74,433
TOTAL NON-CURRENT ASSETS	6	6,750	74,433
TOTAL ASSETS		915,041	1,448,055
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	109,836	107,749
Employee benefits	9	172,619	201,746
Income received in advance		273,323	408,242
TOTAL CURRENT LIABILITIES		555,778	717,737
NON-CURRENT LIABILITIES			
Employee benefits	9	8,702	16,040
TOTAL NON-CURRENT LIABILITIES		8,702	16,040
TOTAL LIABILITIES		564,480	733,777
NET ASSETS		350,561	714,278
EQUITY			
Retained earnings		350,561	714,278
TOTAL EQUITY		350,561	714,278

The accompanying notes form part of these financial statements.

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2022

Statement of Changes in Equity	2022	Retained Earnings	Total
For the Year Ended 30 June 2022		\$	\$
Balance at 1 July 2021		714,278	714,278
Surplus/(Deficit) attributable to members		(363,717)	(363,717)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(363,717)	(363,717)
Balance at 30 June 2022		350,561	350,561
	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

Statement of Cash Flows	Note	2022	2021
For the Year Ended 30 June 2022		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from sales, grants and other revenue		2,966,603	4,469,333
Payments to suppliers and employees		(3,543,199)	(3,835,102)
Interest received		2,909	875
Net cash provided by/(used in) operating activities	12	(573,687)	635,106
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payments for property, plant and equipment		(18,920)	(21,803)
Receipt from term deposits		98,861	(300,000)
Net cash provided by/(used in) investing activities		79,941	(321,803)
Net increase/(decrease) in cash and cash equivalents held		(493,746)	313,303
Cash and cash equivalents at beginning of year		824,344	511,041
Cash and cash equivalents at end of financial year	5	330,598	824,344

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2022

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 2022 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 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

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.

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*.

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*.

(c) Goods and services tax (GST)

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

Receivables and payables are stated inclusive of GST.

Compliance with Australian Accounting Standards

This is consistent with UIG Interpretation 1031 Accounting for the Goods and Services Tax (GST).

(d) Property, plant and equipment

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

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

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

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

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

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

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2022

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.

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2022

4 Revenue

	2022	2021
	\$	\$
Government grants and subsidies	1,349,199	1,654,543
MCC grants and subsidies	508,589	531,919
Donations, fundraising and other funding	387,374	372,811
Opportunity shops and other sales	271,903	605,630
Interest income	2,909	875
Counselling and client fee income	163,077	66,888
Other income	251,674	8,682
COVID-19 Government assistance	43,400	670,650
	2,978,125	3,911,998

5 Cash and Cash Equivalents

	2022	2021
	\$	\$
Cash at bank	328,790	823,486
Cash on hand	1,808	858
	330,598	824,344

6 Trade and Other Receivables

	2022	2021
	\$	\$
Trade debtors	68,820	9,246
Security deposits	99,723	99,542
Other receivables	17,421	12,251
	185,964	121,039

7 Property, plant and equipment

	2022	2021
	\$	\$
Motor vehicles		
At cost	124,336	198,163
Accumulated depreciation	(119,645)	(184,492)
Total motor vehicles	4,691	13,671
Office equipment		
At cost	116,843	114,897
Accumulated depreciation	(108,566)	(105,652)
Total office equipment	8,277	9,245
Computer equipment		
At cost	209,552	192,580
Accumulated depreciation	(155,770)	(141,548)
Total computer equipment	53,782	51,032
Opportunity shop assets		
At cost	-	17,789
Accumulated depreciation	-	(17,304)
Total opportunity shop assets	-	485
Total property, plant and equipment	66,750	74,433

8 Trade and Other Payables

	2022	2021
	\$	\$
Trade payables	47,227	1,100
Accruals	12,800	30,845
Other payables	49,809	75,804
	109,836	107,749

9 Employee Benefits

	2022	2021
	\$	\$
(a) Current liabilities		
Annual leave	126,481	135,099
Long service leave	46,138	66,647
	172,619	201,746
(b) Non-current liabilities		
Long service leave	8,702	16,040
	8,702	16,040

10 Auditors' Remuneration

Remuneration of auditors for the following services:	2022	2021
	\$	\$
RDL Accountants		
- External audit services	8,300	8,250
- Assistance with preparation of financial statements	1,000	950
- General consulting	510	1,055
HDAA Australia Pty Ltd		
- Internal audit services	9,556	5,866
Total	19,366	16,121

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	2022	2021
	\$	\$
Net (deficit)/surplus attributable to members	(363,717)	323,397
Non-cash flows in profit:		
- depreciation	26,603	27,749
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(64,925)	163,094
- (increase)/decrease in prepayments	(2,351)	34,923
- increase/(decrease) in income in advance	(134,919)	157,710
- increase/(decrease) in trade and other payables	2,087	(16,034)
- increase/(decrease) in employee benefits	(36,465)	(55,733)
Cash flows from operating activities	(573,687)	635,106

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2022

13 Events Occurring After the Reporting Date

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

14 COVID-19 Event

The ongoing effect of the pandemic and the termination of the various government Covid - 19 funding programmes, which eased the financial impact in previous years, posed severe challenges to Doncare during the financial year.

Due to Covid-19, the government imposed trading restrictions for an extensive period of time in 2020 and 2021. This resulted in substantial losses in Doncare's opportunity shop programme. To manage the operational and financial risks, a strategic decision was made to close five out of the seven opportunity shops permanently in the second half of 2021.

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 2022 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
Esther Wan

Dated this 12th day of October 2022

INDEPENDENT AUDITOR'S REPORT



rdlaccountants
60 - 64 Railway Road, Blackburn 3130
PO Box 1088, Blackburn North 3130
T. +61 3 9878 1477
rdlaccountants.com.au
ABN 84 164 947 290

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 2022, 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 Charities and Not-for-profits Commission Act 2012*, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2022 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the *Australian Charities 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 Charities 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 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 Charities 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 accounting policies described in Note 2 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee members 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.



Liability limited by a scheme approved under Professional Standards Legislation



rdl.accountants
60 - 64 Railway Road, Blackburn 3130
PO Box 1088, Blackburn North 3130
T. +61 3 9878 1477
rdlaccountants.com.au
ABN 84 164 947 290

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

12th October 2022
Blackburn, Victoria



Liability limited by a scheme approved under Professional Standards Legislation

OP SHOP LOCATIONS

MITCHAM

538 - 540 Whitehorse Road,
Mitcham

TEL: 0451 153 662

OPEN:

Monday to Saturday: 9:30am - 4:30pm

TEMPLESTOWE VILLAGE

126A (Rear) James Street,
Templestowe

TEL: 0405 940 203

OPEN:

Monday to Saturday: 9:30am - 4:30pm



Doncare Community Services Location

Suite 4, Level 1, 687 Doncaster Road,
Doncaster 3108

TEL: 9856 1500

EMAIL: doncare@doncare.org.au

OPEN:

Monday: 9:00am - 9:00pm

Tuesday - Friday: 9:00am - 5:00pm

www.doncare.org.au

FOLLOW US ON:

