



DONCARE
COMMUNITY SERVICES

STRENGTHENING THE LOCAL COMMUNITY

Volunteer Perpetual Honour Tree



45TH

DONCARE COMMUNITY SERVICES
ANNUAL REPORT

A beautiful graphic acknowledgement of the dedication of Doncare's volunteers.

2013/14

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BP DONCARE VISION & MISSION





DONCARE IS FUNDED BY:

- Bendigo Bank
- Department of Health
- Department of Human Services
- Department of Social Services
- Manningham City Council
- Philanthropic Trusts
- Doncare Opportunity Shops

DONCARE IS SPONSORED BY AND ENJOYS POSITIVE PARTNERSHIPS WITH:

- Andrew Bell Lawyer Pty Ltd
- Anglicare Victoria
- Australian College of Applied Psychology
- Beau Monde International
- Bendigo Bank
- Beverley Hills Junior Football Club
- Boroondara/Manningham School Focussed Youth Service
- Bulleen & Templestowe Community House (BATCH)
- Bulleen Boomers Basketball Club
- Cairnmillar Institute
- Chinese Community Social Services
- CityLife Church Manningham
- Connections Uniting Care
- Department of Health
- Department of Human Services
- Department of Social Services
- Diabetes Australia – Victoria
- East Doncaster Cricket Club
- Eastern Community Legal Centre
- Eastern Domestic Violence Service
- Freedom Revolution Church
- Graceland Café Restaurant
- Inner East IFS Alliance
- Inner East Medicare Local
- Kiwanis Club of Doncaster-Templestowe
- La Trobe University
- Local Politicians
- Local Schools
- Manningham Centre Association
- Manningham City Council
- Manningham City Council Home Harvest Program
- Manningham Community Health Services Ltd
- Manningham YMCA
- Migrant Information Centre
- Monash University
- Nirodah
- Onemda
- Pines Learning
- Relationships Australia
- RMIT University
- Rotary Club of Doncaster
- Rotary Club of Donvale Warrandyte
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Swinburne University of Technology
- Whitehorse Manningham Regional Library Corporation



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DONCARE AT A GLANCE



558 Volunteers 37 Staff (20.17 EFT) 368 Donors

CASE MANAGEMENT UNIT:

18 People were assisted

CHINESE FAMILY PLAYGROUP:

28 Families participated

COUNSELLING APPOINTMENTS OFFERED:

3,682 Adult

618 Children

163 Peri-Natal Depression

28 Bushfire

COUNSELLING CLIENTS:

264 Adults

95 Children

29 Peri-Natal Depression

DOMESTIC VIOLENCE AND ADVOCACY SUPPORT (DVAS)

120 Women supported

FAMILY SERVICES:

49 Families with

92 Children

HANDS ON PARENTING SUPPORT:

17 Families with

40 Children assisted

INFORMATION AND EMERGENCY RELIEF:

2,850 Client Contacts

143 Children provided with
Back to School assistance

75 Families with

92 Children received Student
Wellbeing support

55 Seniors accepted Winter
Warmth help

150 Families received help through
Christmas Toy Giving

OPPORTUNITY SHOPS PROGRAM:

\$960,902 Raised by

6 Opportunity Shops

39% of Doncare's income

337 Volunteers

PHILANTHROPIC SUBMISSIONS:

31 Applications

\$114,818 Grants received

SOCIAL SUPPORT PROGRAM:

89 People enjoyed

295 Outings

VOLUNTEERING IN MANNINGHAM:

132 People attended an Introduction
to Volunteering session

75 Individual interviews were
conducted

112 ViM Network members

OUR BOARD AND EXECUTIVE TEAMS

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OUR BOARD:



TONY MONLEY



ROBYN HEALY



THERESE TANKEY



DES GALGUT



RAYMOND BURNETT



SUSAN CAHILL



RON KITCHINGMAN



ELIZABETH LUCAS



DALE NIELSEN

OUR EXECUTIVE TEAM:



DOREEN STOVES



CARMEL O'BRIEN



IAN CLARK



LIA HENRY



HELEN MACKENZIE



KERRIE MCMAHON



SUZANNE PHOENIX



MARGARET SELL



BARBARA ZELLER

PRESIDENT'S REPORT

TONY MONLEY, BOARD PRESIDENT

Doncare continues to make a significant contribution to our community through our range of programs.

