

2012/13



DONCARE
COMMUNITY SERVICES

STRENGTHENING THE LOCAL COMMUNITY

DONCARE COMMUNITY SERVICES 44TH ANNUAL REPORT

Strengthening the local community



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DONCARE

COMMUNITY SERVICES

STRENGTHENING THE LOCAL COMMUNITY

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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.

DONCARE IS FUNDED BY:

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

DONCARE IS SPONSORED BY AND ENJOYS POSITIVE PARTNERSHIPS WITH:

- Andrew Bell Lawyer Pty Ltd
- Anglicare Victoria
- Bendigo Bank
- Beverley Hills Junior Football Club
- Chinese Community Social Services
- Connections Uniting Care
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health
- Department of Human Services
- East Doncaster Cricket Club
- Eastern Community Legal Centre
- Eastern Domestic Violence Service
- Freedom Revolution Church
- Graceland Café Restaurant
- Inner East IFS Alliance
- Kiwanis Club of Doncaster-Templestowe
- Local Politicians
- Manningham City Council
- Manningham Community Health Service Ltd
- Manningham Centre Association
- Manningham YMCA
- Migrant Information Service
- ONEMDA
- Rotary Groups



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"Once again, Doncare has had an outstanding year of achievement."



PRESIDENT'S REPORT

TONY MONLEY, BOARD PRESIDENT

While the many significant operational achievements will be discussed elsewhere in this report, I'd like to take this opportunity to note a few highlights:

- The relocation to the Manningham civic hub – MC² – is a credit to the planning and execution by all the staff and volunteers involved. The fact that the relocation together with the decommissioning of the old site was achieved without any safety or service disruption incidents is outstanding. We also acknowledge the wonderful support of Manningham City Council in facilitating the relocation and providing the new premises.
- During the year Doncare was invited to tender for – and successfully won – funding to conduct psychological counselling for children. This is a huge milestone in the growth of Doncare and signifies the increasing recognition of the professionalism of our services.
- Doncare's relationship with the Bendigo Bank took a further step forward this year, with the Bank providing funding for a new motor vehicle for client transport and a furniture truck for Opportunity Shop operations. The Bendigo Bank Board and staff are magnificent supporters of our local community and are genuinely committed to making a difference.

I highlight these achievements in particular as they are symbolic of the growing professionalism of Doncare and the respect that Doncare has earned – both in our local community and in the wider not-for-profit sector. While these are terrific outcomes, they generate higher expectations and greater demand for our services. This is a huge strategic challenge for the organisation, as we wrestle with competing demands and finite funding.

In the coming year the Board and management will continue focusing on this challenge. Some of the strategic questions we will need to address are:

- Security of funding. Doncare is of a scale now where we require indexed, multi-year funding, tied to service delivery expectations and standards. The days of presenting annually, cap-in-hand, must be put behind us. Our clients deserve more certainty around sustainability of services.
- Focus on our core business. Demand is infinite, but our resources are not. We need to be more intentional about where we focus our attention to deliver the greatest benefit. This will mean challenging some of our programs – we can't be all things to all people. It will also mean adding more depth to some of our delivery, through activities such as case management.
- Collaboration. Doncare has a good track record of partnerships with other organisations. We need to deepen some of these arrangements to extract more value for the benefit of the community. This may mean things like joint funding submissions, integration of services and outsourcing some services to others who are more specialised.

Some of these questions will be uncomfortable and some will generate a lot of excitement. While we don't have any answers, we owe it to our stakeholders to ask the tough questions and explore the possibilities to ensure we're doing the best we possibly can for all our beneficiaries.

I thank my fellow Board members for their continued commitment to our community through Doncare. They all generously donate their time and professional skills. On behalf of the Board, I also thank our Chief Executive Officer, Doreen Stoves AM PSM and congratulate Doreen on her recent recognition as a Member of the Order of Australia in the Queen's Birthday Honours list. I also extend thanks to Doreen's management team, the staff and the many volunteers who make Doncare what it is. Finally, on behalf of Doncare's clients, I thank our various funding bodies for their continued support.

TONY MONLEY



"I have pleasure in presenting the audited Financial Report for the Financial Year 2012/13, which you will find on page 30."

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TREASURER'S REPORT

DES GALGUT, TREASURER

Total revenue was \$2,432,612, an increase of 13% over 2012, whilst expenditure, at \$2,442,699, increased by 21%. This latter increase is attributable, in the main, to direct salary costs associated with supporting our various client programs as well as the increased running costs associated with our new premises. We continue to carefully monitor all components of our expenditure to ensure maximum efficiency in use of funds towards supporting our clients.

We continue to rely heavily on our opportunity shops (38% of total revenue) and through challenging economic times, have managed to increase revenue by 5%. This increase includes a full year's sales from our new Bulleen shop. Thanks goes out again to the hard work of our numerous dedicated volunteers.

We received a significant donation of \$50,000 from Bendigo Bank and this donation enabled us to acquire a large part of the furniture and equipment required for our new premises.

The net result for the year was a deficit of \$10,088 against a surplus of \$123,443 for the previous year.

Despite this small deficit our balance sheet remains strong, with cash reserves of \$735,187, above the Board's prudential requirement of three times monthly expenditure.

When preparing our forecasts for the 2013/14 year, we were faced with the difficult decision of reducing support to certain client programs to achieve a surplus, or continue with these programs at the cost of not maintaining this surplus. We are confident that the financial stability and prudent management of funds will enable us to fund this small projected deficit, at the same time staying loyal to our vision of offering those in need a helping hand.

We thank our generous funding bodies, philanthropic organisations and private donors for their continuing commitment to Doncare.

Finally I would like to thank Kerrie McMahon and the Finance team for their professionalism in the maintenance and oversight of the financial records and for their continuous review and strengthening of the internal controls.

DES GALGUT

BOARD OF DIRECTORS

1. ELIZABETH LUCAS
2. DOREEN STOVES (CEO)
3. DALE NIELSEN
4. SUSAN CAHILL
5. RON KITCHINGMAN
6. THERESE TANKEY
7. TONY MONLEY
8. ROBYN HEALY

ABSENT
DES GALGUT
ROBYN REEVES





"It has been yet another busy, exhilarating, challenging year at Doncare as we continue to provide so much to so many with so little."



CHIEF EXECUTIVE OFFICER'S REPORT

DOREEN STOVES AM PSM JP, CHIEF EXECUTIVE OFFICER

Production of our Annual Report necessitates contemplation on what our Board of Directors, Executive Team and paid and unpaid staff have been undertaking and achieving during the year.

The reward and successes are many, particularly supporting our clients wherever we can to try and make a difference in their lives and to ease their burden and their personal pain. This is the very nature of our existence and the reason why we choose to work in the world of welfare.

In August 2013, we relocated to our new home in MC². We heartily moved into the new expanded space and now wonder how we ever managed in the small, cramped Montgomery Street office. Location in MC² has been hugely beneficial to our clients who are now met and provided with a service in a comfortable environment. The staff are also very pleased to be working from this wonderful office space and are particularly happy to be closely located with other services in the hub to best assist clients. We will be forever grateful to Manningham Council and the Bendigo Bank for the opportunity to deliver services to the Manningham City community from MC².

The move to MC² meant that the Montgomery Street building had to be decommissioned, contents disposed, demountable buildings sold and removed and the building returned to Council. This was a huge job that was efficiently managed by the Administration and Finance Managers, with some invaluable assistance from our friends at Kiwanis.

Audits by the Department of Human Services (Family Services Program) and the Department of Health (Social Support Program) hastened the appointment of a Quality Manager – Kerrie McMahon. Kerrie also manages Finance and Human Resources. With the assistance of two wonderful volunteers, Maree Bowman and Uma Malipatil, and a small working group of Doncare Managers, all our policies were reviewed and rewritten, where needed, to meet ISO specifications. A Quality Manual was also developed to meet the requirements and the structure of ISO 9001:2008.

Changes to the Associations Incorporations Act 1981 required a review of Doncare's Constitution. This huge task was carried out by a Board Sub-Committee with assistance from Executive volunteer, Maree Bowman. Several Board members attended training sessions on the new Associations Incorporation Reform Act 2012. The new Constitution was completed in record time and was submitted to a solicitor for legal approval prior to presenting to members at the Annual General Meeting for final approval.

At the invitation of Medicare Local, Doncare successfully tendered to provide ATAPS (Access to Allied Psychological Services), enabling us to continue to expand services to meet the needs of the Manningham community. This service has two components, firstly PS4Kids, which provides psychological services for children 0-12, and secondly, psychological services for women experiencing perinatal depression. Referrals are made by General Practitioners via Medicare Local to Doncare.

Lengthy discussion and negotiations resulted in Doncare playing a role, from May 2013, as a referral agency with SupportLink. SupportLink is a national referral and diversion gateway for Victoria Police to participate in early intervention, by establishing and supporting formal referral partnerships with local agencies.

Other achievements include:

- An extension of office hours – we now offer services 52 hours per week.
- A review of all program brochures.
- Continuation of regular Site Meetings to keep paid and unpaid staff up-to-date with programs and activities.
- Satisfaction Surveys were distributed to staff, volunteers and clients to measure the temperature of the organisation. The surveys have all been analysed and the feedback is generally very good. Analysis reports will be communicated within the organisation.
- Developing partnerships with the Doncaster Library, Chinese Social Services, Manningham Community Health Services, the Manningham Y, the East Doncaster Cricket Club, Beverley Hills Junior Football Club, Whitefriars College and, of course, the Bendigo Bank.

More heartfelt thanks goes to our many partners and supporters who not only facilitated the move to MC² with financial support but enable us to continue to grow and enhance programs to allow us to meet and service the needs of our clients and the Manningham community. Our donors and supporters are many and they are all listed in this report.

Thank you too, to our wonderful Board of Directors who tirelessly work to plan and support myself, staff, volunteers and the community. The Board are currently undertaking the next four year Strategic Plan, which will guide Doncare into the future.

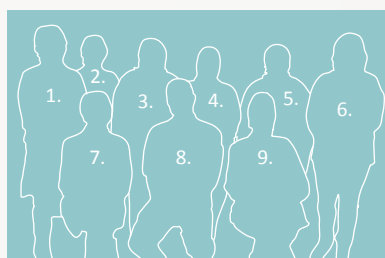
CHIEF EXECUTIVE OFFICER'S REPORT continued...

The Executive Management Team are dedicated and skilful and have a vision and passion to ensure that we continue to grow to meet the diverse needs of our clients on a daily basis. To all staff, thank you for your ongoing support and commitment; I am blessed to have such an experienced, enthusiastic team of staff to work with. Particular thanks to my wonderful Executive Assistant, Margaret Sell, and my Executive Volunteer, Maree Bowman, who are both unwavering in their support and loyalty.

Special thanks to our dedicated volunteers, without whom Doncare would not exist. Thank you to our opportunity shop volunteers, who work so hard to raise funds to fund programs that support our local community. Each and every one of our volunteers is valued, respected and appreciated. You are the lifeblood of this wonderful organisation.

Finally, I would like to acknowledge and thank our colleagues and supporters – Minister Mary Wooldridge, State Government colleagues, Manningham Community Health Services, the Bendigo Bank, Manningham City Council staff and councillors – for their support as we work together to face the challenge of making a difference to the lives of others within the Manningham community.

DOREEN STOVES AM PSM JP

**EXECUTIVE MANAGEMENT TEAM**

1. MARGARET HODGE
2. MARGARET SELL
3. HELEN MACKENZIE
4. DOREEN STOVES
5. BARBARA ZELLER
6. HELEN ANSON
7. KERRIE MCMAHON
8. IAN CLARK
9. MARILYN STEELE



"Many of our wonderful donors donate food to our pantry on a regular basis and many others are not listed as they do not wish to be acknowledged. On behalf of our clients, thank you, you make a significant difference in the lives of others living in the Manningham community."

