

18 OCTOBER 2012



DONCARE

COMMUNITY SERVICES

STRENGTHENING THE LOCAL COMMUNITY

DONCARE COMMUNITY SERVICES 43RD ANNUAL REPORT



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DONCARE IS FUNDED BY

- Manningham City Council
- Department of Human Services
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health
- Bendigo Bank
- Doncare Opportunity Shops
- Philanthropic Trusts

DONCARE IS SPONSORED BY AND ENJOYS POSITIVE PARTNERSHIPS WITH:

- Bendigo Bank
- Manningham City Council
- Manningham Community Health Service
- Department of Human Services
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health
- Kiwanis
- Rotary Groups
- Manningham YMCA
- Eastern Community Legal Centre
- Eastern Domestic Violence Outreach Service
- Connections Uniting Care
- Anglicare Victoria
- Tunstall Square Counselling Centre
- Manningham Centre
- Migrant Information Service
- Barry Plant Real Estate
- Andrew Bell Lawyer Pty Ltd
- Graceland Restaurant Café
- East Doncaster Cricket Club
- Inner East IFS Alliance
- Local Politicians

DONCARE VISION, MISSION AND VALUES

OUR VISION

We aspire to working within a community where all those in need are offered a helping hand to overcome adversity whilst retaining their dignity.

OUR MISSION

We recognise the diversity of our community needs and offer practical help across all life stages, through our dedicated team of volunteers and staff.

We are committed to securing long term funding for the ongoing delivery of programs.

We encourage local people to take pride in Doncare as their source of community support and to share our passion for 'strengthening the local community' through helping others overcome adversity.

OUR VALUES

Integrity

We strive to show impartiality, fairness, independence and honesty in everything we do.

Professionalism

We demonstrate high professional standards. We aim to get it right first time and to be courteous in all our dealings. We seek to learn both from the things we do well and the things we do less well.

Openness

We are accountable to our community, our donors and our funding bodies. We aspire to be open and approachable.

Valuing our people

Our staff and volunteers are important and we value their skills, knowledge, diversity and enthusiasm. We are committed to providing leadership, keeping people informed, promoting a balance between work and home life, and developing skills.

Partnership

We are committed to working together with associated agencies, community groups, local businesses and government departments.

Inclusiveness

We promote acceptance of diversity and believe in equal access for all.

Non-judgemental

We are an independent agency, not aligned to any government, commercial, institutional, political or religious organisation.

Generosity of spirit

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



PRESIDENT'S REPORT

TONY MONLEY, BOARD PRESIDENT



Operationally, Doncare has completed another year of strong performance.

Key outcomes for the year include:

- Delivery of all our programs on plan. It is always a challenge to stretch finite funds to meet demand. We are very grateful to our funding bodies for their recognition and to our staff and volunteers for their professionalism.
- Delivery of a healthy surplus, through prudent financial management. While our core business is to run community programs, not generate surpluses, it is important that we maintain sufficient reserves to provide a buffer for the difficult times. This year sees Doncare returning to a sustainable basis with reserves reaching the Board's requirement of coverage of three months expenditure.
- Planning a safe and effective relocation to the Manningham City Square (MC²). MC² will be a wonderful facility and mark a significant milestone in the maturing of Doncare as a major agency in our community. We are extremely grateful to the Bendigo Bank and some of the local Rotary Clubs for their financial support.
- The opening of our 6th Opportunity Shop in Bulleen. Our network of Opportunity Shops are the social enterprise arm of Doncare, where we employ commercial principles to supplement delivery of Doncare's programs. Our Opportunity Shops now provide approximately one third of our funding, enabling us to supplement the ever-growing demand for community services.

Strategically, Doncare continues to plan for and evolve with the needs of the community. Our key achievements for the year include:

- Launch of a children's counselling service, in recognition of this growing need, previously unfunded.
- Resumption of the Chinese playgroups, thanks to renewed funding provided by the Department of Human Services.
- Input to the Manningham Community Needs Analysis, in an effort to achieve more equitable funding for our local community.

Doncare continues to face challenges and the strategic priority of maintaining and building sustainable recurrent funding for community programs remains high on our agenda. The Board appreciate the recognition of our funding bodies and on behalf of the community, express our thanks.

The Board also express, on behalf of the community, our thanks to the management, staff and wonderful volunteers who make Doncare what it is. In particular, we'd like to acknowledge the impact of the leadership of our Chief Executive Officer, Doreen Stoves.

We also wish to acknowledge our wonderful business partners. Please give them your support and acknowledge their contributions to Doncare and our community when doing business with them.

Finally, I'd like to personally thank and acknowledge the Board of Doncare. These people are community volunteers who are prepared to apply their professional skills and community passion for the benefit of our wider community. A truly inspiring group of people to work with.

BOARD OF DIRECTORS – (STANDING L- R) ROBYN REEVES, RON KITCHINGMAN, TONY MONLEY, CR GRACE LA VELLA, THERESE TANKEY, SUE CAHILL, DES GALGUT (SEATED L- R) ROBYN HEALY, DOREEN STOVES (CEO), ELIZABETH LUCAS.

TONY MONLEY



CHIEF EXECUTIVE OFFICER'S REPORT

DOREEN STOVES PSM, JP, CHIEF EXECUTIVE OFFICER

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

Doncare has continued to expand, strengthen and build a strong community focus on service delivery to the most vulnerable, disadvantaged, marginalised and fragile in our community. We listen to what clients and the community tell us and we try to identify service gaps and develop relevant programs and services to meet those gaps.

The Board of Directors have developed and implemented a comprehensive Strategic Plan based on four pillars, Sustainability, Team, Clients and Partnerships. These pillars have formed the operational work plan and frame how we monitor the work we do.

We have been very involved with the planning for the new Civic Hub and the relocation of the entire organisation. Included in the planning has been the need for new IT and telephone systems, as well as a comprehensive list of furniture, fit out and equipment. We are eternally grateful and indebted to the Bendigo Bank for their generous financial support, without which we would not have afforded the costs of relocation. Thank you also to the Rotary Clubs of Manningham and Templestowe who have also made donations to the costs of this project.

The staff at Manningham Council have been extremely supportive and we sincerely thank them also for helping to make this happen. We are very excited about the move and we are really looking forward to working in partnership with our co-located colleagues to develop an integrated service system which will greatly benefit, not only our client groups, but also the wider community.

I thank our many partners for the collaborative way in which they have allowed Doncare to enhance and grow programs to better serve our clients and community. Unfortunately the demand often outstrips resource capacity, requiring that we continue to advocate for recurrent increased funding and program support.

I would like to thank the Board of Directors for their vision, planning and decision making as well as their support to me both personally and professionally. Doncare is very lucky to have the dedicated Board members that we currently have. I also wish to sincerely thank the Executive Management Team for their high quality skills, dedication and commitment; it is their passion that makes a better life on a daily basis for our clients and community. Thanks also to the dedicated Doncare Volunteers who are the life blood of our organisation.

Finally I would also like to thank all of our colleagues, particularly Manningham Council staff and councillors, for their support and encouragement for what we are trying to do to make a difference in the lives of others who are less fortunate.

DOREEN STOVES PSM, JP

EXECUTIVE TEAM – (STANDING L- R) CARMEL O'BRIEN, HELEN MACKENZIE, KERRIE MCMAHON, MARGARET SELL, MARILYN STEELE, IAN CLARK (SEATED L- R) BARBARA ZELLER, DOREEN STOVES (CEO), HELEN ANSON.



OUR DONORS 2011-2012

- Adriana Denapoli
- A Kemp
- Anastasia Kariakakis
- Andrea Barnes
- Andrew Milligan
- Applewood Retirement Village
- Arie Kleiberg
- Australian Local Government Women's Association
- AVEO Roseville Ladies Craft Group
- Averyl Reidy
- Avtar Singh
- Bakers Delight, Doncaster East
- Bank of Melbourne, The Pines
- Barry Plant Real Estate, Doncaster East
- Beau Monde International Hotel
- Bendigo Bank (Doncaster East and Templestowe Village) Community Grants Program
- Betty Zullo
- Brotherhood of St Laurence
- Café Mania
- Camberwell High School
- Carmel O'Brien
- Carol & Neil Harvey
- Carol Vercoe & Friends
- Carol Wilson
- Cecily Wilson
- Christine Crawford
- Christine Kudekens
- Christine Walker
- Clare Wray
- Collier Charitable Fund
- Contours, Doncaster East
- Coster Galgut Pty Ltd
- Country Women's Association of Victoria Inc, Doncaster East
- Dean Sibley
- Deep Creek Anglican Church
- Denzil Seneviratne
- Dia Oro Jewellers
- Diane Fedden
- Diane Pritchett
- Domaine Retirement Village Art and Craft Group
- Doncare Op Shop, Blackburn North
- Doncare Op Shop, Brentford Square
- Doncare Op Shop, Bulleen Plaza
- Doncare Op Shop, Macedon Plaza
- Doncare Op Shop, Templestowe Village
- Doncare Op Shop, Tunstall Square
- Doncaster Central Ladies Probus
- Doncaster Christian Fellowship
- Doncaster East Family Medical Centre
- Doncaster East Secondary College
- Doncaster Pharmacy
- Doncaster Secondary College
- Donna Di Martino
- Donvale Lions Club
- Doreen Stoves
- Douglas Lord
- Eastern Emergency Relief Network
- Emma Goodison
- Essa Hair
- Fiona Magee
- Foundation Y Manningham YMCA
- Freedom Revolution Church
- Freemasons Public Charitable Foundation
- Gail Turner
- Gayle McCann
- Professor George Dewar
- George Puchlenko
- Geraldine Kirby
- Gloria Payne
- Gordana Abonyi
- Graceland Café Restaurant
- Graeme Lovell
- Graham Blair
- Handknitters Guild of Victoria
- Heidelberg Magistrates' Court
- Hilary Jose
- Holly Moule
- Ian Salmon
- Independent Project Analysis Inc
- Ingrid O'Neil
- Isle Botha-Francis
- Jackie Harkin
- Janis Loh
- Jenny Jenkins
- Joan Thomason
- John Bruce
- Johnson's Amcal Pharmacy
- Judith Blair
- Judy Warren
- Kallie Spathis
- Katerina Pulio
- Kathryn Gray
- Kathy Grimster
- Kathy Richards
- K Con Foo
- Kelly Papamihail
- Dr Kerrie Punshon
- Kevin Dunn
- Kitty Dawes
- Kiwanis Club of Doncaster-Templestowe
- kogo
- Laurie Shipp
- Leith Rizk
- Len Hocking
- Limelight Café
- LinC Manningham
- Lions Club of Donvale
- Lisa Stone
- Lord Mayor's Charitable Foundation
- Lorraine Gravener
- Lyn Baker
- Manningham Art Gallery
- Manningham Christian Centre
- Manningham City Council
- Manningham TOWN Club
- Manningham Uniting Church
- Margaret Gibson
- Margaret Harris
- Margaret Parker
- Maria Fiorella
- Maroondah City Church
- McKern Steel Pty Ltd
- Meadowbrook Meats
- Melbourne Church of Christ
- Michael Creed
- Michelle Rangelov
- Milgate Primary School
- Miralde Bartlett
- Monica Flynn
- Morrison Brothers Nursery
- Mount Evelyn Ladies Friendship Group
- Nellie May's Gifts
- Nicole Angarano
- Nicole McPhie
- Nola Christopher
- North Blackburn Shopping Centre Centre Management
- Officeworks, Nunawading
- Our Lady of the Pines Primary School
- Peter Bishop
- Philip Brady
- Phillip Webb Real Estate
- Pines Learning
- Pinetree Retirement Village
- Probus Club, Tunstall-Donvale Inc
- Probus Clubs of Manningham Combined
- Rebecca Barton
- Rick Murch
- Robert Lyford
- Robyn Kere
- Roslyn Jones
- Dr R Osmond
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Roz Thompson
- Safeway, Hawthorn
- Samira Saro