As a Board, charged with the responsibility of governing the organisation on behalf of all members and stakeholders, it is so pleasing to see the feedback we get from funding bodies and partner agencies. Doncare is widely acknowledged as a highly professional agency, connected with our local community and a partner of choice in the delivery of programs.

Our Board is cognisant of the changing landscape – the push by funders to engage with larger organisations; the desire of all levels of government to contain funding; the encouragement of agencies to rationalise and merge services. To remain relevant and effective, the Board continues to monitor this landscape and explore opportunities to work effectively with other organisations. At all times though, our primary concern is to ensure that whatever we do is in the best interests of our clients.

As discussed by our Treasurer on page 29 of this report, we have had to draw down a significant amount from reserves in the past year to fund programs that would not otherwise have attracted funding. It is a constant struggle that as a leading agency, we identify community needs often before funding bodies recognise the need to allocate resources. Whilst we are ever grateful to our Opportunity Shop network for giving us the capacity to fill these gaps, we recognise that this must be managed with great diligence to ensure the ongoing viability of Doncare.

Our Board continues to focus on the strategic priorities of:

- security of funding
- defining and focusing on our core business
- collaborating with partners.

The letters below are a wonderful example of why we do what we do and 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 JP. 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

Dear Doncare Community Services,

My family and I came home yesterday and opened a letter we had received from you. Inside the envelope I opened was a letter and a cheque for \$300.

I immediately read the letter and burst into tears.

We, my husband, Thomas our son and myself wanted to let you know how lucky and unbelievably grateful we are to have received this generous donation to help get Thomas to his Grade 4 camp in only three weeks.

Our son lives with a serious illness and feeling different than all the other kids at school is something he deals with every day. Being able to attend this camp now has impacted our family in a way you could never understand.

We don't have enough words to express our gratitude to Doncare and the people and businesses that are involved in making dreams like this happen, not just for us, but for many families who are in need and have no one else to turn to for help.

I have enclosed a letter that Thomas has written to express his gratitude as well.

Without services like Doncare I don't know what families like us can do or who to turn to. It's SO important for children to grow up knowing they are loved, cared for and nurtured.

Thank you, thank you, thank you from the deepest and warmest part of our hearts.

Love and gratitude,

Maxine & Thomas

I am grateful that we got the cheque so that I can go to camp because it sounds fun and I really don't want to miss out and it will be a great experience for my year 4 memories!

Thank you,

Thomas

(Names changed for privacy reasons.)

CHIEF EXECUTIVE OFFICER'S REPORT

DOREEN STOVES AM PSM JP, CHIEF EXECUTIVE OFFICER

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"If there is no struggle there is no progress." FREDRICK DOUGLAS

Doncare Community Services provides a range of person centred strengths based services to the most vulnerable, disadvantaged and fragile members of our community. We help and support by providing Information and Emergency Relief, Social Support, Family Services, Counselling, Domestic Violence Advocacy and Support, Case Management and volunteering opportunities.

Core funded services are enhanced by actively seeking funding from a variety of sources including philanthropy, the Bendigo Bank and our very own social enterprise of opportunity shops.

Government reforms and budget cuts have presented many challenges in the current climate including planning for service delivery for the next financial year, not knowing which programs will or will not be funded.

Quality and best practice underpin the work of Doncare and is embedded across the organisation, continuous quality improvement is an objective of the management team and led by the Finance, Human Resources and Quality Manager, Kerrie McMahon. We are very pleased with the outcomes of our Accreditation Reviews in both the Family Services Program and the HACCC funded Social Support Program, both of which met all standards and received very positive comments from the reviewers.

Doncare is represented and active in regional and statewide reforms, local networks, partnerships, steering groups, reference groups and peak bodies. Partnerships continue to be developed in response to growing demand and areas of unmet need. The diversity of the partnerships developed is across a range of sporting clubs, schools, organisations and like services.