OUR DONORS 2012/13

- Adriana Denapoli & Sons
- Alexina Baldini
- Andrew Milligan
- Anlina Jones
- Annette & Kyran Meldrum
- Annie Norrish
- Aveo Pinetree Retirement Village
- Aveo Roseville Retirement Village
- Azaria Sibilla
- Bank of Melbourne, The Pines
- Barbara Anderson
- Barbara Zeller
- Beau Monde International
- Bendigo Bank, Doncaster East and Templestowe Village (Manningham Community Enterprises Ltd)
- Betteke Norman
- Beverley Hills Junior Football Club
- Brian Baully
- Bronte Brodie
- Café Mania
- Cancer Council of Victoria Relay for Life
- Carmel O'Brien
- Carol & Neil Harvey
- Caroline Eveston
- Caroline Leslie
- Caroline McPhee
- Cassandra Hartley
- Catherine & Paul Watmaugh
- Catherine Seccombe
- Cherry Hill Tavern
- Chris Delalande
- Christine Walker
- Collier Charitable Fund
- Connie Lee
- Contours, Doncaster East
- Coral Vercoe & Friends
- Coster Galgut Pty Ltd
- Country Women's Association of Victoria, Donvale Branch
- Debbie Galavodas
- Diane Pritchett
- Domaine Doncaster Retirement Village
- 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 Child and Maternal Health Service
- Doncaster Central Ladies Probus Club Inc
- Donvale Lions Club
- Doreen Stoves
- E & K Ludekens
- East Doncaster Cricket Club
- Ed Rodrigues
- Essa Hair
- Fiona Chin
- Fiona Magee
- Fletchers Real Estate, Doncaster East
- Freedom Revolution Church
- G & Rosa Miot
- Gail Turner
- George Pouki
- George Puchlenko
- Gerard McPhee
- Gifts and House, The Pines
- Girl Guides Victoria, Doncaster East
- Graceland Café Restaurant
- Graeme Lovell
- Grainstore Bakery
- Greig Novelties Pty Ltd
- Grill'd Pty Ltd, Doncaster
- Gumnut Gully Preschool
- Gwen Weigamann
- Handknitters Guild of Victoria
- Heather Murray
- Heidelberg Magistrates' Court
- Hong Lam
- Host Lions Club of Melbourne
- Independent Project Analysis Inc
- IOOF Foundation
- Irene Gerrard
- Jackie Harkin
- Janis Loh
- Jas & Kuki Bath
- Jazzlyn Lennox
- Jean Cook
- Jenni Arnold
- Jennifer Evans
- Jenny & Tim Williams
- Joan Bennett
- Joan Livingston
- Joe & Rose Pezzimenti
- Johnson's Amcal Pharmacy
- Judith Shugg
- Judy Conway
- Katerina Pulio
- Kath & Geoff Nichols
- Katherine Price
- Dr Kerrie Punshon
- Kevin Dunn
- Kevin Yeo
- Kim Fazzolari
- Kitty Dawes
- Kiwanis Club of Doncaster-Templestowe
- Kogo
- Lifetime Distributors
- LinC Manningham
- Lions Clubs
- Lisa Williams
- Liz Selford
- Lorraine & Len Hocking
- Louise Hinley
- Louise Patman
- Lynette Lyford
- M & W Kemp
- M Warner
- Mandy Brent-Houghton
- Manningham Christian Centre
- Manningham City Council (MCC) Small Grants – Equipment & Assets Purchases
- Manningham City Council (MCC) Small Grants – Community Projects
- Manningham City Council Staff
- Manningham Combined Probus Clubs
- Manningham InterChurch Council
- Manningham TOWN Club Inc
- Margaret Gentile
- Marie Haddow
- Mark Mattioli
- Marlene Gorman
- Mary Cook
- Mathew Black
- Maureen McLeod
- Maureen White
- McKern Steel Foundation
- MC² Café
- Melissa Kelly
- Milgate Primary School

- Morrison Brothers Nursery
- Mount Evelyn Ladies Friendship Group
- Nola Christopher
- Nicole Angarano
- Nunawading Dragons and Girl Guides
- Our Lady of the Pines After School Care
- Pam Reilly
- Paola Castagna
- Paul Lalor
- Paula Batt
- Pearl Lubansky
- Philip Webb Real Estate
- Probus Groups
- RACV Community Foundation
- Robert Lyford
- Rotary Club of Doncaster
- Rotary Club of Donvale
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Club of Warrandyte
- Roz Thompson
- Ruth & John Parry
- The Salvation Army
- Sandy Higgins
- Scott Lynn
- Sharon & Peter Zmood
- St Charles Borromeo Primary School
- St Clement of Rome Primary School
- St Timothy's Ladies Fellowship
- St Vincent de Paul, Bulleen Conference
- Simply Natural Therapies
- State Trustees Australia Foundation
- Steve & Therese Tankey
- Stockland The Pines
- Susan & Paul Hardy
- Susan McLean
- Susan Watson
- Suzanne Ellis
- Templestowe Evening VIEW Club
- Templestowe Hotel
- Templestowe Park After School Care
- Templestowe Valley Preschool
- The Flora and Frank Leith Charitable Fund
- The Hon Kevin Andrews MP, Federal Member for Menzies
- The Hon Mary Wooldridge, MP, Member for Doncaster
- The Manningham Charitable Fund
- The Marian & E H Flack Trust
- The Shane Warne Foundation
- The William Angliss (Victoria) Charitable Fund
- Tony & Peter Stathopoulos
- Tunstall Square Kindergarten
- U3A Choral Singing Group
- Une Parkinson Foundation
- Val Kepler
- Village Cinemas, Doncaster
- Viv Davies
- Warrandyte Uniting Church
- Westfield Leasing
- Westpac Bank, East Doncaster
- Whitefriars College
- Women's Friendship Group
- Yarra Valley Country Club Ladies Golf
- YMCA Aquarena
- Zevia Schneider

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

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VOLUNTEERS RECEIVING SERVICE CERTIFICATES

HONOUR ROLL

MORE THAN 10 YEARS SERVICE

BOARD OF DIRECTORS

Elizabeth Lucas 31 years

COMMUNITY SUPPORT WORKERS

Margo Kefford 26 years

Dorothy Gannon 14 years

Julie Yu 14 years

Erril Campbell 12 years

Gillian Lubansky 12 years

COUNSELLORS

Lynette Flynn 18 years

Kerryn Pryde 15 years

SOCIAL SUPPORT FOR SENIORS

Lorraine Manthey 34 years

Margo Kefford 26 years

Anthony Mason 23 years

Geraldine Bloom 17 years

Sarah (Yuen-Ling) Wong 16 years

Ken Falconer 14 years

Lai Cheng Yee 14 years

Debbie Wong 12 years

Esther (Shui P) Chan 12 years

Alf Heuston 11 years

Carolyn Vimpani 11 years

Dorothy Dower 11 years

Dorothy Pearson 11 years

Frank Johnston 11 years

Gerald Middleton 11 years

Hazel Astley 11 years

Joan McCombe 11 years

Joan Middleton 11 years

Kathy Grimster 11 years

Patricia Austin 11 years

Shirley Monahan 11 years

Shirley Weir 11 years

Wilma Freeman 11 years

BULLEEN PLAZA OPPORTUNITY SHOP

Marie Petherbridge 16 years

MACEDON PLAZA OPPORTUNITY SHOP

Helen Rigopoulos 16 years

Judy Reynolds 16 years

Les Osborne 16 years

Rosemary De Marzi 16 years

Val Osborne 16 years

Alla Jerkovic 15 years

Joy Nichol 14 years

Joye Sexton 13 years

Bob Akbarzadeh 12 years

Helen Szili 12 years

Lorraine Gravener 12 years

Brian Sexton 11 years

Tilly Hunter 11 years

NORTH BLACKBURN OPPORTUNITY SHOP

Judy Reynolds 16 years

Bob Akbarzadeh 12 years

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Hilary Jose 14 years

Ken Falconer 14 years

Doreen Williams 13 years

Helen Hickey 13 years

Jean Dundas 13 years

Lorraine Hocking 13 years

Kitty Dawes 12 years

Marlene Knight 12 years

Barbara Toporkiewicz 11 years

Robyn Dow 11 years

TUNSTALL SQUARE OPPORTUNITY SHOP

Beryl Maddock 32 years

Loris Hosie 31 years

Carol Trainor 26 years

Ila Franklin 24 years

Joy O'Rorke 24 years

Alma Flemming 18 years

Elaine Williams 18 years

Jean Howey 18 years

Alice Zanon 17 years

Jan Howitt 17 years

Patricia Ellis 15 years

Lilian Donda 14 years

Norma Skilbeck 14 years

Patricia Hollis 13 years

Valerie West 13 years

Catherine Parslow 12 years

Joan Wright 12 years

Judith Blair 12 years

Shirley Weir 11 years

HONORARY LIFE MEMBERSHIP

10 Years Service

COMMUNITY SUPPORT WORKERS

Jenny Reynolds

HOPS

Louise Cameron

Malin Leong

IMATTER

Caitlin Macmillan

SOCIAL SUPPORT FOR SENIORS

Beverly Anne Schurmann

Dianne Pritchett

Dorothy Ranyard

Farzad Maghami

John Coombes

Siew Hoon (Sue) Hor

BULLEEN PLAZA OPPORTUNITY SHOP

Marjorie Dowd

MACEDON PLAZA OPPORTUNITY SHOP

Irene Curran

Kathleen Raymond

Sophie Aslanidis

NORTH BLACKBURN OPPORTUNITY SHOP

Biddy Prendergast

Jan Shields

Jill Nublely

Margaret Bacon

Marjorie Dowd

Pat Ure

Robert Prendergast

Shirley Huntly

Valerie Connoley

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Chresley Robson

Faye Chalmers

Judith Everaarts

TUNSTALL SQUARE OPPORTUNITY SHOP

Margaret Gibb

Pat Foley

Siew Hoon (Sue) Hor

SILVER CERTIFICATE

5 Years Service

BOARD OF DIRECTORS

Tony Monley

ADMINISTRATION

Lois Savage

COMMUNITY SUPPORT WORKERS

Lindy Gilham

DAWN

Jan Hughes

SOCIAL SUPPORT FOR SENIORS

Denzil Seneviratne Laurel Agius

BRENTFORD SQUARE OPPORTUNITY SHOP

Jennifer Yeo Rose Rosenfeldt
Linda Challinger

BULLEEN PLAZA OPPORTUNITY SHOP

Lai Pink Ng

DEPOT

Joel Saccuzzo Peter Steele

MACEDON PLAZA OPPORTUNITY SHOP

Lai Pink Ng Yvonne Dart

NORTH BLACKBURN OPPORTUNITY SHOP

Barbara Gunther Graeme Andrews
Chris Ryan

TEMPLESTOWE VILLAGE OPPORTUNITY SHOP

Glenda Humphreys Lynette Cowley
Graeme Humphreys Robyn Kere
Julie Simkin

TUNSTALL SQUARE OPPORTUNITY SHOP

Ann (Zhou Ping) Wang Raine Wickrematunge
Milda Sarzetakis

BRONZE CERTIFICATE

2 Years Service

BOARD OF DIRECTORS

Des Galgut

COUNSELLORS

Catherine Pitman Jessica Bernales
Emma Trifiletti Nicola Weekley
Gina Salvagno Patricia Gallagher
Jackie Cameron

DAWN

Jill Lowe Rosanna Campagna

HOPS

Frances Gronow Sue Levi
Noelene Letcher

iMATTER

Emma Trifiletti Kimberley Batsas-Hill
Holly Ball Monique Warshall
Katherine Georgakopoulos Rachel Byrne

SOCIAL SUPPORT FOR SENIORS

Carol Harvey Lorraine Cahill
Hanne Blake Marilyn Thompson
Judith Theobald Neil Harvey
Judy McLeod

BRENTFORD SQUARE OPPORTUNITY SHOP

Barbara Britton
Sandra Parisio

MACEDON PLAZA OPPORTUNITY SHOP

Alison Chivers Margaret Chalmers
Carmel Russo Stephanie Mishuda
Jennifer Worthing Suzanne Drew
Lina Pavone

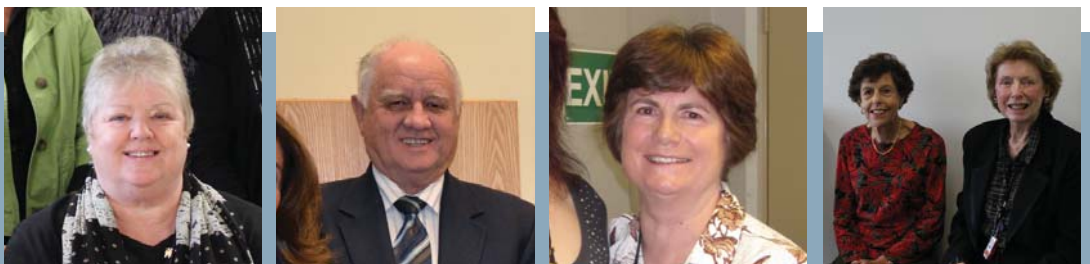
NORTH BLACKBURN OPPORTUNITY SHOP

Faye Crozier Michelle Schokman
John Stevens

TUNSTALL SQUARE OPPORTUNITY SHOP

Aileen O'Connell Ellen Casu
Demetria (Terri) Thompson Thi Nga (Tina) Nguyen

LEFT TO RIGHT:
DOREEN STOVES
RON KITCHINGMAN
CARMEL O'BRIEN
DOROTHY GANNON
ERRIL CAMPBELL



DONCARE STAFF AND VOLUNTEERS ACKNOWLEDGED

Board member, Ron Kitchingman was awarded a Medal of the Order of Australia (OAM) in the Queen's Birthday 2013 Honours List for service to the community of Manningham.

In the same Honours List, our CEO, Doreen Stoves, was awarded a Member of the Order of Australia (AM) for her significant service to the community, particularly through social welfare programs.

Doreen, along with two of our Community Support Workers, Dorothy Gannon and Erril Campbell, were nominated and received Menzies Community Australia Day Awards. These Awards recognise the valued contribution recipients have made to our community – people who have worked hard to make our community a better place to live.

In March this year, Carmel O'Brien was made an Honorary Fellow of the Cairnmillar Institute.

Congratulations to all!

"What an exciting year for Doncare. The Doncare family is very proud of our staff and volunteers who received Awards this year."

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"I am astounded by what we have been able to achieve during 2012/13."



FINANCE, HUMAN RESOURCES AND QUALITY MANAGER'S REPORT

KERRIE MCMAHON, MANAGER FINANCE, HUMAN RESOURCES AND QUALITY

The opportunity to sit back and reflect is often difficult in a dynamic organisation such as Doncare, but when preparing this report I am astounded by what we have been able to achieve during 2012/13.