- Shoppingtown Hotel
- Simply Natural Therapies
- soft knits
- Soman Promotional Printing
- Sonja’s Antiques and Gifts
- St Charles Borromeo Primary School
- St Clement of Rome Primary School
- St David’s Anglican Church
- St Timothy’s Anglican Church Ladies Fellowship
- Stacey Lucas
- Stockland The Pines Centre Management
- Suan Teng Lee
- Sue-Ellen McShane
- Susan McLean
- Susan Tyzzer
- Templestowe Evening VIEW Club
- Templestowe Hotel
- The Flora & Frank Leith Charitable Fund
- The Hon Kevin Andrews MP, Federal Member for Menzies
- The Hon Mary Wooldridge MP, Member for Doncaster
- The Marian & E H Flack Trust
- The William Angliss (Victoria) Charitable Fund
- Tunstall Square Kindergarten
- Uniting Church, Warrandyte
- Val Kepler
- Village Roadshow Limited (Corporate)
- Westfield Doncaster Centre Management
- Westfield Leasing
- Westpac, The Pines
- Women’s Friendship Group
- Yarra Valley Preschool

PRESENTATION OF KNITTED GOODS BY THE WOMEN’S FRIENDSHIP GROUP.



YOU CAN HELP



Doncare appreciates the gifts of supporters to help meet the ever-increasing needs of its community. If you can help, simply fill out this form and send it along with your donation, to the address below.

YES! I WOULD LIKE TO HELP



Enclosed is my donation of : \$25 \$50 \$75 \$100 OTHER: \$

Name	
Address	Postcode
Tel (H)	(W)
Email:	

Enclosed is my cheque/money order payable to Doncare **OR** please charge my: Visa Mastercard

Card No: --- Signature: Expiry Date: /

Or you can make your credit card donation over the phone by calling - **9856 1500**

All donations of \$2 or more to Doncare are tax deductible. Donations will be acknowledged and a receipt provided for taxation purposes.

FURTHER INFORMATION: If you require any further information, please tick the appropriate boxes below and send the form to us:

Please send me information on how to include Doncare in my Will. I would like to talk to someone regarding a donation of goods and/or services.

PLEASE RETURN YOUR COMPLETED FORM TO:

Chief Executive Officer, Doncare, Suite 4, Level 1, MC², 687 Doncaster Road, Doncaster 3108 **OR FAX** to 9856 1599

VOLUNTEERS RECEIVING SERVICE CERTIFICATES

HONOUR ROLL

MORE THAN 10 YEARS SERVICE

BOARD OF DIRECTORS

Elizabeth Lucas 30 years

SOCIAL SUPPORT

Debbie Wong 11 years
 Esther (Shui P) Chan 11 years
 Lai Cheng Yee 13 years
 Salome Lei 15 years
 Sarah (Yuen-Ling) Wong 15 years
 Geraldine Bloom 16 years
 Anthony Mason 22 years
 Lorraine Manthey 33 years

COUNSELLORS

Geoff Newbegin 12 years
 Kerry P Pryde 14 years
 Lynette Flynn 17 years

COMMUNITY SUPPORT WORKERS

Gillian Lubansky 11 years
 Erril Campbell 11 years
 Julie Yu 13 years
 Dorothy Gannon 13 years
 Carol Wilson 15 years
 Pauline Reichstein 18 years
 Margo Kefford 25 years

TUNSTALL SQUARE OPPORTUNITY SHOP

Catherine Parslow 11 years
 Joan Wright 11 years
 Patricia Hollis 12 years
 Valerie West 12 years
 Lilian Donda 13 years
 Norma Skillbeck 13 years
 Patricia Ellis 14 years
 Alice Zanon 16 years
 Jan Howitt 16 years
 Pat Butler 16 years
 Alma Flemming 17 years
 Elaine Williams 17 years
 Jean Howey 17 years
 Pat Powell 20 years
 Wilbur Edgoose 20 years
 Ila Franklin 23 years
 Joy O'Rorke 23 years
 Carol Trainor 25 years
 Loris Hosie 30 years
 Beryl Maddock 31 years

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Kitty (Catharina) Dawes 11 years
 Marlene Knight 11 years
 Doreen Williams 12 years
 Helen Hickey 12 years
 Jean Dundas 12 years
 Lorraine Hocking 12 years
 May Brooks 12 years
 Pat Titterington 12 years
 Hilary Jose 13 years
 Ken Falconer 13 years

MACEDON PLAZA OPPORTUNITY SHOP

Helen Szili 11 years
 Lorraine Gravener 11 years
 Joye Sexton 12 years
 Joy Nichol 13 years
 Alla Jerkovic 14 years
 Helen Rigopoulos 15 years
 Les Osborne 15 years
 Marie Petherbridge 15 years
 Rosemary De Marzi 15 years
 Val Osborne 15 years

HONORARY LIFE MEMBERSHIP

10 YEARS SERVICE

SOCIAL SUPPORT

Alf Heuston
 Carolyn Vimpani
 Charles Stevenson
 Daisy De Souza
 Donald Gaff
 Dorothy Dower
 Dorothy Pearson
 Frank Johnston
 Gerald Middleton
 Glennis Derrick
 Hazel Astley
 Joan McCombe
 Joan Middleton
 Joyce Stevenson
 Kathy Grimster
 Liz Olie
 Patricia Austin
 Shirley Monahan
 Wendy Johnston
 Wilma Freeman

TUNSTALL SQUARE OPPORTUNITY SHOP

Shirley Weir

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Barbara Toporkiewicz
 Robyn Dow

MACEDON PLAZA OPPORTUNITY SHOP

Brian Sexton
 Tilly Hunter

BRENTFORD SQUARE OPPORTUNITY SHOP

Margaret Brown

SILVER CERTIFICATE

5 YEARS SERVICE

SOCIAL SUPPORT

Christine Crawford
 Isabella McDonald
 Robert Cunningham
 Susanna (Sau) Lam

DAWN

Susan Porter

COMMUNITY SUPPORT WORKERS

Dawn Walker
 Denise Deerson
 Lyn McDonald

TUNSTALL SQUARE OPPORTUNITY SHOP

Alice Ho Gwen Vinecombe
 Carmel Schofield Margaret Janout
 Denise Ho

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Bernard Bone
 Bill Ramsay
 Rosemary Climas

NORTH BLACKBURN OPPORTUNITY SHOP

Alwyn Henman Margaret Kirton
 Barbara Williamson Margrit Seidel
 Bev Watupongoh Richard Desmond
 Graeme Nicol Sibel Newman

MACEDON PLAZA OPPORTUNITY SHOP

Elizabeth Paxino
 Ida Ciciriello

BRENTFORD SQUARE OPPORTUNITY SHOP

Babs Elliott
 Ivan Chow
 Lesley Harrington
 Marjorie Crawford

BRONZE CERTIFICATE

2 YEARS SERVICE

BOARD OF DIRECTORS

Robyn Reeves

VIM

Ann Bruce
 Grace Dickson

SOCIAL SUPPORT

Joan Shepherd
 Thean (Paul) Hor

HOPS

Eva Haimon

DAWN

Jennifer Fernandez

COUNSELLORS

Nerida Minty

ADMINISTRATION

Barbara Hall

TUNSTALL SQUARE OPPORTUNITY SHOP

Denise Lah
 Maggie Wong
 Vicky Cassidy

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Valda Ensnouf

NORTH BLACKBURN OPPORTUNITY SHOP

Una Zamburrow

MACEDON PLAZA OPPORTUNITY SHOP

Grace Dimech
 Joan Liu
 Val Fullerton

BRENTFORD SQUARE OPPORTUNITY SHOP

Anne Bakker Maureen Prior
 Beatrice Hill Noel Oatley
 Danny Bourke

FINANCE AND HUMAN RESOURCES MANAGER'S REPORT

KERRIE MCMAHON, MANAGER FINANCE AND HUMAN RESOURCES

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The 2011-12 financial year proved to be a busy but exciting time for the members of the Finance and Human Resources team. Doncare has been extremely fortunate to recruit competent and knowledgeable staff in this area who have always been willing to ensure accuracy and transparency in their dealings with funding bodies, management and staff.

The Equal Wage decision and the introduction of the Modern Award resulted in a substantial review of position descriptions and classifications across each of Doncare's program areas. This work was done in conjunction with each Program Manager and required a high level of skill to analyse and evaluate the skill and knowledge requirements of all of Doncare's positions. Implementation of the findings that resulted from the Equal Wage case are expected to come into effect on 1 December 2012.

The Finance team was also involved in a review of all of Doncare's policies and this was done with considerable input from Maree Bowman, a dedicated and experienced volunteer.

The development and delivery of in-house training for the Executive Team on budgeting and understanding financial reporting was undertaken during the year. This can often be a confronting exercise as we analyse how each Program is affected by changes to funding and/or service levels. The training provided greater insight for the Managers and this can be utilised each year when budget formation takes place.

The ongoing development and review of internal controls continued during the year, with a particular emphasis placed on accurate costing of the payroll function across each Program.

Reviewing controls is an on-going process and links in perfectly with our goal of achieving best practice in the work we perform.

In June our long serving team member, Cheryl Watt, accepted another position within Doncare and whilst we were devastated that we lost a highly valued and respected member of our team, we are delighted that Cheryl has been given the opportunity to develop her impressive array of skills. We wish her all the best in her new role within Social Support. I would like to thank Loli Dowdell who has accepted the challenge of increasing her finance and human resources skills and has accepted the opportunity to step up in her role. Loli has proven to be a valuable asset to my team and her enthusiasm and dedication to the role is greatly appreciated.

In any executive role the support of a CEO who understands the complexity of finance and human resources is critical to its success and for that I am grateful to Doreen Stoves for her mentoring and grasp of complex ideas.

I am also grateful for the support of my colleagues in the Executive Team who provide their knowledge and offer consolidated support at all times.

The next year will bring its own set of challenges and we are excited to be moving into our new premises. The Finance and Human Resources team will continue to provide a high level of service to all our stakeholders and we are looking forward to greater challenges in 2012/13.