It has been quite a year of major milestones and achievements. We have survived significant organisational

change and we have pursued new funding opportunities and initiatives. We have farewelled staff and welcomed new members to the team, we have worked to improve systems and have developed new programs which are introduced later in this report. This past year has also been highly productive for our staff and volunteers in so many ways and I thank each and every one of them for the contribution they have made to ensure that our clients are offered the best possible service. I would like to specifically acknowledge the support and dedication of our opportunity shop volunteers who work tirelessly to earn much needed funding for services, the management team who give above and beyond the call of duty and our staff and other volunteers for their commitment and professionalism.

In 2013-14, Doncare was fortunate to have 558 volunteers who provided approximately 54,911 hours of volunteering across all programs and services. To multiply these hours by an average of \$25 per hour equates to a staggering \$1,372,775. Volunteers are the lifeblood of the organisation and we would never be able to do what we do without them.

The Doncare Board comprises a skilled and committed group of professionals who provide strategic governance expertly, who understand the pressures on the system and ensure they are well briefed in Government direction. I appreciate their wisdom, vision and tremendous support to me both personally and professionally.

Finally, I would like to take this opportunity to acknowledge our donors, stakeholders and the State, Federal and Local Government departments who continue to support the work we do to make a significant difference in the lives of others. Thanks also to our clients for the wisdom they bring to Doncare, which informs the vision of what services we need to deliver.

DOREEN STOVES AM PSM JP



KEN FALCONER OAM

One of Doncare's proudest moments this year was learning that long-time volunteer with the Social Support and Opportunity Shops Programs was awarded an OAM in the 2014 Australia Days Honours for his service to the community of Doncaster.

Ken commenced volunteering with the Social Support Program in 1998 and shortly after with Templestowe Village Opportunity Shop. He also gives an amazing amount of time to a long and varied list of organisations.

Ken embodies the term "community spirited" and his bright smile and winning ways continue to bring joy to all. One cannot imagine the number of lives Ken has touched and enhanced during all his volunteering, both directly and with the many Boards and Committees of which he has been an integral part.