Considerable energy at the start of the year was devoted to the relocation to Doncare's new premises. We were actively involved in developing a list of the organisation's asset requirements such as desks, chairs, filing cabinets, tables and information technology that would be installed in the new facility. It was crucial to ensure that staff could move safely into the new premises from day one with adequate resources to enable them to continue to service client needs. Contacting suppliers to advise of the new address and telephone numbers, ensuring we had an operational telephone system and decommissioning the old premises, all contributed to a hectic few months at the start of the financial year.

With staff changes in the Finance and Human Resources team, came the need to appoint a new Occupational Health and Safety Representative for Doncare. Loli Dowdell accepted this role with great enthusiasm and has been an invaluable delegate to protect the health and wellbeing of all Doncare's staff and volunteers. During the year, Loli undertook extensive training in this area, supported by Doncare's management, and she has been able to use this training to develop procedures that continue to promote safety in the workplace.

In March Doncare undertook accreditation for some of its funded programs. Prior to the formal evaluation, a dedicated team was established which commenced review of all Doncare functions, procedures and policies. Our main goal was to implement best practice into everything we do and to ensure that we were able to meet the needs of our stakeholders which included at the centre, our clients. Doncare adopted the ISO9001:2008 framework as our standard. There has been a commitment from management to reviewing Policies and Procedures and ensuring that the way every staff member conducts themselves in service delivery is consistent with the standards of best practice and continual improvement. Doncare now proudly displays the ISO logo as evidence of what we have achieved so far and the commitment we have made to improve the service we provide in the future.

I was delighted to be able to assist with this project, as well as assume the role of Quality Manager for Doncare, to compliment my Finance and Human Resources role. Doncare has supported me in this role by providing me with the opportunity to undertake a Diploma of Quality Auditing over the next six months. I have been able to gain valuable information from individuals working in other not-for-profit organisations and this has translated back directly to the way we operate at Doncare. I would like to particularly thank Uma Malipatil and Maree Bowman, both highly skilled volunteers, who have been a constant source of encouragement and support as we work towards providing our staff with the skills and tools necessary to perform their roles with the greatest efficiency and with tools in place that fully support their work.

Teamwork is vital at Doncare and whilst the Finance, Human Resources and Quality Program is small in number, the output is extensive. When briefing staff at a recent site meeting, I outlined how we touch every single program and how we are involved in every decision and activity that takes place at Doncare. The pace is constant and sometimes frenetic but having a capable and willing staff member such as Loli makes my job easier.

I am grateful for the support of Doncare's Board of Directors and, in particular, Des Galgut, Treasurer, as well as the members of the Executive Management team.

I would particularly like to thank Doncare's CEO, Doreen Stoves, who has given me the confidence to develop my role in the organisation, implement change with the knowledge that it is well-supported, and who has provided a willing sounding board when issues have arisen.

I look forward to next year knowing that extensive groundwork has been laid in 2012/13 to ensure that Doncare remains a viable and vibrant organisation.

KERRIE MCMAHON



CLINICAL SERVICES DIRECTOR'S REPORT

CARMEL O'BRIEN, DIRECTOR, CLINICAL SERVICES (JUN 12-MAR 13) MARGARET HODGE, DIRECTOR, CLINICAL SERVICES (MAR-JUN 13)

"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

The Clinical Services report is written on behalf of both of the above. Carmel took Long Service Leave in the last quarter of the financial year and Margaret came into the acting position during that time.

Clinical Services comprises the Counselling Program and Domestic Violence Advocacy and Support Program (DVAS). Together Clinical Services has 12 paid staff and around 80 volunteers.

COUNSELLING PROGRAM

STATISTICS

The Counselling Program comprises of 30 volunteer counsellors who see individuals, a 0.4 EFT Children's Counsellor for children aged from 6-18 years and the new PS4Kids Program, which commenced in June, 2013 employing a Child Mental Health Clinician nine days each fortnight and a Perinatal Depression Counsellor two days a week.

CHILDREN'S COUNSELLING (PS4KIDS) AND PERINATAL COUNSELLING

Inner East Melbourne Medicare Local, through funding obtained from the National Department of Health and Ageing, have provided funding for two new programs within Clinical Services.

PS4Kids is a program that provides short-term psychological services to children aged 0-12 years who:

- are at risk of developing a mental health disorder;
- have an emerging mental health disorder; or
- have a diagnosed mental health condition.

PS4Kids works with families on a low income to provide support for the child and the Perinatal Depression Service provides 12 sessions of psychological services to women on a low income with a diagnosis, or suspected diagnosis, of perinatal depression.

This year, the Counselling Program offered 3,596 appointments, with 191 new clients being allocated to counsellors. This is a marked increase from last year and demonstrates the overall business of the team. The Program continues to offer appointments Monday to Friday business hours and both Monday and Thursday evenings.

SUPERVISORS

The supervisory team is Nora Fernandez, Irene Gerrard, Julie McDonald, Annie Norrish and Megan Williams, with locum support being provided by Ann Hagley and Margaret Howden. 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 of our counsellors are committed to providing a professional and respectful counselling service to Doncare clients. They do this with dedication, energy and commitment, and are a generous and skilled team of whom Doncare is exceptionally proud.

EVALUATION

Some of the feedback comments this year from clients were:

"(My counsellor) was amazing, I felt she understood how I was feeling, she was relatable."

"I felt that I had gained enough 'tools and strategies' to help through life after counselling."

"I felt that having a counsellor around my age was very important as my 'problems' were complex and I felt better understood by someone with extensive life experience with whom I could communicate."

"(My counsellor) dealt with my issues very well, she took me to places of discomfort which needed to happen, she was fantastic."



"(My counsellor) was amazing....thank you."

"My session has helped me grow and be myself in a way that I could never do before".

"Love coming to Doncare and talking to my counsellor. She has been such a great help to me. This is such a great opportunity for people to have. Thank you."

"Exceptional."

DOMESTIC VIOLENCE ADVOCACY AND SUPPORT PROGRAM (DVAS)

The DVAS Program assists women who have experienced domestic violence. This Program assists those who are responding to abuse and violence. The work is incredibly challenging and difficult but is juxtaposed to the witnessing of courage, resilience and recovery.

GROUP WORK

The DVAS Program offers:

- A range of targeted groups that offer a continuum in the process of women's recovery.
- Four groups have been delivered in the past year, namely: *Living Free, Building Protective Factors, Moving Beyond Trauma and Parenting after Violence*. Groups run between 5-8 weeks duration, and are open to women who have experienced an abusive relationship.
- Free individual sessions for support, referrals and information are provided along with telephone support, practical assistance and support for women in liaising with police, legal and housing services.
- Individual counselling, free or low cost.

During this year, the Program assisted 195 women and provided 293 counselling sessions, including some provided by the Counselling Program.

iMATTER

The iMatter domestic violence prevention Program trains young women to be leaders in the local community. Currently there are 23 volunteer leaders all of whom make a wonderful contribution to the Program with their enthusiasm and thoughtful and insightful approaches.

The Program's focus is to help other young women to recognise the warning signs of controlling and abusive behaviour in dating relationships and to support their friends who are worried or fearful of a partner. This Program is partnering with some local schools to better inform young women about these difficulties.

DOROTHY ROSE FUND

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.

DONCARE ANGELS FOR WOMEN NETWORK (DAWN)

DAWN is our mentoring Program for women. Our volunteer "Angels", of whom there are 28, are matched for a year to women who are recovering from a difficult or abusive relationship. Our wonderful, empathic, talented and devoted Angels choose to remain anonymous.

This year there were 36 referrals to the Program and 6 new Angels trained.

SASSING (SURVIVORS AND SUPPORTERS SING)

Our Choir is now three years old, continuing to grow and is now a welcome addition to Doncare events, as well as singing at external events. This initiative helps to build confidence and social connection, but is also a wonderful avenue for community education and knowledge about the issues of domestic violence.

IN CONCLUSION

It has been an extremely busy and productive year in Clinical Services, all areas have been in great demand and the iMatter Program has "come of age". This is a wonderful new, ground breaking early prevention model that has enormous scope to become a core integrative program within every secondary school curricula.

I want to personally extend gratitude and thanks to all of our staff, both 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 that they assist.

Thank you also to the Executive Team and other staff who support our work so tirelessly, and who have made my time at Doncare so enjoyable and valuable. A very special thanks must be extended to Doreen, for without her wisdom, vigilance and vision, Doncare would not be what it is today.

MARGARET HODGE



"We operate in a changing social and economic environment and with a new and expanding client base with increasingly complex issues."

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INFORMATION AND EMERGENCY RELIEF MANAGER'S REPORT

BARBARA ZELLER, MANAGER INFORMATION AND EMERGENCY RELIEF

Some of the outcomes for this year include:

- Doncare interviewed 227 new clients this financial year.
- Doncare continued to fund a part-time case management worker who worked extensively with more complex clients.
- The transition from the old building to the new building happened easily for our clients with only a few turning up at the old building for their appointments.
- Strengthened partnerships with other emergency relief agencies to assist with the influx of asylum seekers to Manningham and to meet the growing complex demands.
- Developed partnerships with local sporting groups and strengthened relationships with schools, churches, etc to donate food to the pantry on a regular basis.
- Working with a church group to establish a Manningham Food Bank for clients to be able to access fresh food, meat and dairy items.
- Partnered with Manningham City Council to deliver the Toy Giving Days at Christmas in the old library.
- Continued support by many generous donors and supporters of Doncare who are constantly looking for ways to respond to the growing needs of the people of Manningham.
- Establishment of the Tram Road housing development. Doncare worked with Haven Housing to orient clients to the services in the area.
- A Mother's Day event held for clients with a church group to offer pampering for mothers, child care for the children and family photos were taken.

THE TEAM

Respect and acknowledgement to the committed and dedicated team of the I&ER Program including Megan, Angela and the volunteer Community Support Workers who can rightly take much of the credit for the continued strength of the Program and its reputation. Every day, they listen to people share their life struggles and at times deal with overwhelming circumstances, always with great professionalism. On behalf of the Manningham community, we thank the volunteers for the ongoing support they have provided for many years. Congratulations to Dorothy Gannon and Erril Campbell who received a Menzies Community Australia Day Award this year.

CLIENTS AND EXPENDITURE

This financial year, Doncare's volunteer Community Support Workers, Case Manager, Intake Worker and Manager provided 2,296 appointments for clients and provided over \$113,000 worth of emergency relief. The assistance that was given to Manningham residents experiencing a financial crisis was in the form of food vouchers, utility bills and prescription medications, Myki cards, Telstra phone cards and vouchers, Doncare Opportunity Shop referrals, Eastern Emergency Relief Warehouse referrals, counselling referrals, baby bundles and food parcels from the food cupboard. Noticeably, this year has bought first time users to the service as the main income earner has lost their job, or they are asylum seekers just arrived in the country after release from detention centres, or single parents on reduced income from Centrelink due to cuts in parenting payments.

CHRISTMAS 2012

The partnerships that Doncare has developed throughout the years help provide the much needed support at Christmas time to support families to celebrate Christmas. Doncare assisted over 150 families and 240 children across Christmas with food and toys. Thanks must go the Manningham City Council for allowing us to use the old library for the Toy Giving Days and the Council staff for their very generous donations each year. Many individuals and organisations donate toys and food vouchers at Christmas time and without their help we would not be able to give so generously to Doncare clients to ensure they too can celebrate Christmas with their families.

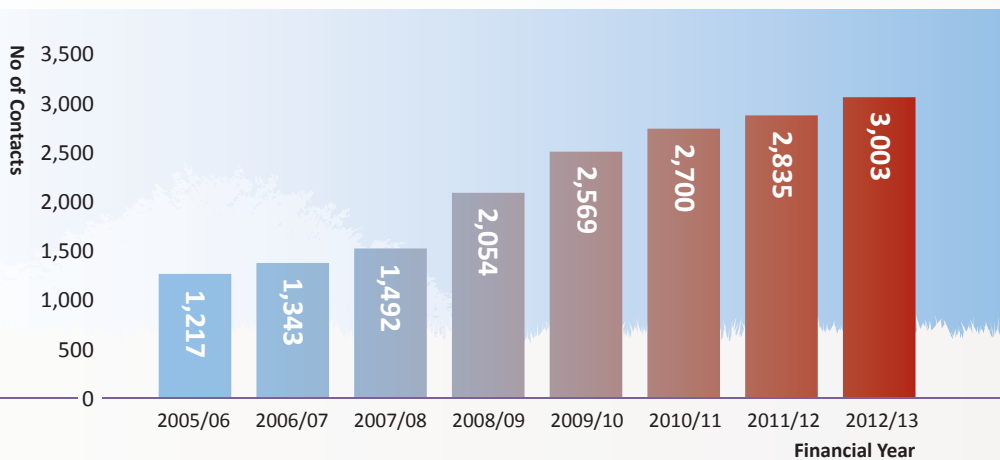
BACK TO SCHOOL

Doncare's Back to School Program ran from December 2012 through February 2013, providing much needed funds for families for school books, stationery and other equipment. Our Program provided assistance to a total of 140 children in 79 Manningham families. Demand for this Program continues to increase, and we are profoundly grateful to the donors this year without whose generous support "Back to School" would not have been possible.

Quote from a grateful client:

"... My husband left when the last child was born and we receive no maintenance from him. I have 4 children and 3 of them are at school. As a single mother I budget but I can't make ends meet. Thank you Doncare for helping me with these school costs, it helps take the pressure off."