KERRIE MCMAHON



2011 SERVICE
CERTIFICATE
RECIPIENTS.

10 CLINICAL SERVICES DIRECTOR'S REPORT

CARMEL O'BRIEN, DIRECTOR CLINICAL SERVICES



"When I look at the world I'm pessimistic, but when I look at people I am optimistic."

FROM CARL ROGERS: ON BECOMING A PERSON, 1961

The Clinical Services Programs comprise Counselling and Domestic Violence Advocacy and Support (DVAS). For most of this year they also included Family Services, but that Program now has its own manager once more. There are 14 paid staff in these Programs, and over 50 volunteers.

COUNSELLING PROGRAM

STATISTICS

This year, the Counselling Program made 2,305 appointments, and 99 new clients were allocated to counsellors. The Program is open each day and two evenings per week.

SUPERVISORS

The supervisory team is Irene Gerrard, Annie Norrish and Julie McDonald. Doncare is fortunate to have this team of supervision staff, and together we support our counsellors, including a number of students on counselling placements.

COUNSELLORS

All our counsellors provide a thoroughly professional and respectful counselling service to Doncare clients. They are a generous and skilled team, of which Doncare is very proud.

DOMESTIC VIOLENCE ADVOCACY AND SUPPORT PROGRAM (DVAS)

"All violence is the result of people tricking themselves into believing that their pain derives from other people and that consequently those people deserve to be punished." MARSHALL ROSENBERG

The DVAS Program assists women who have experienced domestic violence, a problem that occurs in every community. This Program assists those who are responding to abuse and violence, and witnesses much courage, resilience and inspirational recovery.

GROUP WORK

Doncare continues to conduct support groups for women to aid recovery from living with abuse. Both the "Living Free" and "Moving Forward" groups were held regularly during the year.

Our DVAS team provides free individual sessions for support, information and referral to other services that may be needed. They offer telephone support and practical assistance, and assist women in liaising with police, legal and housing services. Clients of this Program are also assisted with individual counselling.

During this year, the Program assisted 79 women and provided 620 counselling sessions, including some provided by the Counselling Program.

The **Dorothy Rose Fund** accepts both cash and donations in kind from generous businesses and individuals for women who are in recovery from family violence. This year we provided grants for small expenses that make a big difference, such as costs of furniture removal, short courses and respite care.



The **Doncare Angels for Women Network (DAWN)** is our mentoring program for women. Our volunteer "Angels" are matched to women who are recovering from a difficult or abusive relationship, for a year. Our amazing, empathic, talented and devoted Angels choose to remain anonymous.



Our choir continues to grow in strength and numbers and is now a regular and welcome addition to Doncare events, as well as singing by invitation at local government and other events. New members are welcome. Sandra King, our choir mistress, is very generous with her time and talents to make this choir a possibility.



FINALLY

I greatly admire our staff, paid and unpaid, who spend their time assisting people in these Programs. They are dedicated and skilled, and provide a high standard of service. I thank them most sincerely, both personally and on behalf of the hundreds of clients they assist.

Thank you to the Executive team and other staff who support our work so tirelessly, and especially to Doreen, who leads us so fearlessly and well.

CARMEL O'BRIEN

FAMILY SERVICES MANAGER'S REPORT

IAN CLARK, MANAGER FAMILY SERVICES

INTEGRATED FAMILY SERVICES (IFS)

This has been another busy year for the Family Services Program. Our Family Support Workers continue to be Sue Kerchhoff and Angela Mellerick. They also run our Parent Education Program, with the assistance of some staff from the Clinical Services team. Freya Dugan co-ordinates our HOPS Program and Esther Yeung facilitates the Chinese Family Playgroup.

Doncare is a member of the Inner East Integrated Family Services (IEIFS) Alliance, and assist with some of our community's most vulnerable families. This work includes visiting homes to help with parenting, budgeting and linking in to a wide range of services, as well as counselling at Doncare.

Doncare's Integrated Family Services team worked with 16 families during the 2011/12 financial year. These families had a total of 32 children. Another 76 parents were assisted in the Counselling Program.

HANDS ON PARENTING SUPPORT PROGRAM (HOPS)



The Hands on Parenting Support Program (HOPS) has a team of trained volunteers who work with young families who are experiencing difficulties such as disability, post natal depression, social isolation and multiple births. Many referrals come

from the Maternal and Child Health Services, and the band of volunteers make an enormous difference helping parents to do the most important job in the world. Twenty families (with 48 children) received this assistance in 2011/12. We are working hard to ensure that this Program continues to be funded.

PARENTING EDUCATION

The Parenting Education groups continued to provide expert training in parenting issues. A range of courses are held on a regular basis.

Term 3, 2011

- How to Talk so Kids will Listen and Listen so Kids will Talk
- Reducing Sibling Rivalry.

Term 4, 2011

- How to Talk so Kids will Listen and Listen so Kids will Talk
- Angry Child, Angry Parent.

Term 1, 2012

- Manningham Healthy Lifestyle presentation
- Parenting After Violence.

Term 2, 2012

- How to Talk so Kids will Listen and Listen so Kids will Talk
- Eat Your Veggies, Please.

Some of this year's feedback including the following comments:

"Thank you so much for tools you have given us. It has brought our family closer together (especially my husband and I)."

"A very positive experience and useful skills to have for day to day living. Thank you very much."

"Thank you. The information was great and both (facilitators) caring, informative and competent. I appreciated the way they worked together and cared for us over the last 4 weeks."

"Each session was very insightful and interesting, especially engaging co-operation."

CHINESE FAMILY PLAYGROUP

Doncare was very pleased to receive funding from Minister Mary Wooldridge to allow us to re-commence running Chinese Family Playgroups. Esther Yeung, ably assisted by two volunteers, is facilitating two playgroups per week for Chinese families, on Thursdays and Fridays during term time. Located at the Pilgrim Uniting Church in Doncaster, these are extremely popular sessions and on average, 16 families attend the Thursday playgroup and 11 families attend the Friday playgroup, with approximately 35 children attending per week.

FINALLY

As the newly appointed Manager of Family Services and a newcomer to Doncare, I would like to express a huge vote of appreciation to my new colleagues. I have been thrilled to join such a talented and inspired Family Services team and offer my sincere thanks to them and the wonderful volunteers, who unfailingly offer their support and considerable expertise to the HOPS Program and Chinese Family Playgroup.

I would also like to thank the Executive Team and wider group of staff and volunteers for the warm and supportive welcome of me to the organisation, and particularly Doreen for her encouragement and wise counsel.

IAN CLARK



12 INFORMATION AND EMERGENCY RELIEF MANAGER'S REPORT

BARBARA ZELLER, MANAGER INFORMATION AND EMERGENCY RELIEF



Over the years clients' needs have become more and more complex and the giving of only food vouchers, in most cases, does not address the cause of the problem.

This year the Information and Emergency Relief Program developed a new staffing model to enhance our capacity to deal with more complex issues and to engage and assist long term clients more effectively. The model includes the Manager, Coordinator of Intake and a pilot project of a Case Manager, working alongside 14 volunteer Community Support Workers. We are already seeing some success with the case management role and have identified that there is a definite need to secure funding opportunities to continue this Program into the future.

EMERGENCY RELIEF SYSTEM (ERS) DATABASE

The Bendigo Bank provided the I&ER program with much needed funds to move our Emergency Relief client data collection from a paper based system to an electronic database. Although the development of the database has been protracted this has been a very successful venture and will make the retrieval of information and reports very easy.

CLIENTS AND EXPENDITURE

This year there was a surge in requests for bill assistance due to the increased costs in utilities with people also confused and concerned about how the carbon tax will impact their financial circumstances. The Emergency Relief Program offers over 2,500 appointments each year and provided over \$113,500 worth of emergency relief through funding provided by the Department of Families, Housing, Community Services and Indigenous Affairs.

CELEBRATIONS

Back to School Fund

Over 130 children and 90 families were assisted this year with school books, educational packs, uniforms, and in some cases where school required it, assistance towards iPads. As rising costs of educational items increases and the need for technological aids are inevitable, we anticipate the demand for this Program will continue.

Joining In Fund and Student Wellbeing Program

Manningham City Council and the Bendigo Bank provided much needed financial support for children to engage in school and recreational activities that they would otherwise not be able to attend. With over 100 families supported this year there was much appreciation shown to Doncare for this help. Here are some comments from families:

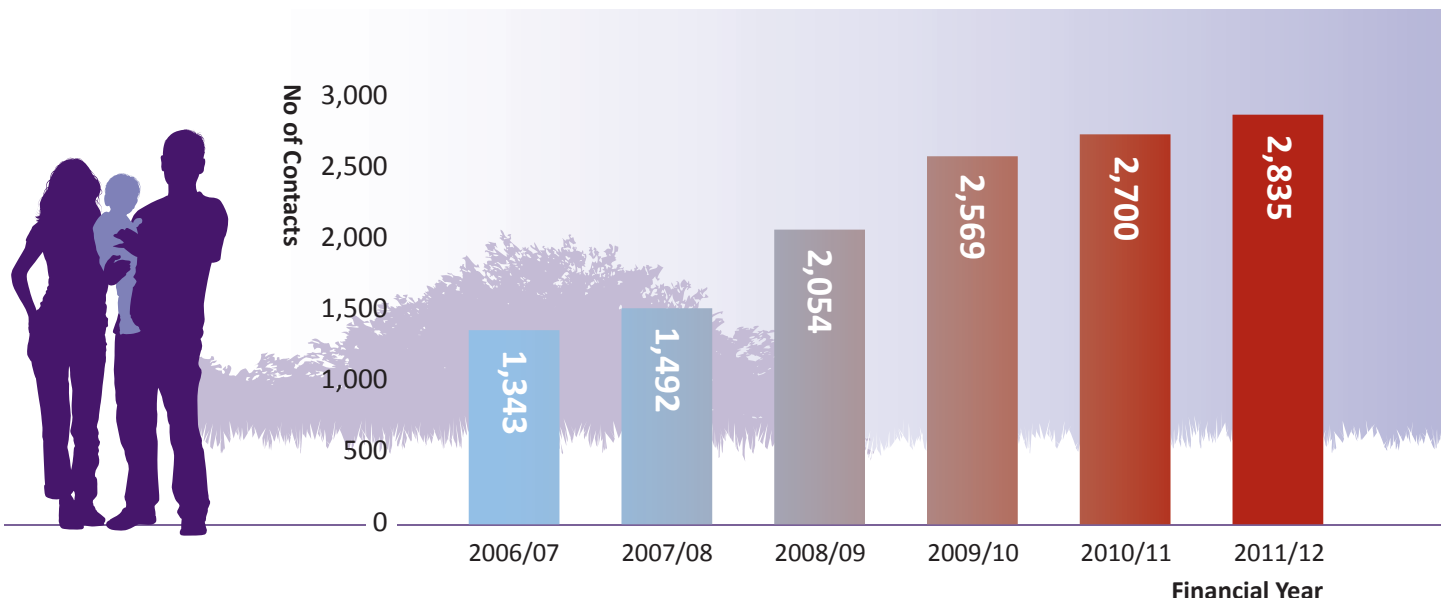
"Asking for help is not easy and can make you feel like a failure. However I have never felt judged by Doncare staff for needing help. Thank you for your assistance with my daughter's school camp as without your support she would have missed out on going with her school friends."