KEN WAS PRESENTED WITH HIS MEDAL BY THE GOVERNOR-GENERAL, HIS EXCELLENCY THE HONOURABLE ALEX CHERNOV AC QC



THE DONCARE HONOUR ROLL

THE DONCARE HONOUR ROLL

More than 10 Years Service

Board of Directors

Elizabeth Lucas 32 years

Bulleen Plaza Opportunity Shop

Marie Petherbridge 17 years

Joye Sexton 14 years

Marjorie Dowd 11 years

Community Support Workers

Margo Kefford 27 years

Dorothy Gannon 15 years

Julie Yu 15 years

Erril Campbell 13 years

Gillian Lubansky 13 years

Julie Reynolds 11 years

Counsellors

Lynette Flynn 19 years

Kerryn Pryde 16 years

HOPS

Malin Leong 12 years

Louise Cameron 11 years

Macedon Plaza Opportunity Shop

Val Osborne 17 years

Judy Reynolds 17 years

Helen Rigopoulos 17 years

Alla Jerkovic 16 years

Joy Nichol 15 years

Joye Sexton 14 years

Bob Akbarzadeh 13 years

Lorraine Gravener 13 years

Helen Szili 13 years

Sophie Aslanidis 12 years

Tilly Hunter 12 years

Brian Sexton 12 years

Irene Curran 11 years

Kathleen Raymond 11 years

North Blackburn Opportunity Shop

Judy Reynolds 17 years

Bob Akbarzadeh 13 years

Pat Ure 12 years

Margaret Bacon 11 years

Valerie Connoley 11 years

Shirley Huntly 11 years

Jill Nubley 11 years

Biddy Prendergast 11 years

Robert Prendergast 11 years

Jan Shields 11 years

Social Support

Lorraine Manthey 35 years

Margo Kefford 27 years

Anthony Mason 24 years

Geraldine Bloom 18 years

Sarah (Yuen-Ling) Wong 17 years

Joan Middleton 16 years

Ken Falconer 15 years

Hazel Astley 12 years

Patricia Austin 12 years

Dorothy Dower 12 years

Kathy Grimster 12 years

Frank Johnston 12 years

Joan Mason 12 years

Gerard Middleton 12 years

Joan Middleton 12 years

Shirley Monahan 12 years

Dorothy Pearson 12 years

Carolyn Vimpani 12 years

Shirley Weir 12 years

John Coombes 11 years

Siew Hoon (Sue) Hor 11 years

Farzad Maghami 11 years

Diane Pritchett 11 years

Dorothy Ranyard 11 years

Beverly Anne Schurmann 11 years

Templestowe Village Opportunity Shop

Ken Falconer 15 years

Hilary Jose 15 years

Robyn Dow 14 years

Jean Dundas 14 years

Helen Hickey 14 years

Lorraine Hocking 14 years

Kitty Dawes 13 years

Marlene Knight 13 years

Robyn Dow 12 years

Barbara Toporkiewicz 12 years

Faye Chalmers 11 years

Judith Everaarts 11 years

Chresley Robson 11 years

Tunstall Square Opportunity Shop

Beryl Maddock 33 years

Loris Hosie 32 years

Carol Trainor 27 years

Ila Franklin 25 years

Joy O'Rorke 15 years

Jean Howey 19 years

Elaine Williams 19 years

Jan Howitt 18 years

Alice Zanon 18 years

Patricia Ellis 16 years

Judith Blair 15 years

Lilian Donda 15 years

Catherine Parslow 13 years

Joan Wright 13 years

Shirley Weir 12 years

Margaret Gibb 11 years

Siew Hoon (Sue) Hor 11 years



VOLUNTEERS RECEIVING SERVICE CERTIFICATES 2013/14

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HONORARY LIFE MEMBERSHIP

10 Years Service

Bulleen Plaza Opportunity Shop

Jean Brown

Macedon Plaza Opportunity Shop

Angela Acquarola
Colin Raymond

North Blackburn Opportunity Shop

Margaret Baird
Jean Brown
Christine Caldwell
Shirley Shaw
Lucille Tattersall

Templestowe Village Opportunity Shop

Diane Bone
Bernice Payne

Tunstall Square Opportunity Shop

Gwenyth Campbell-Drury

SILVER CERTIFICATE

5 Years Service

Board of Directors

Robyn Healy
Ron Kitchingman
Therese Tankey

Brentford Square Opportunity Shop

Pam Brown
Phyl Dickens
Brenda Quaine

Chinese Family Play Group

Sin Wa Fong

Community Support Workers

Linda De Francisci
Robyn Mclver
Marilu Packer

DAWN

Maureen Brosnan
Carolyn Burns
Rose Clark
Sandra Higgins
Jane Kuszla
Heather Parry

Executive

Maree Bowman

North Blackburn Opportunity Shop

Chris Barry
Carole King
Tim Nicol
Andrea Ross
Bob Rusling

Judy Schumer
Dorothy Stephenson

Opportunity Shops - Depot

Gary O'Rorke
Bob Rusling

Macedon Plaza Opportunity Shop

Anne McNaughton
Milka Merakovsky
Elizabeth Virgona

Social Support

Clive Ansell
Kathryn Ewers
Fred Jurgelait
Liesbeth van Altena

Templestowe Village Opportunity Shop

Pam Brien

Tunstall Square Opportunity Shop

Rose Chong
Georgia Isaakidis
Tahira Junaid
Daphne Laity
Faye Lucas
Anne McDermott
Aileen (Billy) McLeod
Gwen Medcalf
Pauline Nicholson
Robyn Webb

BRONZE CERTIFICATE

2 Years Service

Administration

Jessica Lam

Brentford Square Opportunity Shop

Prapid Jewell
Andrew Nymeyer
Marj Patten
Alison Sizer

Bulleen Plaza Opportunity Shop

Joyce Dite
Yvonne Dite
Michellina Fronticcia
Sonia Gough
Roslyn Harberts
Savita Hazari
Aurora Inchincoli
Leanne Khong
Pam Kirkpatrick
Dina Natsikas
Carol Negus
Pat Twentyman
Fedora Vasarelli
Miu Voon Ma
Margaret Yeoman