Client Contacts by Financial Year



JOINING IN/STUDENT WELLBEING FUND

This year the Joining In/Student Wellbeing Fund enabled 87 children across 68 families to join their peers in activities such as music, sports, swimming and dance lessons, school camps, school excursions etc. We were able to assist more families this year with larger contributions towards activities due to the very generous donations of the Bendigo Bank and The Shane Warne Foundation.

Quote from a client:

“...a camp cost is well outside anything we could afford so your help with this is amazing. My son will be so happy when I tell him he can go with his friends.”

SINGLE FATHER WITH 3 CHILDREN

PENSIONER'S FUND

This age group of seniors in our community is often the last to ask for assistance as they are used to doing it on their own. When they do come to ask for help they have often been living without the support they need for a considerable time. This year we assisted with a range of issues including car registrations, car repairs, medical equipment, pharmacy, large utility bills etc. We assisted 35 pensioners with larger donations thanks to the help of Collier Charitable Foundation which gave generously to this program.

WINTER WARMTH PROGRAM

(AUSPICED BY DONCARE)

The Winter Warmth Program was once again successful, through the work of Des Galgut in gaining funds through the Bendigo Bank to assist seniors under financial hardship to pay their winter utility bills. Doncare assisted 52 senior households with costs towards utility bills this year.

One client in her 90s stated:

“Without your help I would be sitting at home under my blankets as it is too cold to get out of bed and I can't afford to turn the heating on anymore. Thank you for helping me.”

THE GAP FUND

The GAP Fund is a new fund financially supported by staff and friends to help those clients with complex needs to build their self-esteem. This year we have assisted with haircuts, movie passes, coffees, lunches for a family attending court etc. It is invaluable for clients to have access to funds that can assist them to build self-confidence and Doncare is very grateful to the staff and supporters for their efforts.

FINAL THANK YOU

The I&ER Program is dependent on the great work done by the reception team at Doncare so a special thank you to them and their Manager, Helen Anson, for their continued patience and commitment to offering great service to all Doncare clients.

Thank you to the CEO and the Executive Management team who are always available for debriefing, support and a good laugh when needed. We deliver excellent programs throughout the year as part-time managers and as a team we seem to offer full-time care to each other and those around us.

BARBARA ZELLER



COMMUNITY SUPPORT WORKERS LEFT TO RIGHT: GILLIAN LUBANSKY, ROBYN MCIVER, MARGO KEFFORD, ERRIL CAMPBELL, BARBARA ZELLER, KAY MILLER, RHONDA WATT, JULIE YU, EVA SOMMERS, MEGAN HOLDEN, MARILU PACKER, LINDY GILHAM, JENNY REYNOLDS



"Since working with my caseworker I have been keeping up with appointments, sorting out financial problems, made life goals and plans that are being seen through for a better start to life."

CLIENT, AGED 20, FROM FEEDBACK FORM

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CASE MANAGEMENT

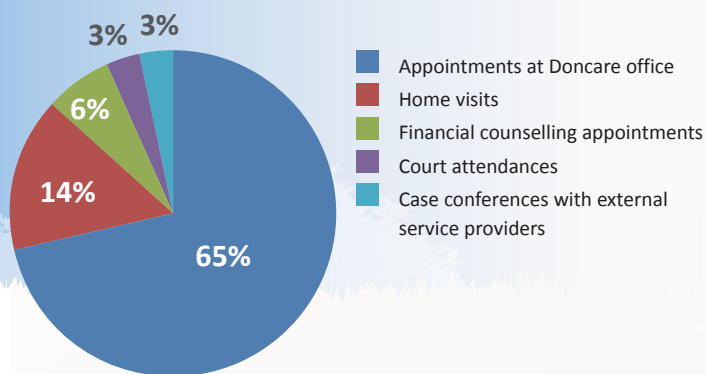
ANGELA O'BRIEN, CASEWORKER

Following a successful student pilot project in mid-2012, Doncare employed a Caseworker (three days per week) to provide intensive support to some clients of the I&ER Program experiencing exceptional hardship. (The days of work reduced to two per week in February 2013.)

For the first three months a highly competent social work student, Rachel Lee, also worked in the Program. Between October 2012 and June 2013, the I&ER Caseworker supported a total of 30 Manningham residents in 9 households, including 16 adults and 14 children. Three adult clients were single, with the rest being single parents. All were renting either publicly or privately and only one was employed part-time.

No. of households	No. of adults	No. of children	TOTAL CLIENTS
9	16	14	30

Caseworker Appointments



Over 36 weeks, a total of 91 client appointments took place (an average of 2.5 appointments per week), of which just over two thirds took place at the Doncare office. The rest consisted of home visits (14), usually to clients who were unwell or without private transport, and to other appointments such as tenancy hearings at VCAT (3), mental health (3) or financial counselling (6) appointments. Most clients were seen at least fortnightly during their involvement.

Clients receiving support from the Caseworker were some of those presenting in crisis whose needs could not be met by the usual resources of the I&ER Program; nor by any other program operating in Victoria. While financial hardship was usually the presenting issue, the clients chosen by the Program Manager for casework support were those

experiencing multiple complex needs precipitating serious disadvantage, where there were significant issues of risk or harm. These included homelessness, drug and alcohol addiction in families with dependent children, large multiple debts, physical illness and, child and animal protection issues, family violence, mental health and disability issues. The casework model adopted was short-term, solution-focussed, person-centred and strengths-based.

Using tools such as holistic assessment, case planning and coordination, internal and external referrals, assertive outreach, advocacy and individual funding applications, almost all clients supported in the Program reported significant improvement in their situation by the end of the casework relationship.

Some successes included:

- A single person giving up drinking, drugs and gambling, facing their high debts by applying for bankruptcy and reconciling with their estranged family.
- A single parent successfully negotiating with their utility providers to catch up on thousands of dollars of arrears, keep their services connected, and reduce their use to save on future bills.
- A family risking homelessness at the end of an exploitative tenancy managing to secure alternative affordable accommodation in the area (maintaining continuity of education for their four children) and successfully being awarded compensation from their former landlord at VCAT.
- A single parent of four children with disabilities being awarded a large grant from the Bendigo Bank for the children's educational and developmental activities.
- A single parent moving out of a bad housing situation into a safer one and returning to work after many years of unemployment.
- Another single parent of multiple children with disabilities leaving her abusive marriage, being linked in with more support for the high-needs care of her children, accessing her superannuation early, getting on top of her substantial debts, being matched with a Doncare DAWN Angel for ongoing mentoring and support, and enrolling in a self-funded course of study.

ANGELA O'BRIEN

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"There are so many older people in our community with fascinating life stories..."



SOCIAL SUPPORT FOR SENIORS MANAGER'S REPORT

HELEN MACKENZIE, MANAGER SOCIAL SUPPORT & VOLUNTEERING IN MANNINGHAM

SOCIAL SUPPORT FOR SENIORS PROGRAM

The Doncare Social Support for Seniors Program is so much more than its title suggests.

There are so many older people in our community with fascinating life stories, bright minds, wicked senses of humour and lovely personalities whom we are lucky enough to be able to bring together to meet for regular interaction. Quiet people who take in the conversations around them and have their say every now and then; chatty people who love the chance to have a good conversation; and the clients whom we can tell would have been party people in their day! Many friendships are formed beyond the group outings, telephone numbers, books and DVDs exchanged, photos of loved ones shared and often families meeting and becoming friends through their parents' involvement with the Social Support Program. Ages range from our "baby", who is 56, to our oldest regular client who is a fantastic 98! The majority of our clients are in the 80s.

We provided 94 clients with 302 outings in 2012/13 for a total of 8,260 hours of interaction. Twenty-two new clients commenced with the groups and 12 clients left the Program for various reasons, the majority of which were for ill health. The summer months saw several outings cancelled due to the extreme weather, which is not always a popular decision!

However, the wellbeing of our clients and volunteers must come first.

Social Support for Seniors Program staff are constantly conducting reviews of current clients to keep our information up-to-date, to ensure that we are still providing clients with a Program that meets their stated goals.

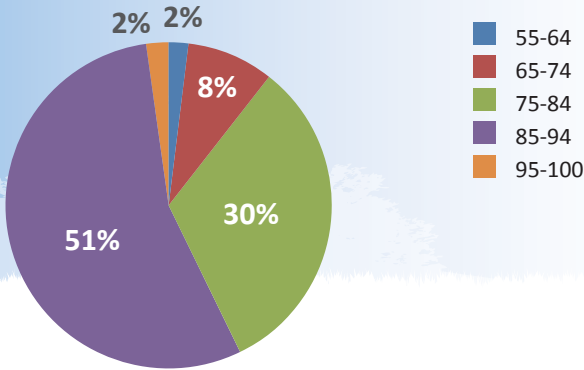
Of course, none of this could take place without the assistance of our wonderful volunteers, who are so much more than just drivers. Our volunteers become confidantes and are great listeners, as well as being able to draw out those quieter clients in a group to have a chat and enjoy their outings. Seventy-four volunteers assisted us throughout 2012/13, providing an amazing 4,712 hours of their time and a huge thank you goes to all.

This financial year commenced with a challenge to take on coordinating and funding all of the transport for the Program, a role previously shared by Manningham Community Health Services. It was a baptism of fire as volunteers are often holidaying in winter or succumbing to the effects of winter illnesses but we managed to work our way through and, again, a big thank you to those volunteers who were able to fill in for others at short notice.



CHINESE WALKING GROUP
15TH ANNIVERSARY

Ages of Social Support Clients (total 94)



Highlights of the year included:

- The 15 year anniversary of our Chinese Walking Group, which comprises Cantonese speaking seniors venturing out on a walk most weeks, followed by a lovely morning tea prepared by their volunteers, and a valuable opportunity for conversation.
- We have committed to providing more “special outings” where we will organise an activity based around what our clients have requested. Again, our magnificent volunteers have come to assist outside their normal rostered group and we have had a great time at The Big Bouquet in Healesville and a visit to Village Doncaster to see The Great Gatsby.
- A Christmas lunch was hosted by the Host Lions Club of Melbourne for a large number of our clients and volunteers, and we thank the Domaine Retirement Village in Doncaster for their hospitality.
- The Dapper Day Out Afternoon Tea Dance at Council again proved to be a highlight and provided our clients with great music, entertainment and, for some lucky raffle winners, a prize to take home.
- A high point was one of our Carramar gents, Chas, who served on the HMAS Sydney, being surprised with a life membership of the HMAS Sydney Association, as a result of one of our volunteers organising a talk from a serving member of the navy. Along with beautifully framed memorabilia, he received a myriad of beautiful badges. Chas spoke movingly about his time on board and all who were in attendance found the afternoon riveting. Chas and his wife, Joyce, who were volunteers in the Program for 21 years, are now deservedly being looked after by a new generation of volunteers.

A satisfaction survey went out to all of our clients for them to anonymously (if they wished) express their views on the Program. The majority answered that they joined the group to make friends and for company and to get out of the house. All who replied said that they always or most of the time enjoy their groups, with praise for the volunteers such as “It’s like belonging to an extended family” or “They are nice, kind people”. We thank our clients for their comments regarding the Doncare staff: “They are very kind, helpful and courteous” and “Couldn’t fault help and care given”. Some of the opinions of our Program were “Maybe too many visits to plant

nurseries”, “Time to be a bit more adventurous” and “More bingo”. We will certainly take into account all suggestions as we are constantly trying to improve our Program. One which has already been actioned is the introduction of “special outings”, as mentioned above, to enable a greater variety of outings for all our clients.

The Social Support for Seniors Program was especially thrilled when the Bendigo Bank donated a beautiful new Hyundai i40 to add to the vehicles we could use for transporting clients. Our older clients have been excited to be in such a nice, new car with one making the comment that it is much easier to get into and out of than many other cars. The volunteers and staff who have driven the new car have been very happy with its performance. A big thanks to the Bendigo Bank for this lovely addition.

Our gratitude goes to the Doncare Social Support for Seniors clients, our amazing, always willing volunteers, the Department of Health and the Department of Home and Community Care (a joint program of the Commonwealth and State Governments) for funding. Most of all, thanks to CEO, Doreen Stoves, and the Board of Directors, for their ongoing support of and belief in the Program.

In addition to those mentioned above, I would be remiss not to mention the wonderful staff of the Social Support Program – Cheryl Watt, Diana Sze Hong and Mary White. Thank you for all the effort that you put into making the lives of our clients more enjoyable.

HELEN MACKENZIE



A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

PRESENTATION TO CHAS



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"Volunteering is community development one person at a time. It has the power to transform lives and communities."

SUE NOBLE, CEO, VOLUNTEERING VICTORIA.



VOLUNTEERING IN MANNINGHAM (ViM)

MEREDITH BUBNER, ViM COORDINATOR

Doncare's Volunteering in Manningham (ViM) Program was established six years ago to assist people to find suitable volunteering opportunities, support volunteer coordinators at local community services agencies and assist these agencies to 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.

ViM has had an exciting year as we've implemented the change to Viktor Online, the nationwide database which is now being used for the GoVolunteer website, Australia's biggest online site of volunteering opportunities. Selected ViM data on agencies and vacancies is now able to be searched through a number of other volunteering websites and ViM is now able to provide a far superior level of service. As with all new systems, Viktor Online has provided many benefits, but, has presented us with challenges and training is an ongoing process.