FAMILY OF 4 CHILDREN

"At a time when I have no money left to buy food my children tell me they need to pay for a school outing. Thank goodness Doncare was able to help us, it has put a smile back on their faces."

SINGLE MOTHER OF 3 CHILDREN

Client Contacts by Financial Year



Pensioner Fund

Each year we are moved by how many pensioners are 'doing it tough'. Increased cost of food, utility bills, rates, rents, etc all add to the pressure on pensioners trying to survive on a Centrelink income. The most frequent request received from this group is for utility bills, replacement of heaters, car repairs and registration costs. This year we assisted over 60 pensioners with extra funds and a further 60 with extra food vouchers at Christmas.

Partnerships

Working locally through partnerships with other community agencies, local churches, schools, businesses, Philanthropic Trusts, Manningham City Council, Bendigo Bank, etc has strengthened Doncare's ability to assist the people of Manningham suffering financial hardship.

Here are only some examples of great partnerships in 2012:

1. Asylum Seekers were released from detention centres recently and with several local agencies working together (Doncare, Salvos and St Vincent de Paul) we were able to assist those clients who moved into Manningham with blankets, beds, kitchen utensils, transport etc.
2. LinC Church opened their church hall to Doncare clients for the Toy Giving day for families at Christmas time.
3. Freedom Revolution provided over 50 people to refurbish a client's house that had been burnt in a fire, and also were inspirational in setting up the Christmas Toy Giving day for families to select toys.

Christmas 2011

For the first time Doncare gave out extra food vouchers to clients at Christmas time. For many years clients had been

requesting some choice in their food choices and with food vouchers clients could make that choice for their families. We had a very successful donation drive at Christmas time with one gentleman and his family donating \$500 each to 10 families and this was life changing for them. Many thanks to the community for the toy donations that allowed us to give generously to the children. Also, without the volunteers giving of their time we could not survive.

Community Support Workers

The value of volunteers cannot be measured only in the hours they contribute, but more importantly by the generosity of spirit they offer to clients they see each week. It is not always easy to sit with clients as they tell their stories of hardship and distress. Doncare has a strong team of Community Support Workers who have many years of service to this community. Two CSWs left the Program this year to take up other aspects of their lives, Dawn Walker and Denise Deerson, and we thank them for their years of service. Grace Mannerheim joined us recently and we welcome her to the team.

Team

Thank you to the reception team for their continued good humor under what can be at times trying circumstances. Special thanks to Helen Anson for her invaluable patience and understanding in developing the ERS database. A big thanks to Megan, Annie, Caroline and Steph, who all made this year's challenges seem effortless. Also many thanks to Doreen for robust discussions and never-ending support, my Executive colleagues who make me laugh when I forget to, and the Board who are supportive of all the work that we do for the community.

BARBARA ZELLER

INFORMATION & EMERGENCY RELIEF TEAM.



14 SOCIAL SUPPORT MANAGER & ViM MANAGER'S REPORT

HELEN MACKENZIE, MANAGER SOCIAL SUPPORT & VOLUNTEERING IN MANNINGHAM



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." MAYA ANGELOU

SOCIAL SUPPORT PROGRAM

The Social Support Program aims to make people feel happier, healthier, valued and connected with their communities. As the quote from Maya Angelou indicates, it is how you make people feel that is remembered. Working in Social Support we have the privilege to share the lives of some wonderful people (both clients and volunteers) and we endeavor to enhance their lives making them feel better. This year is like others in that we have again enjoyed eventful and meaningful times together.

We would not be able to provide this service without our fantastic volunteers who have provided a combined total of 3,495 hours of their time assisting seniors to get out into their community and enjoy the company of their peers. We sincerely thank each and every one of you!

Throughout this year we have provided services to 93 individual clients, totaling 7,032 hours of social interaction. We have completed 33 assessments for new clients, mainly resulting in the person joining at least one of our 12 groups; the few who didn't were successfully referred to services that better suited their needs. We have said goodbye to 14 clients this year for reasons including declining health, moving to residential care and a couple who found alternate social activities.

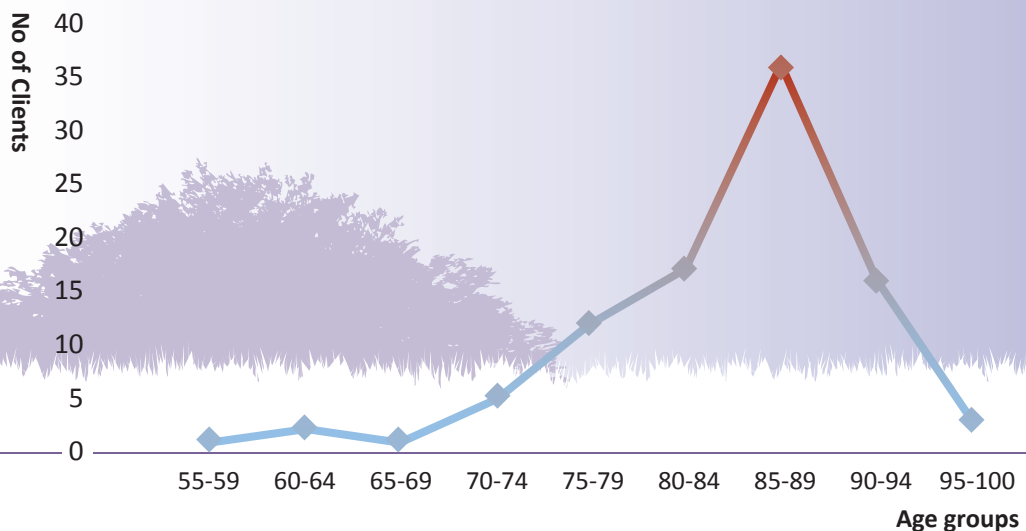
Early in 2011 we commenced the process of regular client reviews. Clients have been reviewed providing us with up-to-date information and providing the client with another opportunity to express their needs. This process will continue as part of our Active Service Model implementation further developing our client centred service delivery model.

We have a wide age range amongst our clients, the youngest being 55 and the most senior, 97! As indicated in the graph, the majority of our people are over 80 and an astounding 11 are 90 plus and another 8 will celebrate their 90th birthdays before the end of 2012. It goes to show that remaining connected with your community and friends can help you live longer.

This year saw the celebration of another Social Support milestone – our Carramar group has been in existence for 30 years. For 20 of these years the group was run by the Manningham Uniting Church and for the past 10 it has been Doncare's privilege to keep the successful group going. Carramar meets weekly and has a large group of wonderful volunteers who keep coming up with interesting activities, entertainers, morning teas and lunches, which keep a smile on the clients' faces. We were able to combine a thank you to volunteers and a celebration of the 30th anniversary which was enjoyed by all. We offer a big thank you to Manningham Uniting Church who continues to provide the venue in which Carramar meets. One of the group members expressed it well when she said, "I don't know what I would do if I couldn't come to Carramar every week."

That client is not alone, many express that they count down the days between the Christmas breakups and the first groups in the New Year, so we are always reluctant to cancel any group and we are happy when we are able to offer extra "special outings". During this year we were able to offer opportunities to a number of clients for an extra outing including The Lord Mayor's Christmas in July, Christmas Lunch at the Domain provided by Lions Club Melbourne (host), the always popular Dapper Day Out and some of our Chinese Walking group attended the Manningham Multicultural Morning Tea.

Client Ages



“Loneliness is about the scariest thing there is.” ANON

Three of our clients were pleased to participate in a meeting with Dr Shum Lee from Korea who was researching the different Social Support options for seniors in Manningham and surrounds, with the hope that the outcomes will be able to assist with provision of activities for the seniors in Korea.

So much happens each year in this Program, opportunities and surprises keep coming, such as Di Bailey, our Social Support Co-Ordinator, announcing her decision to retire. For six years, Di provided wonderful backing to the Social Support Manager. Her professionalism and rapport with clients and volunteers made her a very important part of the Program, valued, liked and respected. Di did provide enough notice for us to find and appoint Cheryl Watt to the position of Social Support Assistant and to provide Cheryl with a thorough handover. We will miss Di but due to her preparation, Cheryl is quickly fitting into her new role.

All of our achievements in providing a high quality service to the seniors of Manningham would not be possible without our funding from the Victorian Department of Health, Home and Community Care, a joint program of the Commonwealth and State Governments. A huge thanks goes to Doncare CEO, Doreen Stoves, for her ongoing support of this Program, all of our volunteers, and the Doncare Board. Without you all there would be a lot more housebound, lonely seniors in Manningham.



VOLUNTEERING IN MANNINGHAM (ViM)

The Volunteering in Manningham (ViM) Program was established five years ago as a volunteer support service, helping people find suitable volunteering opportunities, supporting Volunteer Coordinators at local social services agencies and helping these agencies fill volunteering vacancies. ViM is funded by Manningham City Council and we thank the Council for its continuing commitment to the volunteering community of Manningham.

Arrangements have been made for a Viktor Online search box to be added to the ViM website in early July 2012, enabling data matching. When ViM's Viktor Online database is fully populated it will benefit everyone in Manningham's volunteering sector, giving agencies wide exposure for their advertised vacancies and prospective volunteers easily accessible information on volunteering opportunities.

ViM provides free one-to-one interviews to help prospective volunteers identify suitable volunteering opportunities. Interviewees appreciate this friendly and confidential service, carried out by trained ViM

volunteers. Of the 83 interviewees this year, 42% were from a culturally and linguistically diverse background and 27% were approaching retirement or had recently retired and wanted to explore the full range of volunteering opportunities available.

During the year, 10 sessions of Introduction to Volunteering were held for prospective and new volunteers. These sessions give an insight into what to expect as a volunteer and the importance of volunteering in strengthening our community while increasing personal wellbeing. They also cover the rights and responsibilities of volunteers, and how to find a suitable volunteering position. This year, there were fewer participants than usual, but those who attended evaluated the sessions very favourably and were able to explore their volunteering options more thoroughly within a smaller group.

ViM organises the ViM Network of Volunteer Coordinators from local agencies; currently there are 115 members from around 75 agencies, together with municipal councils and volunteer resource services. Three of the four network meetings took the form of professional development seminars. ViM is grateful to Manningham City Council for providing venues for ViM Network meetings.

During Manningham City Council's Healthy Lifestyle Week, a successful workshop "Volunteering – do it for your health" was held, covering the health and other benefits of volunteering. Other promotional activities included attending two volunteering Expos in neighbouring suburbs. ViM is a member of a number of volunteering networks, including the Victorian Volunteer Resource Service Network, a valuable forum for sharing information on best practice.

ViM could not operate without the thoughtfulness, diligence and attention to detail of our team of volunteers. ViM volunteers interview prospective volunteers and provide administrative and other support and their hard work copying and checking data has enabled us to start the next financial year using Viktor Online. Our volunteer team reflects the diversity of the wider volunteering community, with older members bringing a wealth of experience and younger members volunteering with ViM as a pathway to employment. It is always pleasing when the ViM Program of Doncare is able to provide the latter with sufficient experience, support and training for them to increase their skills and confidence and eventually find paid employment.