Chinese Family Playgroup

Kwok Lin (Colleen) Chan

Community Support Workers

Rachel Lee
Kay Miller

Counsellors

Jane Palomountain
Sian (Priya) Woolston

DAWN

Gabrielle Coulson
Nancy Marie Dee
Jennifer Gracie
Wai-Chung (Elsa) Lau
Lesley Martin
Jessica Mekken
Wendy Ryan
Manjit Singh
Katherine Smith
Claire Walker

DVAS

Lauren Allnutt
Lucy Bubb
Monika Dizdar
Kristina Gorgievska

Natasha Kacavenda
Eloise Molan
Judy Wai Ling

Finance, Human Resources & Quality

Uma Malipatil

HOPS

Mary Austin
Rite Cole
Marion Cox
Pamela Galbraith
Michelle Learmonth
Margaret McCrohan
Heather Murray

North Blackburn Opportunity Shop

Sue Fraser
Carolyn Oldham
Jill Spencer

Opportunity Shops - Depot

Brian Wilson

Opportunity Shops - Driver

Peter Gartner

Social Support

Jayne Appleton
Jeanette Bernet
Mary Fildes
Josephine Frazzetto
Rita Ho
Patrick Leung
Graeme Mitchell
Mooi-Sim Ng
Adriana Sgambellone
Gail Wilson
Sonia Yung

Templestowe Village Opportunity Shop

Brenda Hurley
Penny Phillips
Susan Ung

Tunstall Square Opportunity Shop

Marilyn Patterson
Indrani Rathnayake

ViM

Nasireddin (Nasir) Khan Sefid
Janice Radcliff

DIRECTOR, CLINICAL SERVICES REPORT

CARMEL O'BRIEN, DIRECTOR, CLINICAL SERVICES



470 CLIENTS WERE PROVIDED

WITH A SERVICE BY CLINICAL SERVICES PROGRAMS DURING 2013/14.

The Counselling Program continues to experience high demand. This year, 3,682 appointments were made for 260 clients, including counselling related to domestic violence. There was often a 4-6 week wait for an available appointment.

The issues people report most commonly in the Counselling Program are family violence, relationship difficulties, parenting issues and mental health concerns.

Financial pressures led to the close of Thursday evening counselling in May, and the Program is now operating only one night per week.

The Access to Allied Psychological Services (ATAPS) Counselling Service is a partnership between Inner East Medicare Local and Doncare, and commenced in June 2013, with two paid psychologists. They provide counselling for children up to the age of 12, for mothers needing support in the first 12 months of their baby's life, and for people affected by the bush fires earlier this year in Warrandyte. This Service will also be able to see adults and adolescents in 2014-15.

Our general Children's Counselling Program continued to operate two days per week and assisted 41 children this year.

DOMESTIC VIOLENCE AND ADVOCACY SUPPORT (DVAS)