A search box was added to ViM's website, linking to vacancy advertisements on Viktor Online and GoVolunteer. Almost 17,000 unique visitors accessed the website during 2012/13 – an increase of 21% from the previous year, indicating how people are increasingly using the Internet to find volunteering opportunities.

To support prospective volunteers to identify suitable volunteering opportunities, ViM provides one-to-one interviews. Of the 86 interviews held over the year, 58% of interviewees were from a culturally or linguistically diverse (CALD) background, with 26% of these speaking Chinese and 18% speaking Farsi (Iranian). Overall the two main groups seeking interviews were retirees and job seekers.

Nine Introduction to Volunteering sessions were held for prospective and new volunteers. The 50 participants evaluated the session very favourably and were able to explore their individual volunteering options and to go away with an understanding of what they should be able to expect from a volunteering role.

ViM organises the ViM Network of Volunteer Coordinators. Currently there are 120 members from 106 agencies, representing 123 volunteer programs. ViM provides the Network members with regular information on volunteering trends and what is happening in the volunteering world, and support for issues that members may encounter.

During Manningham City Council's Healthy Lifestyle Week, a successful workshop, "Volunteering – we all benefit" was held. Other promotional activities include the Manningham Multicultural Festival and Mind Your Health Expo.

The ViM Program has benefited greatly from Doncare's move to MC², and we are very appreciative of the hard work put in by many, allowing us to enjoy all the new environment has brought us, particularly new computers, improved presentation facilities, ample room for our volunteer team and flexible access to an interview room.

ViM could not operate without the thoughtfulness, diligence and attention to detail of our team of volunteers who reflect the diversity of the wider volunteering community. Older members bring a wealth of experience, younger members bring welcome IT skills and 66% are from a CALD background.

One of our ViM volunteers illustrates the reciprocal benefits in volunteering. In addition to providing administrative help and insights into Iranian culture, he has produced Farsi versions of our ViM brochure and of a general brochure on volunteering that is now used state-wide. As a new migrant, volunteering at Doncare has provided an avenue to improve his English and learn about Australian culture, workplaces and community life, helping him to assimilate into a society that was new and strange to him; and has eased the transition. "I have found nice people in Doncare", he said, "and thanks to them found many interesting things about their culture and about Melbourne".

A big thank you to Doncare CEO, Doreen Stoves, and the Board for their ongoing support of the ViM Program.

MEREDITH BUBNER



VOLUNTEERING IN MANNINGHAM
Linking Volunteers and Community Services



"...in serving the best interests of children,
we serve the best interests of all humanity."

CAROL BELLAMY, FORMER EXECUTIVE DIRECTOR OF UNICEF.

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FAMILY SERVICES MANAGER'S REPORT

IAN CLARK, MANAGER FAMILY SERVICES

This year we were delighted to move into our new offices at MC², especially since we were able to do this with minimal disruption to our support for clients thanks to the hard work of the team.

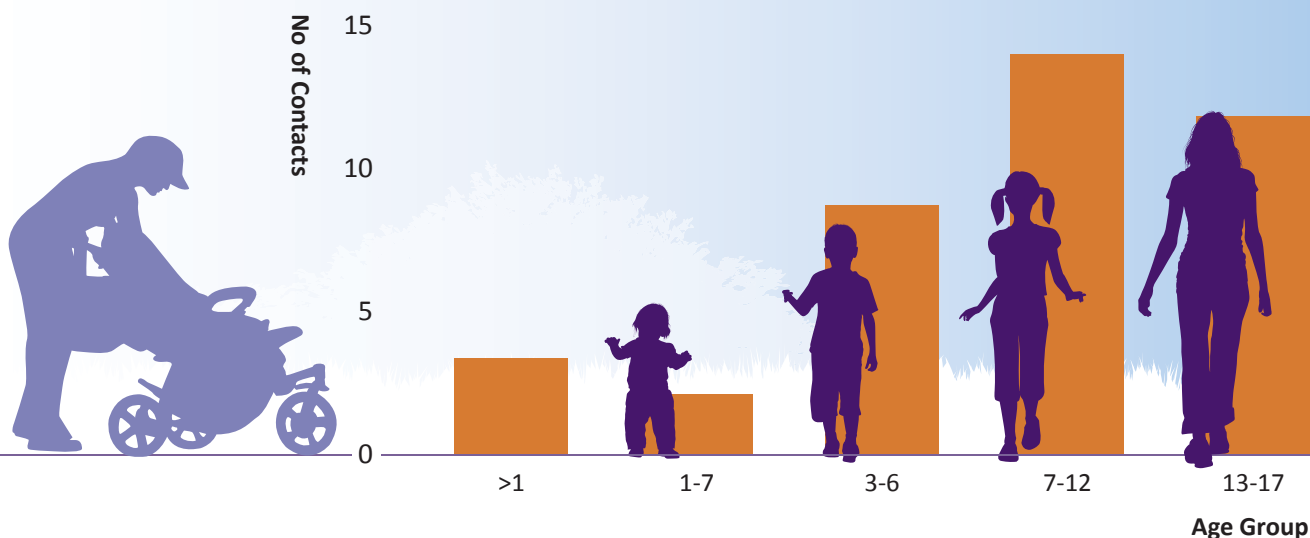
All DHS funded programs are required to undertake an external audit every three years. This intensive examination of our practice created a significant workload for the Family Services Program and the organisation as a whole. We were very pleased to pass the audit and are now fully accredited for the next three years. This is a great endorsement of the skilled work carried out by the Family Services team.

INTEGRATED FAMILY SERVICES (IFS)

A large proportion of the team's work is carried out in the family home, helping parents to develop appropriate parenting skills whilst also addressing many other significant difficulties such as mental health, financial, relationship and housing issues. For example, we have successfully negotiated disability care packages for the exhausted parents of two young boys with disabilities, have assisted someone who has experienced significant family violence to relocate safely with her small children, and provided countless opportunities for socially isolated children to take part in group and social activities.

This year we provided intensive case management to 19 families with a total of 42 children whose ages range from 0-18 years.

Age Group of Children of IFS Supported Families



We continue to work alongside our Inner East Alliance partners to deliver a high quality, consistent service, and to help to provide a coordinated response to increasing catchment demand for support services. Much of the challenge of this Program is how long our much needed service can provide support for individual families whilst providing capacity for incoming referrals.

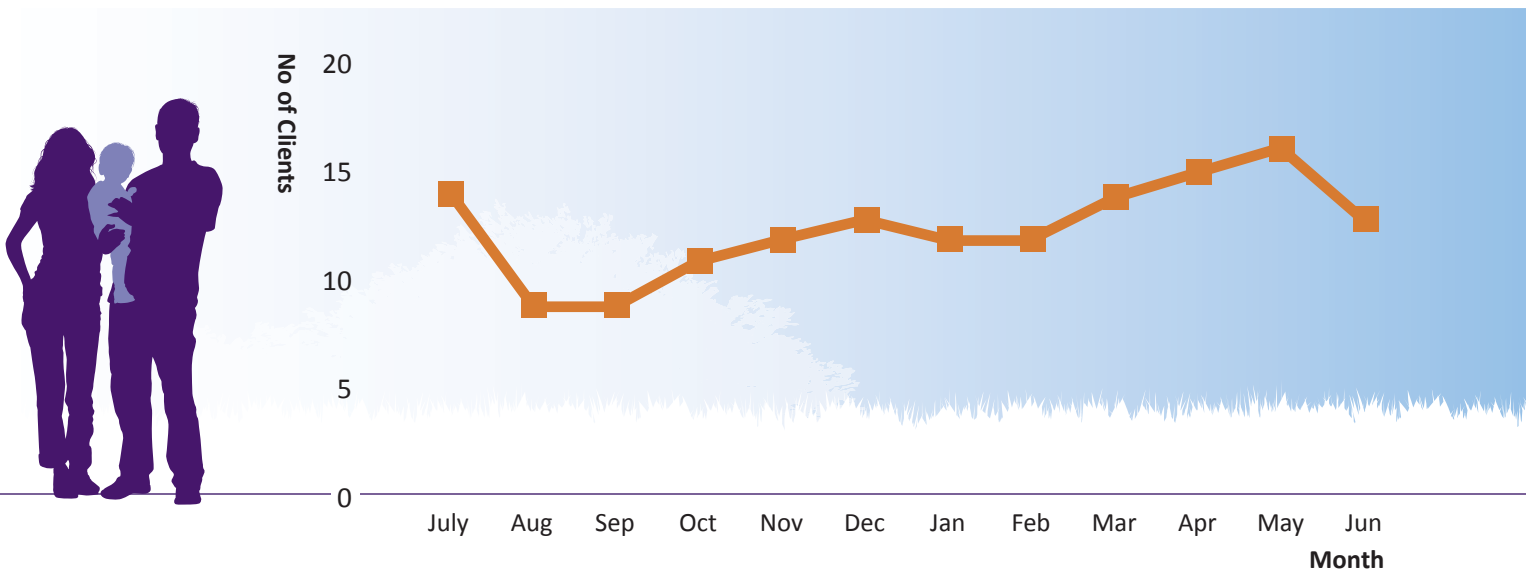
HANDS ON PARENTING SUPPORT (HOPS)

The HOPS Program trains and provides volunteers who work with families with babies and children under five living in Manningham, who are experiencing additional difficulties. This year we supported 20 families with a total of 42 children and demand for the Program is steadily increasing.

Our enthusiastic volunteers have worked with families with a variety of issues ranging from chronic illness to the demands of multiple births. Volunteers visit allocated families at least once a week to provide friendly but informal support. Research suggests that this type of support is likely to have an important role in preventing early signs of stress, anxiety and depression from escalating into further long term chronic problems.



Number of Families linked with a HOPS volunteer



The volunteers have busy lives including looking after their own children and grandchildren but they have been amazing in their commitment to the HOPS Program. They have attended monthly meetings combined with monthly training, as well as weekly visits to linked families.

During the course of the year we have trained 10 new volunteers.

We always get good feedback from HOPS clients as the two quotes from recent clients below show:

“I want to sincerely thank the HOPS Program for providing me the help and support when I and my family need it the most.”

“My family and I are very grateful to all the volunteers who spent their precious time with us. This is the best Program for families with young children.”

PARENT EDUCATION

The Parent Education Program provided a range of popular and informative sessions during the year including: *Reducing Sibling Rivalry, How to Talk so Kids will Listen and Listen so Kids will Talk, Angry Child, Angry Parent and Parenting After Violence*. The Program also delivered two parenting sessions for Manningham Healthy Lifestyle week, one in English and the other with a Cantonese interpreter to hand. Client feedback that we get from these excellent sessions is overwhelmingly appreciative, for example:

“Thank you, you have helped me so very much. I just wish that I knew about this about 10 years ago. You are both really enhancing my life at the moment. Thanks so much.”

CHINESE FAMILY PLAYGROUP

The Playgroup continues to run at the Pilgrim Uniting Church in Doncaster, and is currently held on Monday and Thursday mornings. To cater for as broad a population as possible, the Monday group is conducted primarily in Cantonese and the Thursday group in Mandarin. Both groups are extremely popular, with 15 regular attendees on Mondays and 18 regular attendees on Thursdays.

TEAM

My sincerest thanks go to the staff of the Family Services Program. Sue, Angela, Freya and Esther are dedicated, skilled, and a pleasure to work with. My thanks also go to our fantastic volunteers without whom we could not achieve much of what we do. Finally, I thank the Executive team for their ongoing support and Doreen for her energetic, skilled leadership and encouragement.

IAN CLARK



"Whatever you do may seem insignificant, but it is most important that you do it."

M GHANDI

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BUSINESS OPERATIONS MANAGER'S REPORT

MARILYN STEELE, MANAGER BUSINESS OPERATIONS

To say that it has not been a turbulent year in the Opportunity Shop Program would be to deny the obvious. It was a year that saw changes in procedures which did not sit comfortably with some and it was a year that saw the departure of a few long-standing Doncare volunteers, for a variety of reasons.

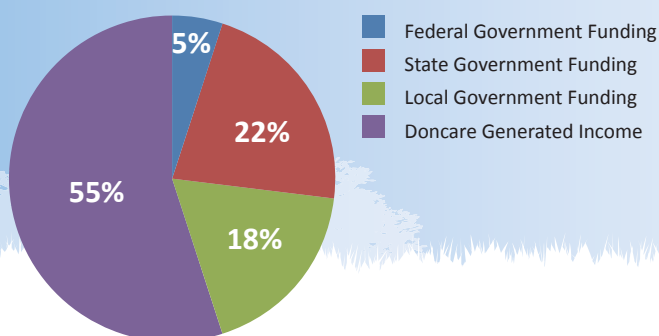
Although the changes to policy were, in some respects, controversial, it was considered advantageous nevertheless, to have a document which is able to be relied upon and referred to. The DOSH (Doncare Op Shop Handbook) was therefore launched in February and will continue to be provided to new volunteers during orientation.

It is a tribute to so many of our respected volunteers that they rode out the storm, that they did not lose sight of Doncare's values and that they continue to work tirelessly and without complaint "at the coal face".

For the Program overall, the biggest loss was that of our storage facility on Wetherby Road. Council sadly came to the view in November 2012 that the premises were no longer safe and so notice to vacate was given. This meant, of course, no more garage sales, which had been a good income source for Doncare and, of course, nowhere to house our electrical tagging and testing gentlemen and excess furniture. However, Council was good enough to lease us some temporary premises in Hummell Way, just behind our new offices at MC², for our tagging and testing volunteers to carry on their work and the hunt began for a warehouse or factory for storage.