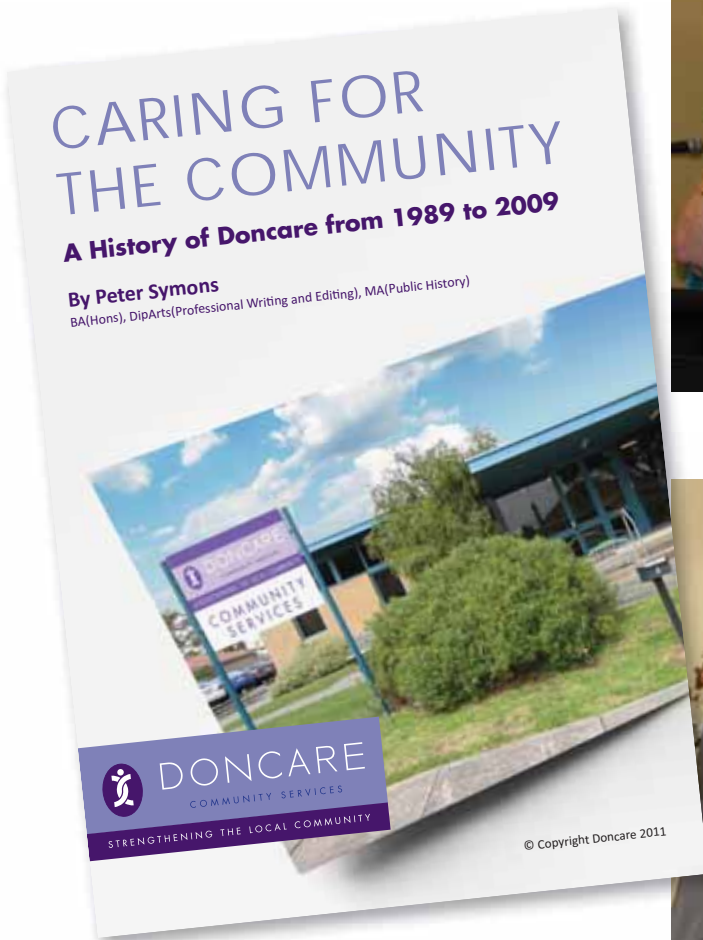
A big thank you to Doncare CEO, Doreen Stoves, for her ongoing support to the ViM program.



HELEN MACKENZIE

2011 VOLUNTEER CHRISTMAS PARTY

"CARING FOR THE COMMUNITY" AUTHOR, PETER SYMONS, LAUNCHED THE BOOK WITH CEO, DOREEN STOVES.



CITY OF MANNINGHAM MAYOR, GEOFF GOUGH, AND CHIEF EXECUTIVE OFFICER, LYDIA WILSON, MADE PRESENTATIONS TO VIVIEN.



VIVIEN CUT THE CELEBRATORY CAKE.

This function incorporated the launch of our 20 years history, from 1989 to 2009, and acknowledged Op Shop volunteer, Vivien Andrew, who resigned at the end of the year after 40 years service at the Tunstall Square Op Shop.



BUSINESS OPERATIONS MANAGER'S REPORT

MARILYN STEELE, MANAGER BUSINESS OPERATIONS

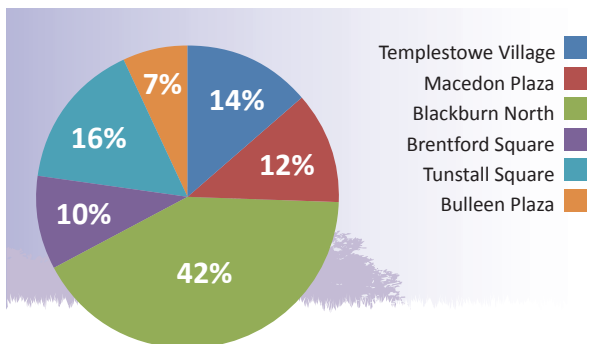
"The broadest, and maybe the most meaningful definition of volunteering: Doing more than you have to because you want to, in a cause you consider good." IVAN SCHEIER

If one considers the above quotation in conjunction with Doncare, one is left with the inescapable conclusion that our wonderful Opportunity Shop Volunteers and, in fact, all Doncare's volunteers must believe in Doncare's values and Doncare's worth in the community. This is, undeniably, a heartening thought.

Our dedicated and committed Opportunity Shop Volunteers do indeed do more than they have to – they work long hours in what could not be described as an ideal working environment, with often little thanks from the community they are serving and they give of themselves unreservedly for the good of others. Certainly, without these dedicated and committed folk the local community would be much the poorer.

It is an absolute fact that without the income derived from Doncare's Opportunity Shops the organisation would not be able to deliver the level of care and assistance that it provides within the community. It is also fair to say that this has been a magnificent year for all the shops where they have surpassed financial expectations, increasing their income by a massive \$74,871 over the previous year. Consideration of the chart below will give some idea of the ratio of income achieved by the Op Shop Program across its six stores.

Op Shop Income Ratios



Instrumental in adding to the increased income, of course, is Doncare's fabulous new shop at Bulleen Plaza which opened on 1 March 2012. Barry Plant Real Estate generously provided some funding towards the purchase of book shelves and assistance with the cost of certain plumbing work, which helped in meeting the fit out costs associated with the new store. Having a floor area of some 148 sqm, this shop has the ability to carry some small items of furniture, together with the capacity to display clothing and other stock to advantage. The new store has been very much welcomed by the local community and they have shown their appreciation by their huge support, both verbal and financial. A vote of thanks must go to all those ladies from the Templestowe Village shop who were instrumental in sorting all the stock for the opening of the store. A warm welcome goes to all our new volunteers at Bulleen (together with some of our existing volunteers

from other stores) who are making the shop such a successful venture and, if early indications are anything to go by, this shop will continue to prosper.

Two particular groups of volunteer gentlemen who do not fall under the actual umbrella of shops, but who earn particular mention in respect of the Op Shop Program, are those of our Drivers and our Taggers and Testers of electrical goods. Our drivers work largely behind the scenes but perform such vital functions that we could not operate without them. Our wonderful drivers willingly move large amounts of furniture between the homes of residents who are donating goods and the shops or depot, together with delivering items from the North Blackburn store and more recently, encompassing the Bulleen Plaza shop as well. They undertake this role unflinchingly and without complaint, in virtually all weathers. Without them, Doncare would be seriously disadvantaged and an enormous vote of thanks goes to them.

Likewise, sincere thanks must go to our two Tagging and Testing gentlemen who work in cramped conditions, behind the scenes, testing our electrical equipment to ensure that it is safe to sell in the shops. The fact that they are prepared to undertake this work for Doncare means that we have the edge over a lot of other organisations in that we have the ability to sell electrical items, thereby increasing the revenue that Doncare earns.

It has been a year of change in the Op Shop Program with the departure in January of Margo Young, our Co-Ordinator of Volunteers, leaving Doncare to shift to Western Australia, and the appointment of Maria Brady as Margo's successor. It would be an understatement to say that Maria had a "baptism of fire", taking on her new role only days before we took over the lease of the new store at Bulleen Plaza. For my part, I would like to pay tribute to Maria and to thank her sincerely, not only for her tenacity, but also for her many and varied skills that she has brought to the table which have so much enriched the Op Shop Program.

No annual report would be complete without acknowledging the continued support of Doreen, my mentor, and my other fantastic colleagues at Doncare. This wonderful group of knowledgeable, committed and wise folk perform an outstanding job in our community and it is indeed my honour to work amongst them.

Finally, the biggest thanks must go to our priceless Opportunity Shop Volunteers in all our six shops. These are people who make it all possible, these are people "at the coal face" and these are people toiling on a voluntary basis for the good of others. Thank you so very much for your selfless contribution, for your generosity of spirit and above all, for your commitment to Doncare. Without you all, Doncare would not be able to make such a difference in the lives of others.

MARILYN STEELE



BRENTFORD SQUARE OPPORTUNITY SHOP

How quickly this past year has flown by.

Our little shop at Brentford Square is still doing really well. Our takings continue to increase, all thanks to the wonderful donations we get given by the community. Some of these donations we know that our shop would not get the best price for, such as dresses and coats, etc so we pass these on to our other shops as we know that they would sell them for a better price. It all goes to Doncare, so sharing is caring.

Thanks goes to our hard working volunteers who give their time in our shop. They are the people who are willing to step in to help when someone is sick or on holiday. Without these people our shop would not be able to open. They are also the frontline to greet our customers, giving a helping hand and keeping the shop nice and tidy. We get many comments on how bright and clean our shop is and how the goods for sale are in such good condition and how competitive our prices are.

We have had new volunteers start and they have been made welcome. We have also lost some of our valued volunteers; we thank them and wish them well.

Our roster secretary does a marvellous job but could do with a few more willing workers on the regular roster. We have some new faces on our Committee coming up with good ideas that help with the smooth running of the shop. Our regular working bees and changing around of our stock helps us to keep the shop interesting.

Our thanks go to Marilyn and Maria, who has taken over from Margo.

In conclusion, well done to everybody for another successful year.

LINDA CHALLENGER

MACEDON PLAZA OPPORTUNITY SHOP

Macedon Plaza Op Shop continues to maintain its success from the previous year.

The generous donations and continuing support from our customers, plus the dedication and hard work of our volunteers help to keep the business running along steadily. Thank you to all volunteers for your effort.

We welcome some new volunteers this year and hope that the op shop experience will be a treasured one for them.

Our social events are always well attended and enjoyed by all. Congratulations and our thanks to Tilly for organising these events, with the lovely decorations and the raffles.

The opening of the Bulleen Plaza Op Shop has been a cause of excitement amongst us and a few of our volunteers are quite happy to be involved in its growth and success.

We are indeed proud to be contributing to Doncare's good work in the local community.

LAI PINK NG

NORTH BLACKBURN OPPORTUNITY SHOP

This last year has continued to be a great success for our Blackburn North Shop financially. It is a great place to work to assist Doncare to provide the many services to our community.

The volunteers work well together and the extra work space provided has proved beneficial to us all. There are many dedicated volunteers who do so much extra behind the scenes and they are much valued.

Thank you to Marilyn and her "new" Co-Ordinator, Maria, for their support in all situations.

We also must thank the public for their generous donations and their custom.

JILL NUBLEY

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

The enthusiastic Templestowe Village volunteers have had a busy and productive year. Thanks to good quality donations from a generous public, our little shop is able to provide a variety of quality clothing, homewares, toys and books, which appeal to our loyal patrons together with many interested newcomers.

Over-the-counter sales have remained positive and in May the average monthly takings reached the highest of any time since the shop opened.

Committee members and volunteers have attended a variety of Doncare meetings and functions. We look forward to the opportunity of our first visit to Doncare's new home at MC².

Having representation at the Templestowe Village Traders Association has enabled us to keep informed about new parking arrangements and to have some input into planning and promotions issues, including the VIP card and website initiatives.