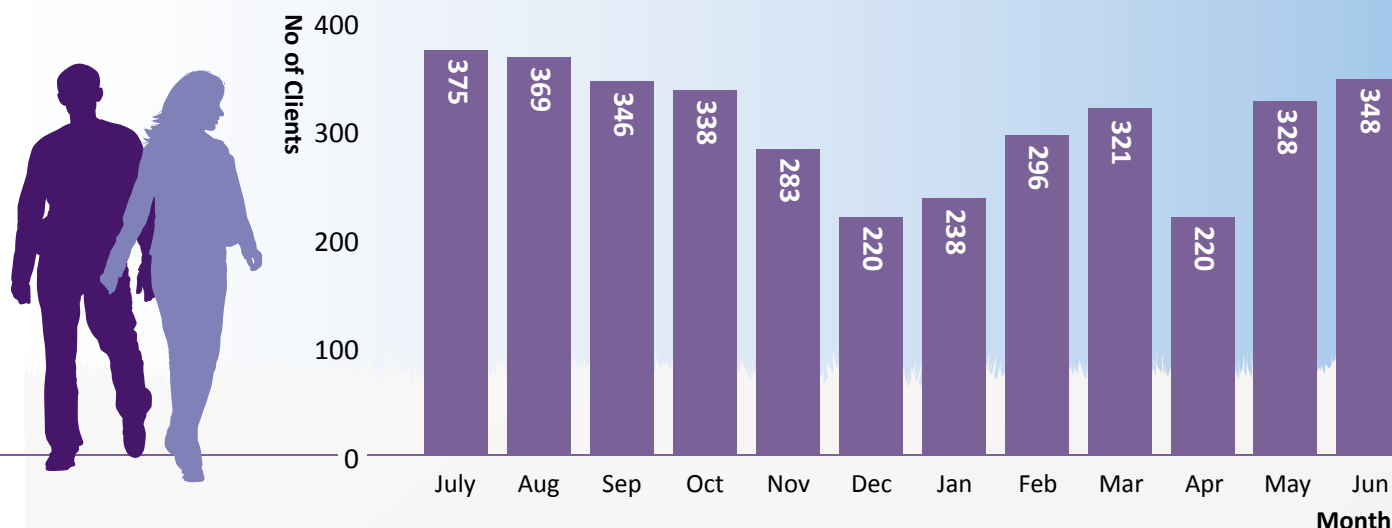
This Program supports women affected by domestic violence through counselling, support groups, referral and information. The four Doncare groups are unique in Melbourne as they provide a sequential set of group experiences to aid recovery. A total of 92 women have been supported by this Program in 2014-15, including 29 participants in the following groups:

- Living Free
- Protective Factors
- Moving Beyond Trauma
- Regaining Identity and Self-esteem.

DONCARE ANGELS FOR WOMEN NETWORK (DAWN)

The DAWN Program and its wonderful volunteer "angels" continue to help women turn their lives from despair to recovery. In February the DAWN Program featured on ABC radio with Richard Stubbs, when he interviewed both a client and an angel about the Program. Forty women were assisted by this Program this financial year.

Counselling Appointments (Adult) 2013-14



iMATTER

iMatter is a preventative initiative designed to engage and educate young women in the areas of self-esteem, leadership skills and recognising and responding to disrespect and abuse in relationships. Our iMatter volunteers run workshops in schools and this year we have produced the iMatter Card Set to help when working with young people.

VOLUNTEERS

Very generous volunteers play an enormous role in the delivery of Clinical Services Programs, as evidenced by the table to the right.

VIGNETTE

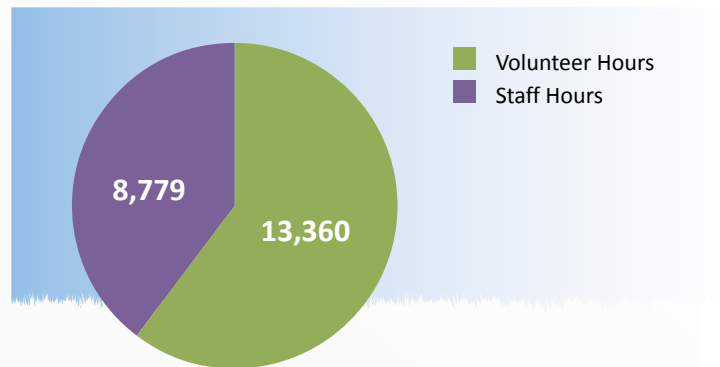
An older woman “Nancy” came to counselling after living with years of abuse. She talked about the “pain of injustice” and her desire to feel more at peace. She had become estranged from her adult children and missed them enormously. Her Counsellor had the challenge and privilege of being the first person to whom Nancy had opened up her soul and they had a lot of paralysing anger and sadness to process. After many months Nancy is feeling much better about herself and her life, and is now doing volunteer work herself in another organisation. She is about to finish in the Counselling Program.

SASSING

Our choir for survivors continues to thrive, both as a way to provide support and to have fun.

CARMEL O’BRIEN

Clinical Services Staff and Volunteer Hours



SaSSing WERE DELIGHTED TO BE INVITED TO PERFORM AT A GOOD SAMARITAN INN FUNCTION



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.