This year, our shops failed to meet budget projections; however the income achieved by the shops is, nevertheless, significant and absolutely vital to the day-to-day operations of Doncare in the management of its core business. The lack of a storage facility and the subsequent necessary rejection of many items of furniture may well have had an impact on the fall in income. Indicative of the impact of the revenue realised by the shops is in the chart below, where it will be seen that Doncare generates 55% of its own income. The Opportunity Shops are responsible for contributing 37.78% of this.

Doncare Funding Sources for 2012/13



On a brighter note, the Program was fortunate indeed, through the wonderful generosity of the Bendigo Bank, to have a brand new furniture truck provided for the pick-up and delivery of furniture. This truck is absolutely top of the line, with a hydraulic lift at the rear and eye-catching Bendigo Bank and Doncare decals on the sides and back. A real asset, for which we are extremely grateful to our friends at the Bendigo Bank.

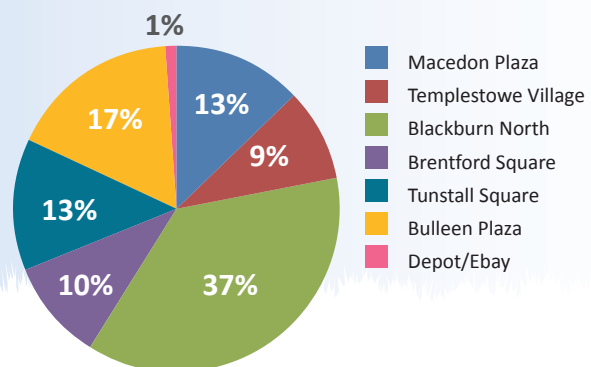
Stephanie Saunders joined the team in November 2012 as Opportunity Shop Support Worker, assisting Marilyn and Maria in what is a very busy Program and her help has made a significant contribution to the Program. Also, I would like to place on record my sincere thanks to Maria for all her hard work, dedication and support, together with the sharing of the tears and the laughter.

No ship sails without its captain and the captain of our ship is, of course, Doreen, without whom, guiding us through stormy seas and calm waters, we would surely flounder. Doreen's unwavering advocacy, leadership and helmsmanship are deeply appreciated, as is the camaraderie and fellowship of my colleagues at Doncare, together with the Board. I am honoured to be part of such a wonderful organisation.

Finally, the volunteers are really who make Doncare "tick" and certainly, as far as the opportunity shops are concerned, it is obvious that we could not survive without them. They are an exceptional group of people, as diverse as they are similar in many ways, but above all they are the people who work tirelessly, in a difficult environment, for the good of others. From the Committees to the drivers and from the electrical taggers and testers to the volunteers serving in the shop, with the back room sloggers, they all have one thing in common, and that is that they are giving of themselves. Thank you to each and every one of you for your selfless contribution and for your continued support. You have my heartfelt thanks, together with my eternal respect and admiration.

MARILYN STEELE

Opportunity Shop Income Sources for 2012/13



OPPORTUNITY SHOP REPORTS

BRENTFORD SQUARE

Our shop continues to thrive with lots of donations being received regularly. Our takings are on the increase and this is good for the volunteers who feel their efforts are worthwhile. It is also good for Doncare which relies on the shops to fund some of its programs.

Our volunteers continue to work hard at keeping the shop neat and tidy – not always easy given our limited space. The Committee ensures that the shop runs smoothly. The staff from Doncare whom we have contact with (Marilyn, Maria and Stephanie) are always available for questions and are a great help to all volunteers but especially the Committee.

Our regular customers continue to patronise our shop, usually buying something but sometimes just calling in for a chat. New customers often comment at how clean and neat our shop is, so we should all be proud of our efforts.

To sum it up as one customer did –
"You are a real Opportunity Shop."

MARJORIE CRAWFORD
CHAIRPERSON

BULLEEN PLAZA

We celebrated our first birthday in March and could look back on a successful and eventful year. With the invaluable help of volunteers from Templestowe Village and Macedon Plaza shops, our Bulleen Plaza shop was off to a flying start.

We have steadily increased our volunteer pool and we welcome new volunteers and hope their experience with us is a good one. We aim to maintain an atmosphere where we all look forward to coming so that we have happy interaction between ourselves, our customers and our donors.

Our volunteers come from all walks of life and have varying expertise but work together to maintain an attractive and welcoming environment, and to that end, we hold regular clean up days organised by our Committee, so that the wonderful retail space continues to look inviting.

Customers frequently commend our beautiful shop and many are return visitors who routinely visit to buy one or more of the treasures in stock or to donate goods. We are fortunate at Bulleen to have a large space to attractively display important items such as the furniture which Maria brings to us.

Our donors are very generous and we continue to gratefully receive really beautiful and profitable items for sale. Our customers occasionally come up with some really useful suggestions on how to improve the shop; their contributions in this regard are also appreciated.

We are always delighted to see Marilyn, Maria and Stephanie when they drop in as they usually come in with a smile.

We especially appreciate Maria and Stephanie's help when the roster is unworkable as it has been on occasion when we have had only one volunteer available to work.

The position of Roster Secretary is a challenging one on occasions and it changed hands early this year when Pam resigned. We thank her for all the hard work she put into this sometimes demanding position. The call is always out there for new volunteers to fill shifts.

In summary, it has been an exciting, challenging and profitable beginning for the Bulleen Plaza Opportunity Shop.

DENISE TOMLINSON
ROSTER SECRETARY

MACEDON PLAZA

2013 has been a challenging year for us at the Doncare Opportunity Shop, with sales well down on the previous 12 month period. I believe this is a consequence of the depressed economy rather than the quality of our merchandise or the service we offer. We can only hope that 2014 is a more profitable year for us.

Rostering has proved difficult on some shifts. However, with the efficiency of Lai, our hardworking Roster Secretary, and the willingness of our volunteers to fill in when required, we have consistently been able to open the shop with a minimum of three staff.

Social functions are held twice a year and are always well attended and enjoyed by all. A big thank you must go out to Tilly for all her efforts in organising, decorating and arranging door prizes for these events.

I would now like to share a little story with you which I think gives an insight into what we as volunteers can gain from helping others.

- A few weeks ago one of our regular families arrived at the shop looking for a dress for their daughter's Year 11 formal. The Tuesday afternoon ladies assisted in finding a lovely dress and accessories for the young girl. This took quite some time and meant that we left rather late in the evening. Last Tuesday afternoon, we had a pleasant surprise when the family (including grandparents) came back into the shop to thank us and show us photos from the formal. It made us all very happy and proud to see the young lady looking so elegant and confident, dressed entirely from our little shop. They have asked us to find her something just as nice for her Year 12 formal.

It is little things like this that make volunteering very satisfying for us all.

In conclusion, I would like to thank all our wonderful volunteers, our hard working Committee and the staff of Doncare – Doreen, Marilyn, Maria and Stephanie. Without the valuable help and support you all provide we would not be able to run the shop and continue to support Doncare and the community.

MARGARET CHALMERS
CHAIRPERSON

NORTH BLACKBURN

Once again, this past year has been financially a great success for our shop. It is amazing what can be achieved from the generous donations of the public.

The volunteers who work so tirelessly to provide this result are to be thanked. Some do so much extra, they are wonderful.

We thank Marilyn, Maria and Stephanie for their support and advice throughout the year.

Hopefully, over the next year we will continue to receive the donations and the customers to help Doncare in its greatly needed charity work under the guidance of Doreen and her staff.

JILL NUBLEY
CHAIRPERSON

TUNSTALL SQUARE

We have had a successful year even though sales were a bit lower than we would have liked, despite having donations of good saleable items.

The Committee and volunteers work very hard, taking pride in presenting a well maintained and pleasantly staffed shop, with volunteers ready to assist customers.

We also have new volunteers from different countries and cultures who are eager to learn to speak our language and to help people in the community.

We are loving the new office at MC² and the friendly atmosphere when we walk in.

Many thanks to Marilyn, Maria and Stephanie for their support.

PAT ELLIS
CHAIRPERSON

TEMPLESTOWE VILLAGE

It is once again time to reflect on Templestowe Village's activities over the past year. Our small shop attracts many loyal customers who appreciate the good quality stock on offer in addition to the friendly service provided by our dedicated volunteers.

In spite of our best efforts, shop takings have been generally down on the previous record years. We are hoping the imminent renovation will contribute to an increase in revenue. On a brighter note, the shop is approaching a \$1,000,000 sales milestone and we look forward to the opportunity of celebrating this amazing achievement.

In many ways, it has been a year of challenge and change. This includes Doncare's move to MC², the closing of the depot and the implementation of new operational procedures for the Op Shops. But the biggest challenge for Templestowe Village has been planning for the shop renovation which, after several delays, is scheduled for the end of July. We hope the fresh, functional and inviting new layout will appeal to volunteers and customers alike.

The 2013 Templestowe Village Festival, held on a beautiful, sunny 21 April, was a great success and, once again, our volunteers and their families ensured the smooth operation of both shop and mall.

Templestowe Village Opportunity Shop volunteers proudly support Doncare's work in our local community.

ROBYN KERE
SECRETARY

NORTH BLACKBURN OP SHOP



BRENTFORD SQUARE OP SHOP



TEMPLESTOWE VILLAGE OP SHOP



MACEDON PLAZA OP SHOP



TUNSTALL SQUARE OP SHOP



BULLEEN PLAZA OP SHOP



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"One of the many positives about being in MC² is the opportunity to develop partnerships and working relationships with other tenants."



ADMINISTRATION MANAGER'S REPORT

HELEN ANSON, MANAGER ADMINISTRATION

The 2012-2013 year was one of planning for the relocation to MC². The past year has seen implementation and consolidation of all our planning in our new home.

The challenge to adapt systems to the new physical environment has seen changes to systems, including new filing arrangements and an electronic diary, which has proven to be a bonus for everyone.

One of the many positives about being in MC² is the opportunity to develop partnerships and working relationships with other tenants. Referral pathways between services has been very successful for our clients.

As always, the wonderful reception staff, Cassandra Hartley, Sandra Thurtell and Lizette Atterbury, continue to respond to both staff and client needs in a respectful and engaging manner. In October 2012, Stephanie Saunders moved into a role with the opportunity shops after seven years working in reception and administration roles.

Volunteering is the heart of Doncare and all Programs and we are very lucky to have two dedicated and experienced administration volunteers, Lois Savage and Barbara Hall, both of whom bring with them tremendous skills and a wealth of experience.

Lastly, I would like to thank Doreen Stoves and the Executive Team for their ongoing support. They are the reason I continue to work for Doncare and I am constantly in awe of their talents and dedication to our clients.

HELEN ANSON

HONOURABLE MENTION

– DONCARE'S CLIENTS SEND A VERY SPECIAL TRIBUTE TO...

Bendigo Bank

The Bendigo Bank's Community Enterprise Foundation of Manningham has shown extraordinary support for people in their community. Just in the last few years, through a sustained partnership with Doncare, they have funded our work in the following diverse and creative ways:

- \$16,111 for much needed IT upgrades
- \$50,000 contribution towards program costs
- \$57,000 for pensioner's heating bills in our "Winter Warmth" program
- \$15,000 for children's activities and camps in our "Student Wellbeing" program
- \$4,000 for a scholarship for a gifted student living in unusual disadvantage
- \$88,000 to purchase a car for workers to transport and visit clients, as well as a truck to support the work of our Opportunity Shops which raise money for people in need.

This commitment by the Bendigo Bank and this caring businessmen's group to the wellbeing of their community cannot be praised highly enough. Doncare simply couldn't do the work that we do without them and the community would be infinitely poorer without their efforts.

DOREEN STOVES AM PSM JP
CHIEF EXECUTIVE OFFICER

'Anonymous'

There is an exceptional group of businessmen in Manningham who wish to remain anonymous. They never ask for thanks or public acknowledgement. But since 2010 they have raised and donated significant funds and provided goods and services to some of the most disadvantaged people we see. They maintain a particular focus on Manningham's children, allowing hundreds of local kids to join in with their friends and to make sure they have the school books and uniforms they need:

- \$50,000 over 3 years for the "Back to School" Program
- \$3,000 special grant for four children with disabilities in hardship
- Food, toys, games, puzzles and clothing items for families
- \$3,360 for vital pain medication for a pensioner to enable her to get out of bed for a whole year
- \$4,500 in legal expenses plus in-kind representation to support a Doncare client.



"Our most successful funding year to date..."

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OUR SUBMISSIONS 2012/13

LIA HENRY, SUBMISSIONS WRITER

During the year, 31 funding applications were made to philanthropic trusts and foundations and government bodies. Of these, 12 were successful, yielding \$160,600 – our most successful funding year to date. These outcomes are very much a team effort and I would personally like to thank the CEO, Managers and staff members who liaise with me to provide and compile accounts of their Programs for Doncare’s funding submissions.