The weather was favourable for the annual Templestowe Village Festival held on 22 April 2012. Assistance from volunteers and their families ensured the smooth operation of both shop and stall and there were good takings for the day. There were also two Op Shop Fashion Parades for the Women's Friendship Group during the year. The first, in August 2011, was a huge undertaking and generated an excellent return. A smaller parade was featured at the Group's June 2012 meeting.

In February, a team of Templestowe Village volunteers assisted in setting up Doncare's Bulleen shop and were rewarded by seeing this impressive retail space take shape. Several have continued with their support as the new store becomes more established.

Templestowe Village Op Shop is proud to contribute to enabling Doncare to deliver vital service and support to our local community.

ROBYN KERE

TUNSTALL SQUARE OPPORTUNITY SHOP

Due to the generosity of the community, from January onwards a heavy stream of donations have kept us very busy with the sorting of goods.

Tunstall Square has a team of dedicated Committee members and volunteers who work very hard, taking pride in the shop. As a team they are always looking for new ways to make the shop safe and attractive to the public.

Donation of food and toiletries to Doncare is ongoing and we are grateful to the community for their continued support.

The Tunstall Square Twilight Festival held on 3 March was disappointing due to heavy rain – it just did not stop. Thanks to the staff involved on the day.

Margo left Doncare in January to move interstate. We were very sorry to see her go. We thank her for all her help and friendship and wish her all the very best. We welcome Maria who has taken over Margo’s demanding position.

NORMA SKILBECK



Op Shop Locations

- A BULLEEN PLAZA OP SHOP**
 Shop 2A, Bulleen Plaza
 Manningham Road, Bulleen
 TELEPHONE: 9852 0102
 OPEN HOURS: Monday to Friday: 9.30am – 5pm
 Saturday: 10am – 2pm
 Melway ref: 32 G7
- B BRENTFORD SQUARE OP SHOP**
 Shop 45, Brentford Square
 Canterbury Road, Forest Hill
 TELEPHONE: 9894 4982
 OPEN HOURS: Monday to Friday: 9.30am – 4.30pm
 Saturday: 9.30am – noon
 Melway ref: 62 G2
- C MACEDON PLAZA OP SHOP**
 Shop 11, Macedon Plaza, Corner Manningham Road
 and High Street, Lower Templestowe
 TELEPHONE: 9850 9769
 OPEN HOURS: Monday to Friday: 10am – 5pm
 Saturday: 10am – 1pm
 Melway ref: 33 B9
- D NORTH BLACKBURN OP SHOP**
 Shop 38, 66-104 Springfield Road
 North Blackburn
 TELEPHONE: 9878 6479
 OPEN HOURS: Monday to Friday: 9am – 5pm
 Saturday: 9am – 5pm
 Melway ref: 47 K7
- E TEMPLESTOWE VILLAGE OP SHOP**
 Rear Shop 23A, Anderson Street
 Templestowe
 TELEPHONE: 9846 5176
 OPEN HOURS: Monday to Friday: 10am – 4pm
 Saturday: 10am – 12.30pm
 Melway ref: 33 E4
- F TUNSTALL SQUARE OP SHOP**
 Shop 34, Tunstall Square Shopping Centre
 Beverley Street, East Doncaster
 TELEPHONE: 9841 5921
 OPEN HOURS: Monday to Friday: 9.30am – 4.30pm
 Saturday: 10am – 2pm
 Melway ref: 48 D2

ADMINISTRATION MANAGER'S REPORT

HELEN ANSON, MANAGER ADMINISTRATION



In any business the need for future planning must be assessed on a regular basis. In mid-2011 as we looked 12 months down the track to the July 2012 date of moving to our new home at MC², it became apparent that our current IT status was not going to support our future needs. The Board approved funding to implement an IT audit to determine what exactly was required to meet our future requirements.

Doncare considered several companies to complete the audit, provide the tools and infrastructure, and who could provide the right IT to support our staff. In December 2011 the decision was made to engage the services of Login Systems. Since then we have been working with them to install a new server and various other equipment, all of which was purchased through a grant from our wonderful friends at the Bendigo Bank. Planning to move into MC² has required that we replace about 75% of current computers and upgrade software on all computers. This has been a huge task and we thank Dean, Jason and all the team at Login Systems for their never-ending patience as we implement various new systems.

The other vital equipment needed was a new telephone system. Telephones are so common place these days that we often take them for granted, until something goes wrong. When Doncare moved to Montgomery Street, we inherited a system that was already installed in the building. It was about 12 years old and ancient in terms of technology. After much research the decision was made to purchase a Samsung system to be installed at MC². It has so many features it will be hard to keep up with them all. The system will allow us to filter calls through reception so non-client calls can be attended to by the relevant staff and reception can focus on the client calls.

Although the last year has been challenging it has also been very exciting and full of achievements.

I would like to thank Maria Brady, who was the Receptionist at Doncare for the past three years for the wonderful job she did.

Cassandra Hartley commenced as Receptionist in January and we have been most fortunate to have her terrific skills during a period of considerable change to systems and procedures, precipitated by our relocation to MC² in July.

Stephanie Saunders and Sandra Thurtell round out the reception staff, sharing the night shifts and their diligence and work ethic is greatly appreciated.

I would like to extend a very sincere thanks to our two Admin volunteers, Lois Savage and Barbara Hall, both of whom have extensive administration experience. Their contribution to, not only me, but the whole organisation, is most valued.

Finally, I would like to thank Doreen Stoves for her unending support on both a professional and personal level. Having Doreen as my mentor has been one of the greatest experiences of my life.

HELEN ANSON

MC²



OUR SUBMISSIONS 2011-12

LIA HENRY, SUBMISSIONS WRITER

During the year, 31 funding applications were made to philanthropic trusts and foundations, government bodies and community organisations. Of these, 11 were successful, yielding \$120,500.

SUCCESSFUL SUBMISSIONS

Lord Mayor's Charitable Foundation – General Grants	\$ 7,000
The Marian & E.H. Flack Trust	\$ 5,000
McKern Steel Foundation	\$ 1,000
Freemason's Public Charitable Foundation	\$ 6,000
The William Angliss (Victoria) Charitable Fund	\$ 2,000
Collier Charitable Fund	\$ 7,000
The Flora & Frank Leith Charitable Trust	\$ 5,000
The Shane Warne Foundation	\$ 10,000 Pledged
Manningham City Council (MCC) Small Grants – Community Projects	\$ 4,000
MCC Visy Community Support Grant	\$ 23,500 Pledged
Bendigo Bank (Doncaster East and Templestowe Village)	\$ 50,000



PENDING SUBMISSIONS (AT 30 JUNE 2012)

Lord Mayor's Charitable Foundation	\$ 23,466
The Marian & E.H. Flack Trust	\$ 5,000
Feed Melbourne	\$ 8,000
Leader Newspaper Local Grants	\$ 1,000
Commonwealth Bank's Community Grants Program	\$ 10,000

Doncare is extremely appreciative of the assistance provided by the philanthropic sector. Every grant achieved is gratefully received and Doncare, and the wider Manningham community, are indebted to all our donors for their support.

LIA HENRY

PRESENTATION OF CHEQUE BY THE FREEMASON'S PUBLIC CHARITABLE FOUNDATION.



OUR VOLUNTEERS 2011-12

ADMINISTRATION

Barbara Hall
Lois Savage

CLINICAL SERVICES

Counsellors

Alexander De Foe
Andrea Blake
Beata Geddes
Carol Craigie
Catherine Pitman
Emma Trifiletti
Garth Phillips
Geoff Newbegin
Geraldine Richards
Gina Salvagno
Jackie Cameron
Janice Hales
Jessica Bernales
Karen Williams
Keppel Cassidy
Kerryn Mitchell
Kerryn Pryde
Leah Kirby
Lee Beaton
Lisa Williams
Lynette Flynn
Melanie Callander
Melissa Thomas
Nerida Minty
Nicki Weekley
Patricia Gallagher
Rani Reid
Ru Cai
Sara Browne
Stan Alexiou
Stan Korosi
Stephen O'Kane

Doncare Angels for Women Network (DAWN)

Allison Alexander
Ann Grant
Carolyn Burns
Deborah Spencer
Gabrielle Coulson
Hannah Jones
Heather Parry
Helen O'Brien
Jan Hughes
Jane Kuszla
Jennifer Fernandez
Jennifer Gracie
Jenny van der Westhuizen
Jessica Mekken
Jill Lowe
Katherine Smith
Lee Mei (Mei) Leong
Lesley Martin
Manjit Singh
Maureen Brosnan

Melissa Wyness
Michelle Bean
Nancy Dee
Pam Kirkpatrick
Rosanna Campagna
Rose Clark
Sandra Higgins
Susan Porter
Thelma McGlinchey
Wai-Chung (Elsa) Lau
Wendy Ryan

Domestic Violence Advocacy and Support (DVAS)

Caitlin Macmillan
Emma Trifiletti
Monika Dizdar

EXECUTIVE

Maree Bowman

FAMILY SERVICES

Hands on Parenting Support (HOPS)

Beryl Chitiz
Caterina Gualtieri
Elaine Beanland
Eva Haimon
Irene Goodall
Jennifer McNeil
Julie Mills
Lisa Marsden
Louise Cameron
Lyndsey Holt
Lynette Grant
Malin Leong
Marg Brabham
Noelene Letcher
Rita Cole
Sin Wa Fong
Sue Jenkins
Sue Levi

Chinese Family Playgroup

Kwok Lin (Colleen) Chan

INFORMATION AND EMERGENCY RELIEF

Community Support Workers

Carol Wilson
Dawn Walker
Denise Deerson
Dorothy Gannon
Erica Lim
Erril Campbell
Eva Sommers
Gillian Lubansky
Grace Mannerheim
Jenny Reynolds
Julie Yu

Linda De Francisci
Lindy Gilham
Lyn McDonald
Margo Kefford
Marilu Packer
Robyn McIver

Information Officer

Pauline Reichstein

SOCIAL SUPPORT

Alf Heuston
Anthony Mason
Arthur Paradises
Barbara Burns
Betty Black
Beverly Anne Schurmann
Carmel Schofield
Carol Harvey
Carolyn Vimpani
Christine Crawford
Clive Ansell
Debbie Wong
Denzil Seneviratne
Diane Pritchett
Donald Gaff
Donald Raynard
Dorothy Dower
Dorothy Pearson
Dorothy Ranyard
Esther (Shui P) Chan
Eva Haimon
Farzad Maghami
Frank Johnston
Fred Jurgelait
Gerald Middleton
Geraldine Bloom
Hanne Blake
Hazel Astley
Isabella McDonald
James Large
Jane Shiels
Janet Handley
Jayne Appleton
Jenny Poon
Jenny Round
Joan Mason
Joan McCombe
Joan Middleton
Joan Shepherd
John Coombes
John Round
Judith Theobald
Judy McLeod
Kate Coggan
Kathryn Ewers
Kathy Grimster
Ken Falconer
Lai Cheng Yee
Laurel Agius
Liesbeth van Altena
Lorraine Cahill
Lorraine Manthey