THE DOROTHY ROSE FUND

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

MANAGER, FAMILY SERVICES & CASE MANAGEMENT UNIT (CMU)

IAN CLARK, MANAGER, FAMILY SERVICES & CASE MANAGEMENT UNIT



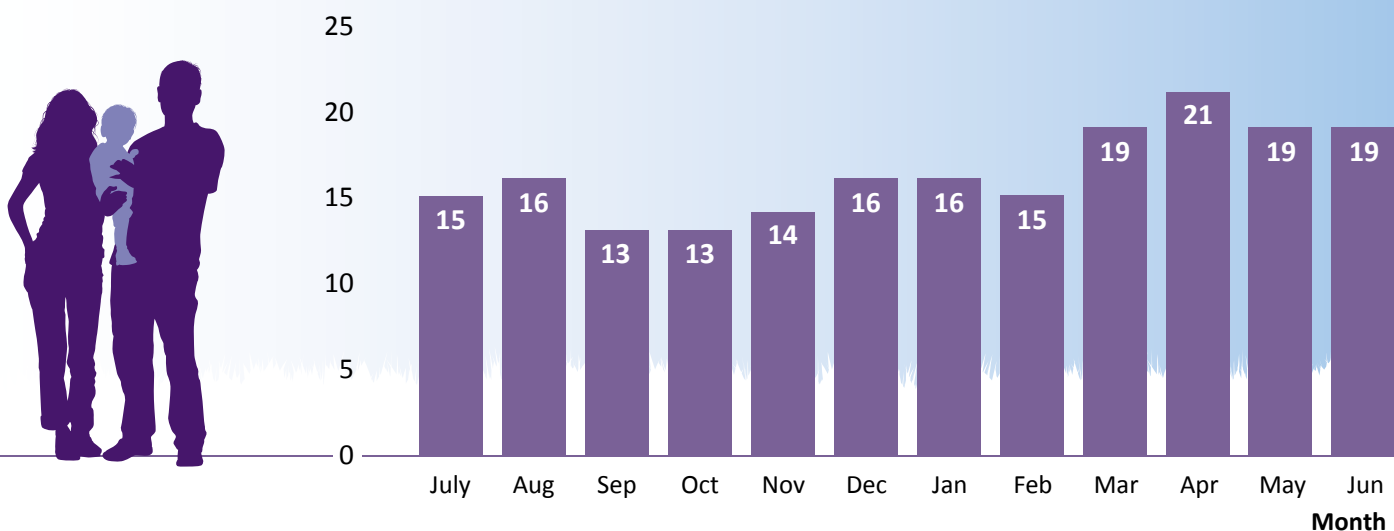
DONCARE'S FAMILY SERVICES TEAM WORKED WITH 49 FAMILIES WITH 92 CHILDREN DURING 2013/14.

INTEGRATED FAMILY SERVICES (IFS)

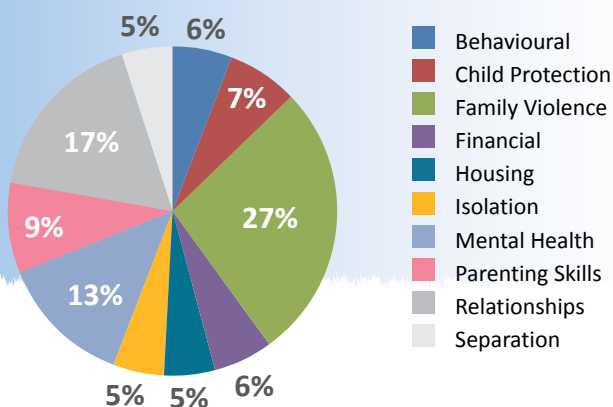
We were again delighted to pass our annual audit of our family services case management program with flying colours. As the work continues to be increasingly complex and demanding, it is great to be able to demonstrate that our standard of client work remains consistently high. Over the course of the year we worked with 32 families and up to 52 children at any one point. With a slightly increased staff team from February, we hope to reach even more families in the coming year.