SUCCESSFUL SUBMISSIONS

■ The Marian and E H Flack Trust	\$ 5,000
■ RACV Community Foundation	\$ 7,200
■ IOOF Foundation	\$ 7,500
■ Manningham City Council (MCC) Small Grants – Equipment & Assets Purchases	\$ 4,000
■ McKern Steel Foundation	\$ 1,000
■ State Trustees Australia Foundation	\$10,000
■ The William Angliss (Victoria) Charitable Fund	\$ 2,000
■ Collier Charitable Fund	\$10,000
■ The Flora & Frank Leith Charitable Trust	\$10,000
■ Manningham City Council (MCC) Small Grants – Community Projects	\$10,000
■ Bendigo Bank Doncaster East and Templestowe Village (Manningham Community Enterprises Ltd)	\$88,900
■ The Manningham Charitable Fund	\$ 5,000

PENDING SUBMISSIONS (AT 30 JUNE 2013)

There were three applications pending an outcome from applications made in 2012/13, to the combined funding value of \$19,936:

■ FaHCSIA Volunteer Grants Program	\$ 3,436
■ The Ian Potter Foundation (Community Wellbeing)	\$15,000
■ The William Angliss (Victoria) Charitable Fund	\$1,500

Doncare is enormously grateful for the assistance provided by the philanthropic sector and our Board, staff and clients are indebted to all our donors for their support.

LIA HENRY

In February 2013, Doncare submitted its first ever tender, to provide child mental health (PS4Kids) and perinatal depression counselling under a new funding stream through the Department of Health and Ageing. We were thrilled when this tender was successful. This funding equates to \$155,900 over 15 months, with the bulk of the Program being provided in 2013/14.



State Trustees Australia Foundation, as administered by State Trustees



OUR VOLUNTEERS 2012/13

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Elizabeth Lucas
Robyn Healy
Robyn Reeves
Ron Kitchingman
Susan Cahill
Therese Tankey
Tony Monley

EXECUTIVE

Maree Bowman

ADMINISTRATION

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Jessica Lam
Lois Savage

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Alexander Robertson
Andrea Blake
Beata Geddes
Bridget Miles
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Catherine Pitman
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Ebanee Loquancio
Emma Trifiletti
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Geoff Newbegin
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Richard Weld-Blundell
Rodney Walsh
Ru Cai
Sara Browne
Sian (Priya) Woolston
Soorah Albatat
Stephen O'Kane

Tania Lipton
Vanessa Rankom

Doncare Angels for Women Network (DAWN)

Annette Wood
Carolyn Burns
Claire Walker
Gabrielle Coulson
Hazel Lee
Heather Parry
Jan Hughes
Jane Kuszla
Jennifer Gracie
Jennifer McNeil
Jessica Mekken
Jill Lowe
Katherine Smith
Lesley Martin
Lisa Nash
Manjit Singh
Maureen Brosnan
Nancy Marie Dee
Nekane Kandina
Rosanna Campagna
Rose Clark
Sandra Higgins
Sarah Kelley
Susan Porter
Wai-Chung (Elsa) Lau
Wendy Ryan

iMatter

Cahlin Miller
Caitlin Macmillan
Elise Rutherford
Eloise Molan
Emma Trifiletti
Holly Ball
Jacinta Boys
Jessica Lam
Jessica Mekken
Judy Wai Ling
Katherine Georgakopoulos
Kimberley Batsas-Hill
Kristina Gorgievska
Lauren Allnutt
Lucy Bubb
Marianne Galvez
Monika Dizdar
Monique Warshall
Natasha Kacavenda
Rachael Horner
Rachel Byrne
Shanon Whelan
Zoe Cameron

FAMILY SERVICES**HOPS**

Caterina Gualtieri
Diane Walters
Elaine Beanland
Eva Haimon

Francesca Gronow
Heather Murray
Jennifer McNeil
Julia Mills
Kerry Anderson
Louise Cameron
Lynette Grant
Malin Leong
Margret McCrohan
Marion Cox
Mary Austin
Michelle Learmonth
Noelene Letcher
Pamela Galbraith
Rita Cole
Sarah McCrohan
Sin Wa Fong
Sue Jenkins
Sue Levi

Chinese Family Playgroup

Kwok Lin (Colleen) Chan
Sin Wa Fong.

FINANCE, HUMAN RESOURCES & QUALITY

Uma Malipatil

INFORMATION AND EMERGENCY RELIEF**Community Support Workers**

Carol Wilson
Dorothy Gannon
Erica Lim
Erril Campbell
Eva Sommers
Gillian Lubansky
Grace Mannerheim
Jenny Reynolds
Julie Yu
Kay Miller
Linda De Francisci
Lindy Gilham
Lyn McDonald
Margo Kefford
Marilu Packer
Pauline Reichstein
Rachel Lee
Rhonda Watts
Robyn McIver

SOCIAL SUPPORT & VIM**Social Support**

Adriana Sgambellone
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
Di Bailey
Diane Pritchett
Dorothy Dower
Dorothy Pearson
Dorothy Ranyard
Esther (Shui P) Chan
Eva Haimon
Farzad Maghami
Frances Cowie
Frank Johnston
Fred Jurgelait
Gail Wilson

Gerald Middleton
Geraldine Bloom
Graeme Mitchell
Hanne Blake
Hazel Astley
Hon Man Yuen
Isbella McDonald
James Large
Janet Handley
Jayne Appleton
Jeanette Bernet
Jenny Round
Joan McCombe
Joan Mason
Joan Middleton
Joan Shepherd
Joelle Metres
John Coombes
Josephine Frazzetto
Judith Theobald
Judy McLeod
Kam Leung
Kate Coggan
Kathryn Ewers
Kathy Grimster
Ken Falconer
Ken Pang
Lai Cheng Yee
Laurel Agius
Liesbeth van Altena
Lorraine Cahill
Lorraine Manthey
Margo Kefford
Marilyn Thompson
Mary Fildes
Mooi-Sim Ng
Neil Harvey
Noel Blythe
Patricia Austin
Patricia Miaow
Rita Ho
Robert Cunningham
Salome Lei
Sarah (Yuen-Ling) Wong

Shirley Monahan
Shirley Weir
Siew Hoon (Sue) Hor
Sonia Yung
Suan Teng Lee
Thean (Paul) Hor
Wilma Freeman

Volunteering in Manningham (ViM)

Ann Bruce
Cheryl McAnally
Edward Huynh
Janice Radcliff
Jaslyn Liew
Madeleine Zachariou
Nasireddin (Nasir) Khansefid
Richard Chalermkiat

BUSINESS OPERATIONS**Brentford Square Opportunity Shop**

Alan Longmore RIP
Alison Sizer
Andrew Collyer
Andrew Nymeyer
Ann Hoare
Anne Bakker
Babs Elliott
Barbara Britton
Beatrice Hill
Bev Watupongoh
Brenda Quaine
Celina Rimba
Charlene Chen
Constantina Asimacopoulos
Daniela Stait
Danny Bourke
David Miller
Elizabeth Castles
Emma Babb
Franklin Zhao
Freny Fayster
Irene Rea
Ivan Chow
Jennifer Yeo
Joy Rooney
Keta Lee
Lesley Harrington
Linda Challenger
Lisa Chan
Mae Tasker
Margaret Brown
Margaret Bruce
Margaret Rimmer
Marion Earle
Marj Patten
Marjorie Crawford
Mary Ibrahim
Mary Stenson
Maureen Prior
Mel Gordon

Noel Oatley
Oh-Young (Micah) Kwon
Pam Brown
Pauline Gow
Phyl Dickens
Prapid Jewell
Robyn Stark
Rose Rosenfeldt
Ruth Carta
Sally Thomas
Sandra Parisio
Sonia Gough
Umme Zamuddin
Vanessa Xiong

Bulleen Plaza Opportunity Shop

Ashley Stewart
Aurora Inchincoli
Betty Clark
Brigitta Rovtar
Carol Negus
Con Jacovidis
Deidre Gilham
Denise Tomlinson
Dina Natsikas
Elizabeth Paxino
Elizabeth Low
Fedora Vasarelli
George Vidis
Gerii Caulfield
Gurminder Icaur
Gwendolyn Liow
Helen Garsed
Henry Clark
Inga Jekabson
Ivana Savin
Jacinda Chung
Jean Brown
John Megalaa
Jon Young Teo
Joyce Dite
Joye Sexton
Lai Pink Ng
Lan My Chung
Leanne Khong
Marg Lockhart
Margaret Yeoman
Marie Petherbridge
Marjorie Dowd
Mary Nikolakopoulos
Maryanne Rades
Melissa Wyness
Michael Garland
Michellina Fronticcia
Miranda Rodrigues
Miriam Bugeja
Mitra Sanaie
Miu Voon Ma
Nasir Khansefid
Pam Kirkpatrick
Pam Purdy
Pat Twentyman
Pierina Meleca
Purna Gangopadhyay
Quan Yi Ooi
Robert McDonald
Rosie Maggio
Roslyn Harberts
Saeb Ghazvini
Samantha O'Neil
Sarah Khong
Savita Hazari

Shauna Kaya
Shirley Hall
Suzanne Cahill
Tana Sukee
Teresa Mejak
Tiffany Liew
Vera Recinella
Yvonne Dite

Depot

Brian Wilson
Gary O'Rourke
Joel Saccuzzo
Peter Steele
Philip Brady

Macedon Plaza Opportunity Shop

Alison Chivers
Alla Jerkovic
Angela Acquarola
Anne McNaughton
Anne Franklin
Barry Nichol
Bob Akbarzadeh
Brian Sexton
Carmel Russo
Cath Dobson
Cheryle Hawkins
Colin Raymond
Elizabeth Paxino
Elizabeth Virgona
Grace Dimech
Helen Rigopoulos
Helen Szili
Ida Ciciriello
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
Margaret Chalmers
Margaret Carson
Margo Fleming
Maria Stylianos
Maria Muntean
Mian Mian Wang
Milka Merakousky
Mitra Sanaie
Rosemary De Marzi
Sophie Aslanidis
Stephanie Mishuda
Suzanne Drew
Tilly Hunter
Val Fullerton
Val Osborne
Vilma Ozzimo
Yvonne Dart

North Blackburn Opportunity Shop

Alwyn Henman
Andrea Ross
Andrew Ford
Barbara Gunther
Barbara Williamson

Bev Watupongoh
Bev Lilley
Biddy Prendergast
Bob Akbarzabeh
Bob Rusling
Caitlin Macmillan
Carole King
Carolyn Oldham
Cherie Darcy
Cherie Fayster
Chris Barry
Chris Ryan
Christine Caldwell
Coral Merrett
Darcy Byrne-Jones
Declan Smith
Dorothy Stephenson
Elisabeth McLeod
Ella Edelstein
Faye Crozier
Freny Fayster
Grace McDonnell
Graeme Andrews
Graeme Harris
Graeme Nicol
Ian Bremner
Ian Butler
Jan Shields
Jean Brown
Jill Nubley
Jill Spencer
Jillian Samarchi
John Stevens
Judy Reynolds
Judy Schumer
Len Hocking
Lena Wail
Leon Lam
Lucille Tattersall
Margaret Bacon
Margaret Baird
Margaret Janout
Margaret Kirton
Margrit Seidel
Marjorie Dowd
Mary Lay
Maurice McNamara
Michelle Schokman
Pat Ure
Peggy Wong
Peter Gartner
Richard Desmond
Robert Prendergast
Rys Jones
Semra Dover
Sharna Langley
Shirley Huntly
Shirley Shaw
Sibel Newman
Sue Fraser
Susan Papworth
Tania Kanellos
Tim Nicol
Una Zamburrow
Valerie Connoley
Vanessa Zafropoulkos-Andrews
Zahra (Nazila) Teheri

Templestowe Village Opportunity Shop

Barbara Toporkiewicz
Belinda Perri

Bernard Bone
Bernice Payne
Bill Ramsay
Brenda Hurley
Carmen Mignani
Chresley Robson
Denise Buckley
Diane Bone
Doreen Williams
Dorothy Grant
Faye Chalmers
Fereshteh Chegini
Glenda Humphreys
Graeme Humphreys
Helen Hickey
Hilary Jose
Ian Morrison
Jane Tabone
Jean Dundas
Joyce Teele
Judith Everaarts
Julie Simkin
Ken Falconer
Kitty Dawes
Lori Rossetto
Lorraine Hocking
Lynette Cowley
Marlene Knight
Mary Salter
May Brooks RIP
Nancy Gallo
Pam Brien
Pamela Dance
Pat Titterington
Penny Phillips
Robyn Dow
Robyn Kere
Rosemary Climas
Susan Ung
Val Jennings
Valda Esnouf

Tunstall Square Opportunity Shop

Ali (Gholamali) Shaigan
Aileen O'Connell
Aileen (Billy) McLeod
Alevtina Moskvitina
Alice Ho
Alice Zanon
Alma Flemming
Amy Chou
Ann (Zhou Ping) Wang
Anne McDermott
Ava Nikbakht
Barbara Cowley
Beryl Maddock
Brian Skilbeck
Caitlin Jensen
Carmel Schofield
Carol Trainor
Catherine Parslow
Daphne Laity
Demetria (Terri) Thompson
Denise Ho
Denise Lah
Elaine Williams
Ellen Casu
Elva Mason
Eva Louie
Faye Lucas
Georgia Isaakidis
Gerald Glasscock