Margo Kefford
Marilyn Thompson
Mary O'Brien
Mooi-Sim Ng
Neil Harvey
Noel Blythe
Patricia Austin
Patricia Miao
Robert Cunningham
Salome Lei
Sarah (Yuen-Ling) Wong
Shirley Monahan
Shirley Weir
Siew Hoon (Sue) Hor
Suan Teng Lee
Susanna (Sau) Lam
Thean (Paul) Hor
Wendy Johnston
Wilma Freeman
Xiao Lian (Lina) Liu

Volunteering in Manningham

Ann Bruce
Annie (Yongjie) Huang
Grace Dickson
Jan Radcliff
Jaslyn Liew
Lyn Deayton
Richard Chalermkiat
Yifan Shen

BUSINESS OPERATIONS

Brentford Square Opportunity Shop

Alan Longmore
Alison Sizer
Ann Hoare
Anna Boryslawski
Anne Bakker
Aurora Inchincoli
Babs Elliott
Beatrice Hill
Bev Watupongoh
Brenda Quaine
Daniela Stait
Danny Bourke
Elizabeth Castles
Ellen Casu
Freny Bagli
Irene Rea
Ivan Chow
Jan Griffith
Jennifer Wood
Jennifer Yeo
Joy Rooney
Lenore Vale
Lesley Harrington
Linda Challenger
Mae Tasker
Margaret Brown
Margaret Rimmer

Marion Earle
Marjorie Crawford
Mary Stenson
Maureen Prior
Mel Gordon
Michael McDonald
Noel Oatley
Pam Brown
Pauline Gow
Phyl Dickens
Prapid Jewell
Robyn Stark
Rose Rosenfeldt
Sally Tee
Sandra Parisio

Bulleen Plaza Opportunity Shop

Aileen O'Connell
Aurora Inchincoli
Bernice Payne
Carol Negus
Deidre Gilham
Denise Tomlinson
Dina Natsikas
Elizabeth Paxino
Fedora Vasarelli
Fereshteh Chegini
Henry Clark
Inga Jekabson
Jean Brown
John Megalaa
Joyce Dite
Joye Sexton
Lai Pink Ng
Lorraine Hocking
Margaret Yeoman
Marjorie Dowd
Mary Salter
Maryanne Rades
Melissa Wyness
Michael Garland
Michellina Fronticcia
Miranda Hornung
Miranda Rodrigues
Miriam Bugeja
Mohammed Alhamdan
Pam Kirkpatrick
Pam Purdy
Pat Twentyman
Purna Gangopadhyay
Quan Yi Ooi
Roslyn Harberts
Rusti Davies
Samantha O'Neil
Savita Hazari
Shauna Kaya
Suzanne Cahill
Tanapan (Tana) Sukee
Teresa Mejak
Tiffany Liew
Yvonne Dite

Depot

Gary O'Rourke
Len Hocking

**Macedon Plaza
Opportunity Shop**

Alison Chivers
Alla Jerkovic
Angela Acquarola
Anne McNaughton
Anne Franklin
Bob Akbarzadeh
Brian Sexton
Carmel Russo
Cath Dobson
Colin Raymond
Elizabeth Virgona
Elizabeth Paxino
Grace Dimech
Helen Rigopoulos
Helen Szili
Ida Ciciriello
Ilo Mafu
Inga Jekabson
Irene Curran
Jane Tabone
Jennifer Worthing
Joan Liu
Joy Nichol
Joye Sexton
Judy Reynolds
Kathleen Raymond
Lai Pink Ng
Les Osborne
Lina Pavone
Lorraine Gravener
Lucie Ursecky
Margaret Chalmers
Margot Fleming
Maria Stylianos
Marie Petherbridge
Maureen Wilson
Mian Mian Wang
Milka Merakousky
Mitra Sanaie
Rosemary De Marzi
Sophie Aslanidis
Stephanie Mishuda
Suzanne Drew
Thea McDonald
Tilly Hunter
Val Fullerton
Val Osborne
Yvonne Dart

**North Blackburn
Opportunity Shop**

Alwyn Henman
Andrea Ross
Barbara Britton
Barbara Gunther
Barbara Williamson
Bev Lilley
Bev Watupongoh

Biddy Prendergast
Bob Akbarzadeh
Bob Rusling
Carole King
Carolyn Oldham
Cherie Fayster
Chris Barry
Chris Ryan
Chris Watson
Christine Caldwell
Coral Merrett
Darcy Byrne-Jones
Deborah Kelly
Dorothy Stephenson
Elisabeth McLeod
Ella Edelstein
Faye Crozier
Freny Bagli
Gail Williams
Gladys Saez
Grace McDonnell
Graeme Andrews
Graeme Harris
Graeme Nicol
Ian Bremner
Jan Shields
Jean Brown
Jean Saxby
Jed Buchanan
Jill Nublely
Jill Spencer
John Stevens
Judy Reynolds
Judy Schumer
Kylie Guerin
Lucille Tattersall
Mae Tasker
Margaret Bacon
Margaret Baird
Margaret Janout
Margaret Kirton
Margrit Seidel
Megan Baker
Merrilyn Ireland
Michelle Schokman
Myra Campbell
Pat Ure
Patricia Lockhart
Pauline Edwards
Peggy Wong
Peter Gartner
Peter Lawson
Richard Desmond
Robert Prendergast
Semra Dover
Sharna Langley
Shirley Huntly
Shirley Shaw
Sibel Newman
Susan Papworth
Tim Nicol
Una Zamburrow

Valerie Connoley
Vanessa Zafiropoulos
Zahra (Nazila) Taheri

**Templestowe Village
Opportunity Shop**

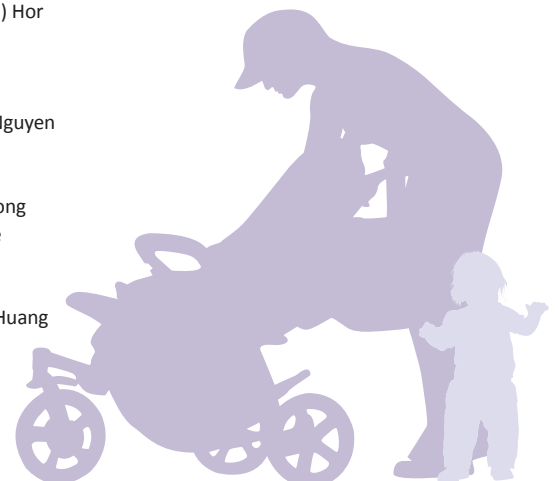
Barbara Toporkiewicz
Barbara Craig
Belinda Perri
Bernard Bone
Bernice Payne
Bill Ramsay
Brenda Hurley
Chresley Robson
Diane Bone
Doreen Williams
Dorothy Grant
Faye Chalmers
Fereshteh Chegini
Glenda Humphreys
Graeme Humphreys
Helen Hickey
Hilary Jose
Jane Tabone
Jean Dundas
Joyce Teele
Judith Everaarts
Julie Simkin
Kath Nagle
Kay Horwood
Ken Falconer
Kitty (Catharina) Dawes
Lori Rossetto
Lorraine Hocking
Lynette Cowley
Marlene Knight
Mary Salter
May Brooks
Nancy Gallo
Pam Brien
Pamela Dance
Pat Titterington
Robyn Dow
Robyn Kere
Rosemary Climas
Sonia Ramirez Perez
Val Jennings
Valda Esnouf

**Tunstall Square
Opportunity Shop**

Aileen O'Connell
Aileen (Billy) McLeod
Alice Ho
Alice Zanon
Alma Flemming
Ann (Zhou Ping) Wang
Anne McDermott
Ashley Chin
Beryl Maddock
Brian Skilbeck
Caitlin Jensen
Carmel Schofield
Carol Trainer

Catherine Parslow
Daphne Laity
Dawn Coombs
Demetria (Terri) Thompson
Denise Ho
Denise Lah
Elaine Williams
Elva Mason
Eva (Yick-Wa) Louie
Faye Lucas
Gabrielle Chen
Georgia Isaakidis
Gerald Glasscock
Gwen Medcalf
Gwen Vincombe
Gwenyth Campbell-Drury
Ila Franklin
Ivy Fung
Jan Howitt
Jean Howey
Joan Wright
Joy O'Rorke
Judith Blair
Judy Bremner
Kaye Bernstein
Lilian Donda
Loris Hosie
Maggie Wong
Margaret Gibb
Margaret Janout
Marie Boin
Marilyn Patterson
Milda Sarzetakis
Norma Skilbeck
Pat Butler
Pat Foley
Pat Powell
Patricia Ellis
Patricia Hollis
Pauline Nicholson
Raine Wickrematunge
Robyn Webb
Rosa Papas
Rose Chong
Samantha O'Neil
Shirley Weir
Siew Hoon (Sue) Hor
Suan Kheng
Susan Tyzzer
Tahira Junaid
Thi Nga (Tina) Nguyen
Valerie West
Vicky Cassidy
Vivien (Moi) Wong
Wilbur Edgoose
Wilma Edgoose
Wilma Fairfull
Yawei (Jennie) Huang

Sincere thanks is also extended to the generous people, whom we are unable to name individually, but who have assisted at various Doncare events and activities throughout the year. Your kindness and generosity is greatly appreciated.



INDEPENDENT AUDITOR'S REPORT

DAVIES CLYNE

CHARTERED ACCOUNTANTS

99 CANTERBURY ROAD, BLACKBURN VIC. 3130

Tel: 9877 2565 Fax: 9877 2171

Email: clyne@daviesclyne.com.au

Independent auditor's report to the members of

Doncare Community Care & Counselling Centre Incorporated

We have audited the accompanying financial reports of Doncare Community Care & Counselling Centre Incorporated, which comprises the balance sheet as at 30 June 2012, and the income statement, statement of changes in equity and statement of cash flows for the year ended on that date.

Management's Responsibility for the Financial Report

The management is responsible for the preparation and fair presentations of financial reports that are appropriate to meet the financial reporting requirements of the Associations Incorporation Act 1981 and the Association's constitution and are appropriate to meet the needs of the members. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud and error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. These policies do not require the allocation of all Accounting Standards and other mandatory financial reporting requirements in Australia.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, we consider internal controls relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee of management, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit we have met the independence requirements of the Australian professional accounting bodies.

Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of Doncare Community Care & Counselling Centre Incorporated as of 30 June 2012 and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards.

Restriction on Distribution

The financial report is prepared to assist Doncare Community Care & Counselling Centre Incorporated to meet the requirements of the Association's Incorporation Act 1981. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for Doncare Community Care & Counselling Centre Incorporated and should not be distributed to parties other than Doncare Community Care & Counselling Centre Incorporated.



IVAN CLYNE
CHARTERED ACCOUNTANT
12th September 2012

FINANCIAL REPORTS

FOR THE YEAR ENDED 30 JUNE 2012

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INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2012

	Note	2012	2011
OPERATING REVENUE			
Government grants and subsidies		629,415	578,955
MCC Grants and subsidies		438,228	375,410
Donations and fundraising activities		139,409	142,423
Opportunity shop revenue		869,503	778,942
Interest received		41,071	24,059
Other income		32,048	44,981
TOTAL OPERATING REVENUE		2,149,674	1,944,770

OPERATING EXPENSES

Consultant and employee benefits		1,261,387	1,099,519
Client expense payments		176,928	181,820
Electricity		7,228	6,467
Rent, water and insurance		2,646	2,054
Depreciation		21,108	30,321
Repairs, maintenance and cleaning		19,526	21,369
Telecommunications		53,701	30,020
Office costs		37,438	32,435
Audit fees		3,039	3,000
Advertising		2,432	2,801
Donation and fundraising costs		3,460	15,841
Opportunity shop costs		375,569	314,968
Other expenses		61,769	53,555
TOTAL OPERATING EXPENSES		2,026,231	1,794,170
NET SURPLUS/(DEFICIT)		\$123,443	\$150,599

BALANCE SHEET

FOR THE YEAR ENDED 30 JUNE 2012

	Note	2012	2011
CURRENT ASSETS			
Cash and cash equivalents		812,966	597,572
Cash moving reserve		57,965	100,000
Total Cash		870,931	697,572
Other debtors		79,544	20,701
Other current assets	1	59,670	38,949
Total Current Assets		1,010,145	757,221

NON CURRENT ASSETS

Plant and equipment		234,728	185,292
Less: Accumulated depreciation		(163,521)	(142,412)
Total Non Current Assets		71,207	42,880
TOTAL ASSETS		1,081,352	800,102

CURRENT LIABILITIES

Trade and other creditors	2	43,918	19,740
Unearned revenue		261,209	148,110
Provision for employee entitlements		246,970	226,440
Total Current Liabilities		552,097	394,289
NET ASSETS		\$529,255	\$405,812

Equity

Accumulated surplus		123,443	150,599
Reserves		405,812	255,213
NET EQUITY		\$529,255	\$405,812

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2012

	Accumulated Surplus	Moving Reserve	Total
Balance at 1 July 2011	405,812	0	405,812
Surplus	123,443	0	123,443
Transfer to reserves	0	0	0
Balance at 30 June 2012	\$529,255	0	\$529,255

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2012

	Note	2012	2011
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from grants and donations		1,127,488	1,067,265
Receipts from opportunity shops		869,503	778,942
Interest received		41,071	24,059
Other receipts		32,048	44,981
Payments to suppliers and employees		(1,847,315)	(1,698,582)
Net cash flow from operating activities	3	222,795	216,665
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for purchase of plant and equipment		(49,436)	0
Net proceeds from the disposal of plant and equipment		0	16,761
Net cash inflow from investing activities		(49,436)	16,761
Net increase in cash and cash equivalents		173,359	233,426
Cash and cash equivalents at beginning of year		697,572	464,146
Cash and cash equivalents at end of year		870,931	697,572

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
1 Other current assets		
Prepayments	9,263	5,617
Security deposits	50,407	33,331
Total other current assets	59,670	38,949

2 Trade and other creditors

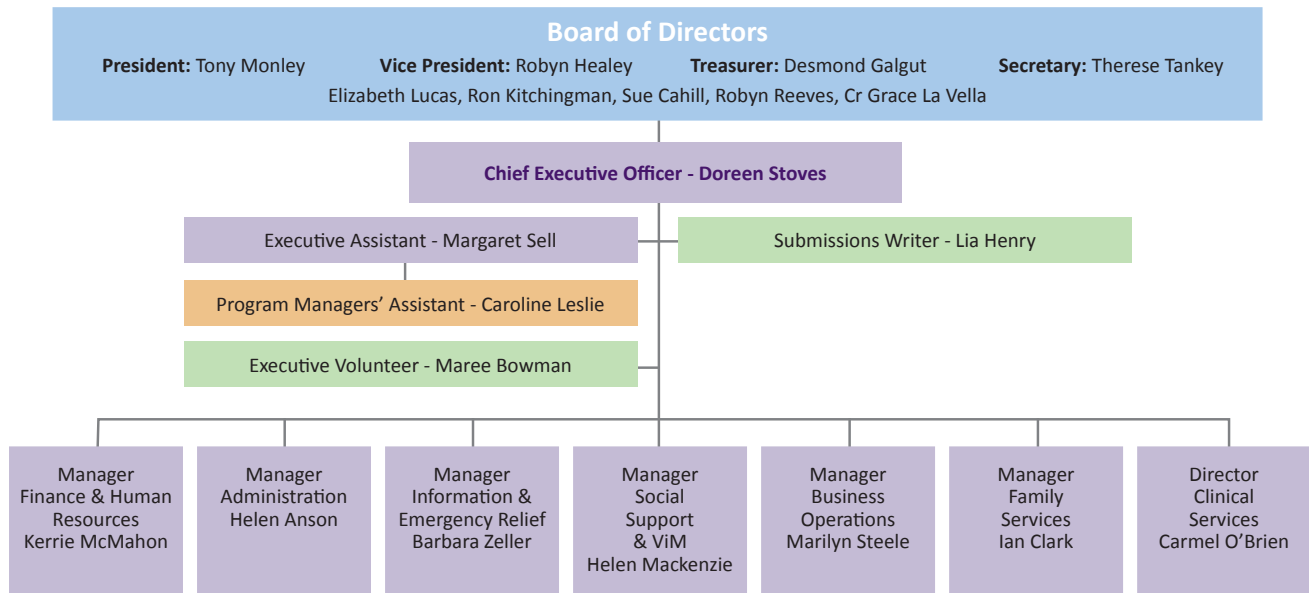
Creditors and accruals	25,260	461
Credit card outstanding	78	0
Pay as you go tax withheld payable	11,424	11,922
Goods and services tax payable	7,156	7,356
Total trade and other creditors	43,918	19,740

3 Reconciliation of operating loss to net cash inflow/(outflow) from operating activities

Net Surplus (Deficit)	123,443	150,599
Depreciation	21,108	30,322
Decrease/(increase) in other debtors	(58,843)	(19,899)
Decrease/(increase) in other current assets	(20,721)	(9,624)
Increase/(decrease) in trade and other creditors	24,178	(15,550)
Increase/(decrease) advanced revenue	20,530	85,912
Increase/(decrease) in provisions	113,100	(5,095)
Net cash flow from operating activities	222,795	216,665

DONCARE STRUCTURE

30 JUNE 2012



OUR STAFF

Angela Mellerick	Family Worker	Kristin Rogers	DAWN Co-Ordinator**
Annie Norrish	Counselling Supervisor	Leigh Ford	Children's Counsellor
Barbara Zeller	Manager, Information & Emergency Relief	Lia Henry	Submissions Writer
Carmel O'Brien	Director, Clinical Services	Loli Dowdell	Finance Assistant
Caroline Leslie	Program Managers' Assistant	Margaret Sell	Executive Assistant
Cassandra Hartley	Receptionist	Margo Young	Op Shop Volunteer Co-Ordinator*
Cheryl Watt	SSP Program Assistant	Maria Brady	Op Shop Volunteer Co-Ordinator
Chris Vlachos	Counselling Supervisor*	Marilyn Steele	Manager, Business Operations
Di Bailey	SSP Co-Ordinator*	Megan Holden	I&ER Intake Co-Ordinator
Diana Sze-Hong	Social Support Worker	Meredith Bubner	ViM Co-Ordinator
Doreen Stoves	Chief Executive Officer	Nora Fernandez	A/g DAWN Co-Ordinator
Esther Yeung	Chinese Family Playgroup Co-Ordinator	Roz Jones	Executive Assistant*
Freya Dugan	HOPS Co-Ordinator	Salli Trathen	Counselling Supervisor*
Helen Anson	Manager, Administration	Sandra Thurtell	Receptionist
Helen Mackenzie	Manager, Social Support & ViM	Sandy Stewart	Counselling Co-Ordinator*
Ian Clark	Manager, Family Services	Stephanie Saunders	Receptionist
Irene Gerrard	Counselling Supervisor	Sue Kerchhoff	Family Worker
Julie McDonald	DVAS Team Leader / Counselling Supervisor	Susan Orr	DVAS Support Worker
Karen Williams	Counselling Co-Ordinator	Tracey Willis	Family Services Team Leader*
Kerrie McMahon	Manager, Finance & Human Resources		

* Left Doncare during year

** Maternity Leave

WE NEED YOU !

MEMBERSHIP AT DONCARE

Members have a significant role at Doncare, predominantly being able to vote for the volunteer Board of Directors at the Annual General Meeting. The Board of Directors ensures effective, transparent governance in the best interest of the agency.

Doncare is governed by the Board of Directors, comprising eight members and one representative from Manningham City Council. As a member, at the Annual General Meeting, you are able to vote both for the election of the officers (President, Vice President, Secretary and Treasurer) and ordinary members of the Board and on any issues when necessary. Should a Special General Meeting be held, you will be eligible to attend, and vote on any issues at that meeting. As a member you are able to view any relevant documents that are not restricted by Privacy Legislation.

Who is eligible? - Membership is open to anyone. The annual cost of membership is \$5.50, renewable as of the 30th June each year. Alternatively you may become a life member upon payment of \$55.00. Members receive a triannual newsletter and invitation to the Doncare Christmas Party and Annual General Meeting.

If you would like to apply for membership, please fill in the form below and post to the address below.

THE DOROTHY ROSE FUND

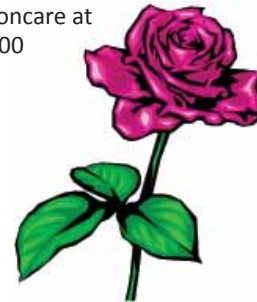
The Dorothy Rose fund is an initiative of Doncaster Community Care and Counselling Centre Inc (Doncare). It is a way for individuals and organisations to make a positive contribution to the recovery of women and children following domestic violence.

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

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

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

For further information contact Doncare on 9856 1500.



YES! I WOULD LIKE TO APPLY FOR MEMBERSHIP



Name	
Address	Postcode
Tel (H)	(W)
Email:	

Enclosed is my cheque/money order payable to Doncare **OR** please charge my: Visa Mastercard

Card No: --- Signature: Expiry Date: /

FOR FURTHER ENQUIRIES EMAIL: doncare@doncare.org.au

Upon approval of your application, a Membership pack will be posted to you.

PLEASE RETURN YOUR COMPLETED FORM TO:

The Returning Officer, Doncare, Suite 4, Level 1, MC², 687 Doncaster Road, Doncaster 3108 **OR FAX** to 9856 1599

NORTH BLACKBURN OP SHOP



BRENTFORD SQUARE OP SHOP



TEMPLESTOWE VILLAGE OP SHOP



MACEDON PLAZA OP SHOP



TUNSTALL SQUARE OP SHOP



BULLEEN PLAZA OP SHOP



DONCASTER COMMUNITY CARE AND COUNSELLING CENTRE INC.

Suite 4, Level 1, MC2, 687 Doncaster Road, Doncaster Victoria 3108

T: (03) 9856 1500

F: (03) 9856 1599

E: doncare@doncare.org.au

W: www.doncare.org.au