Gwen Mecalf
Gwen Vinecombe
Gwenyth Campbell-Drury
Ila Franklin
Indrani Rathnayake
Jade El-Mohamad
Jan Howitt
Jean Howey
Joan Wright
Joy O'Rorke
Judith Blair
Judy Bremner
Lilian Donda
Loris Hosie
Maggie Wong
Margaret Gibb
Margaret Janout
Marie Boin
Marika Nuthall
Marilyn Patterson
Milda Sarzetakis
Nima Kaviani
Norma Skilbeck
Pat Butler
Pat Foley
Pat Powell
Patricia Ellis
Patricia Hollis
Pauline Nicholson
Raine Wickrematunge
Rebecca Thomas
Robyn Webb
Rosa Papas
Rosalyn Azzopardi
Rose Chong
Saeideh (Sahar) Aminzadeh
Shirley Weir
Siew Hoon (Sue) Hor
Susan Cameron
Susan Tyzzer
Tahira Junaid
Tara Khanfar
Thi Nga (Tina) Nguyen
Valerie West
Vicky Cassidy
Vivian Liu
Vivien Wonh
Wilbur Edgoose
Wilma Edgoose
Yawei (Jenie) Huang

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

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 2013, and the income statement, statement of changes in equity, statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Report

The management is responsible for the preparation and fair presentation of financial reports that are appropriate to meet the financial reporting requirements of the Associations Incorporation Act (Victoria) 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 2013 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 (Victoria) 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
11 September 2013

FINANCIAL REPORTS

FOR THE YEAR ENDED 30 JUNE 2013

INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Revenue	2	2,432,612	2,149,674
Employee benefits expense		(1,600,041)	(1,261,387)
Client expense payments		(163,408)	(176,928)
Opportunity shop costs		(304,826)	(375,569)
Depreciation		(43,141)	(21,108)
Occupancy expenses		(33,887)	(9,874)
Repairs and maintenance		(67,988)	(19,526)
Audit fees		(10,587)	(3,039)
Telecommunications		(64,258)	(53,701)
Other expenses		(154,564)	(105,099)
Net (deficit) / surplus for year before income tax		(10,088)	123,443
Income tax expense	1.g	-	-
(Deficit) / surplus for year		(10,088)	123,443

BALANCE SHEET

AS AT 30 JUNE 2013

	Note	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash & cash equivalents	3	735,187	870,931
Other debtors		-	79,544
Other current assets	4	59,846	59,670
TOTAL CURRENT ASSETS		795,033	1,010,145
NON-CURRENT ASSETS			
Plant, equipment & motor vehicles	5	203,790	71,207
TOTAL NON-CURRENT ASSETS		203,790	71,207
TOTAL ASSETS		998,823	1,081,352
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable	6	178,668	305,127
Provisions	7	289,529	170,975
TOTAL CURRENT LIABILITIES		468,197	476,102
NON-CURRENT LIABILITIES			
Provisions	8	11,459	75,995
TOTAL NON-CURRENT LIABILITIES		11,459	75,995
TOTAL LIABILITIES		479,656	552,097
NET ASSETS		519,167	529,255
EQUITY			
Accumulated surplus		113,355	123,443
Reserves	9	405,812	405,812
TOTAL EQUITY		519,167	529,255

STATEMENT OF CHANGES IN EQUITY

FOR YEAR ENDED 30 JUNE 2013

	General Reserve	Retained surplus	Total equity \$
Balance at 1 July 2011	255,213	150,599	405,812
Surplus for year		123,443	123,443
Transfer to general reserve	150,599	(150,599)	-
Balance at 30 June 2012	405,812	123,443	529,255
Surplus / (deficit) for year		(10,088)	(10,088)
Balance at 30 June 2013	405,812	113,355	519,167

STATEMENT OF CASH FLOWS

FOR YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants and donations		1,211,919	1,127,488
Receipts from opportunity shops		912,451	869,503
Interest		27,244	41,071
Other receipts		155,773	32,048
Payments to suppliers and employees		(2,286,503)	(1,847,315)
Net cash flow from operating activities	10	(20,884)	222,795
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for plant & equipment		(175,723)	(49,436)
Proceeds from disposal of plant and equipment		19,095	-
Net cash flow from investing activities		(156,628)	(49,436)
Net increase (decrease) in cash held		(135,744)	173,359
Cash at beginning of year		870,931	697,572
Cash at end of year	3	735,187	870,931

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012. The Board of Directors has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historical costs and do not take into account changing monetary values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous year unless stated otherwise, have been adopted in the preparation of these financial statements.

a. Plant, Equipment and Motor Vehicles

Plant and equipment and motor vehicles are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets is depreciable over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement.

b. Impairment of Assets

At the end of each reporting period, the Board of Directors assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

c. Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

d. 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 settled within one year have been included as current liabilities. Employee benefits payable later than one year have been included as non-current liabilities.

Contributions made by the association to employee superannuation funds are charged as expenses as and when incurred.

e. Revenue

Revenue is measured at the fair value of the consideration received.

Interest revenue is recognised as it accrues.

Non-reciprocal grant and donation revenue is recognised in the income statement when the entity obtains control over the funds, which is generally at the time of receipt. If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to, or at the direction of, the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to, or at the direction of the contributor. Otherwise the grant is recognised as income on receipt.

All revenue is stated net of the amount of goods and services tax (GST).

f. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement balance sheet are shown inclusive of GST.

g. Income Tax

No provision for income tax has been made as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

h. Economic Dependence

Doncare Community Care and Counselling Centre Inc. is dependent on the Department of Human Services and the Manningham City Council for a substantial amount of its revenue used for its operations. At the date of this report the Board of Directors has no reason to believe the Department of Human Services or Manningham City Council will not continue to support Doncare.

NOTE 2: REVENUE

	2013	2012
	\$	\$
Government grants & subsidies	617,590	629,415
MCC grants & subsidies	428,558	438,228
Donations & fundraising activities	351,268	139,409
Opportunity shop revenue	912,451	869,503
Interest	27,244	41,071
Sundry income	76,406	32,048
Profit on disposal of fixed assets	19,095	0
Total revenue	2,432,612	2,149,674

NOTE 3: CASH AND CASH EQUIVALENTS

	2013	2012
	\$	\$
Cash at bank and on hand	463,187	812,966
Bank Term Deposits	272,000	-
Cash moving reserve	-	57,965
	<u>735,187</u>	<u>870,931</u>

NOTE 4: OTHER CURRENT ASSETS

	2013	2012
	\$	\$
Sundry debtors	8,294	9,263
Security deposits	51,552	50,407
	<u>59,846</u>	<u>59,670</u>

NOTE 5: PLANT, EQUIPMENT AND MOTOR VEHICLES

	2013	2012
	\$	\$
Plant, equipment and motor vehicles at cost	321,385	234,728
Less: Accumulated depreciation	(117,595)	(163,521)
	<u>203,790</u>	<u>71,207</u>

NOTE 6: ACCOUNTS PAYABLE

	2013	2012
	\$	\$
CURRENT		
Trade creditors & other creditors	102,956	43,918
Income received in advance	75,712	261,209
	<u>178,668</u>	<u>305,127</u>

NOTE 7: PROVISIONS

	2013	2012
	\$	\$
CURRENT		
Employee entitlements	<u>289,529</u>	<u>170,975</u>

NOTE 8: PROVISIONS

	2013	2012
	\$	\$
NON CURRENT		
Employee entitlements	<u>11,459</u>	<u>75,995</u>

NOTE 9: GENERAL RESERVE

	2013	2012
	\$	\$
The General Reserve has been established to fund programs that are not otherwise funded by normal grant income. Decisions to fund such programs are taken by the Board and reviewed periodically	405,812	405,812

NOTE 10: CASH FLOW INFORMATION

	2013	2012
	\$	\$
Reconciliation of cash flow from operations with net surplus /(deficit)		
Net deficit	(10,088)	123,443
Non cash flows in loss from ordinary activities		
Depreciation	43,141	21,108
Surplus on disposal of fixed assets	(19,095)	
Changes in assets and liabilities		
Decrease (increase) in other debtors	79,544	(58,843)
Decrease (increase) in other current assets	(176)	(20,721)
Increase (decrease) in payables	59,038	24,178
Increase (decrease) in income in advance	(185,498)	20,530
Increase (decrease) in provisions	54,018	113,100
Cash inflow (outflows) from operations	<u>(20,884)</u>	<u>222,795</u>

DIRECTORS' DECLARATION IN RELATION TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2013

We, Anthony Monley and Desmond Galgut, being members of the Board of Directors of Doncaster Community Care and Counselling Centre Inc, certify that:

The statements attached to this certificate give a true and fair view of the financial position and performance of Doncaster Community Care and Counselling Centre Inc during and at the end of the financial year of the association ending on 30 June 2013.



Signed:

Dated: 16 September 2013

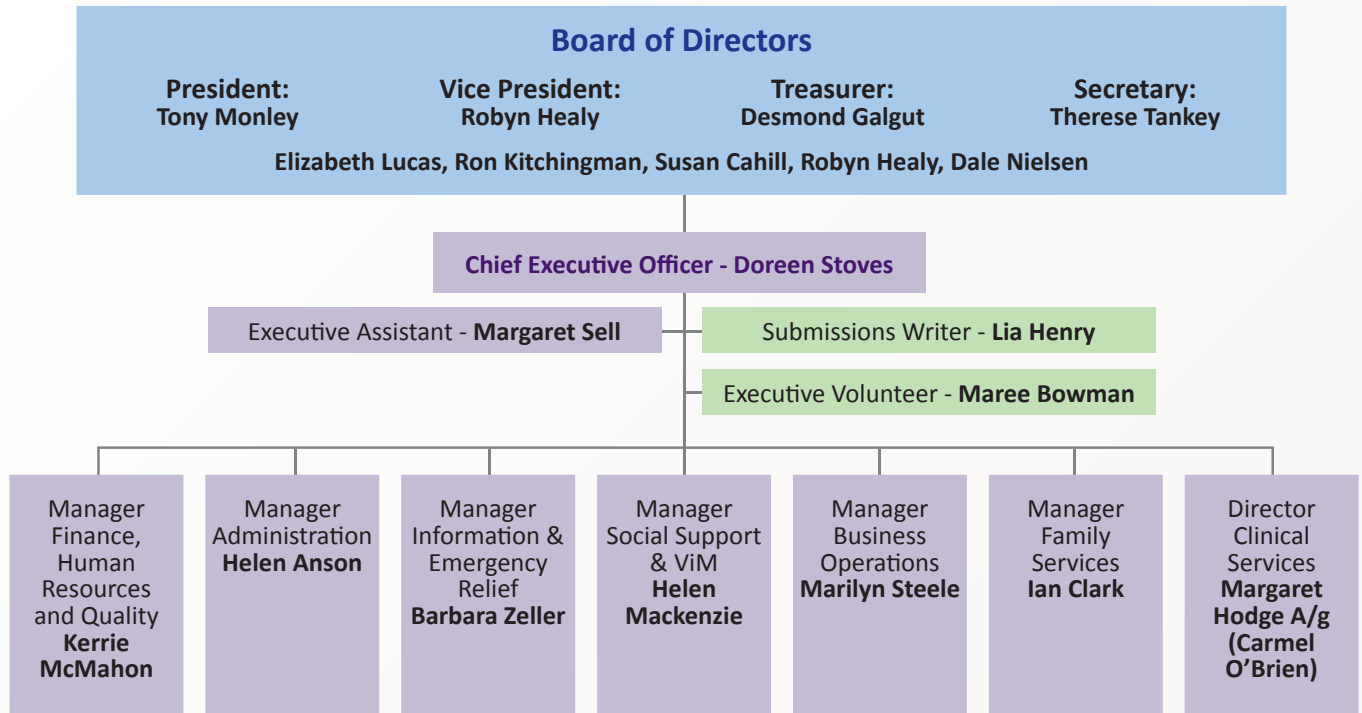


Signed:

Dated: 16 September 2013

DONCARE STRUCTURE

30 JUNE 2013



OUR STAFF

Andrea Blake	Intake Worker
Angela Mellerick	Family Worker
Angela O'Brien	Caseworker
Annie Norrish	Counselling Supervisor
Caroline Leslie	Administrative Assistant
Cassandra Hartley	Receptionist
Cheryl Watt	Program Assistant
Diana Sze-Hong	Social Support Worker
Esther Yeung	Chinese Family Playgroup Coordinator
Freya Dugan	HOPS Coordinator
Grace Dickson	Administrative Assistant
Irene Gerrard	Counselling Supervisor
Julie McDonald	DVAS Team Leader / Counselling Supervisor
Karen Williams	Counselling Coordinator / Mental Health Clinician

Leigh Ford	Children's Counsellor
Lizette Atterbury	Receptionist
Loli Dowdell	Finance Assistant
Maria Brady	Coordinator of Volunteers
Marianne Lloyd	Mental Health Clinician
Mary White	Saturday Club Coordinator
Megan Holden	Intake Coordinator
Megan Williams	Counselling Supervisor
Meredith Bubner	ViM Coordinator
Nora Fernandez	DAWN Coordinator / Counselling Supervisor
Sandra Thurtell	Receptionist
Stephanie Saunders	Op Shop Support Worker
Sue Kerchhoff	Family Worker
Susan Orr	Women's Support Practitioner

"Even the smallest act of caring for another person is like a drop of water -it will make ripples throughout the entire pond..."

JESSY AND BRYAN MATTEO

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GET INVOLVED

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 a Board of Directors comprising nine members. 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 over the age of 16. The annual cost of membership is \$5.50, due 30 June each year. Alternatively, you may become a life member upon payment of \$55.00. Members receive an invitation to the 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



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