Our team are presented with an enormous range of client issues to work with, and do so with great skill and breadth of knowledge. The top ten presenting issues this year are shown below:

Number of IFS Families 2013/14

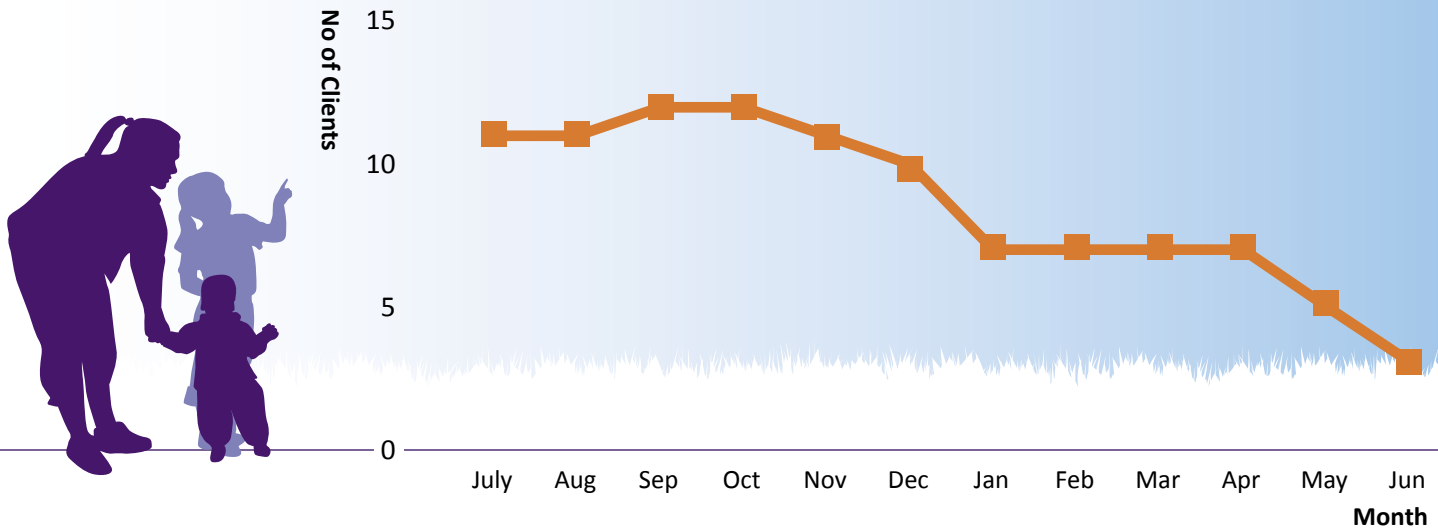


Client Family Presenting Issues (%)



Our team make such a difference to client lives, and amongst many other things, can find themselves advocating for them, helping them to access other services, finding practical support for them, and even on one occasion re-uniting them with lost pets! This type of dedication often elicits client comments like: "I knew I could rely on my worker when I felt out of control", and "the excellent staff at Doncare made a difference in our life by their dedicated support".

Number of Families linked with a HOPS volunteer



HAND ON PARENTING SUPPORT (HOPS)

For most of the year our HOPS Program delivered support to 17 vulnerable families (and approximately 40 children) through links with skilled volunteers leading to feedback such as: "Thank you for all the help you have given, we have looked forward to your visits, your help, advice, and company."

However, our HOPS Program sadly came to an end on 30 June 2014 after 13 years over which time the Program linked approximately 400 families with trained volunteers. We extend a huge thank you to HOPS volunteers, both past and present, and wish our Coordinator well in her exciting new role. In the meantime, we continue to seek new funding opportunities for the Program.

CHINESE FAMILY PLAYGROUP

28 FAMILIES PARTICIPATED
IN THE CHINESE FAMILY
PLAYGROUPS DURING 2013/14.

The Playgroups, held on Monday and Thursday each week, continue to offer a varied and culturally informed series of activities for children ranging from guest appearances from Doncaster Library for Chinese story-time, to picnics, talks for parents, learning about colour and shapes, and lots of fun craft activities. Always a busy venue, the Playgroups provide a great meeting place for children and parents alike.

THE TEAM

It has been another year of hard but rewarding work for our team. This year we were assisted by three consecutive social work students on placements, who have been enthusiastic learners and brought new and interesting thought to the Program, perhaps best summed up by one student:

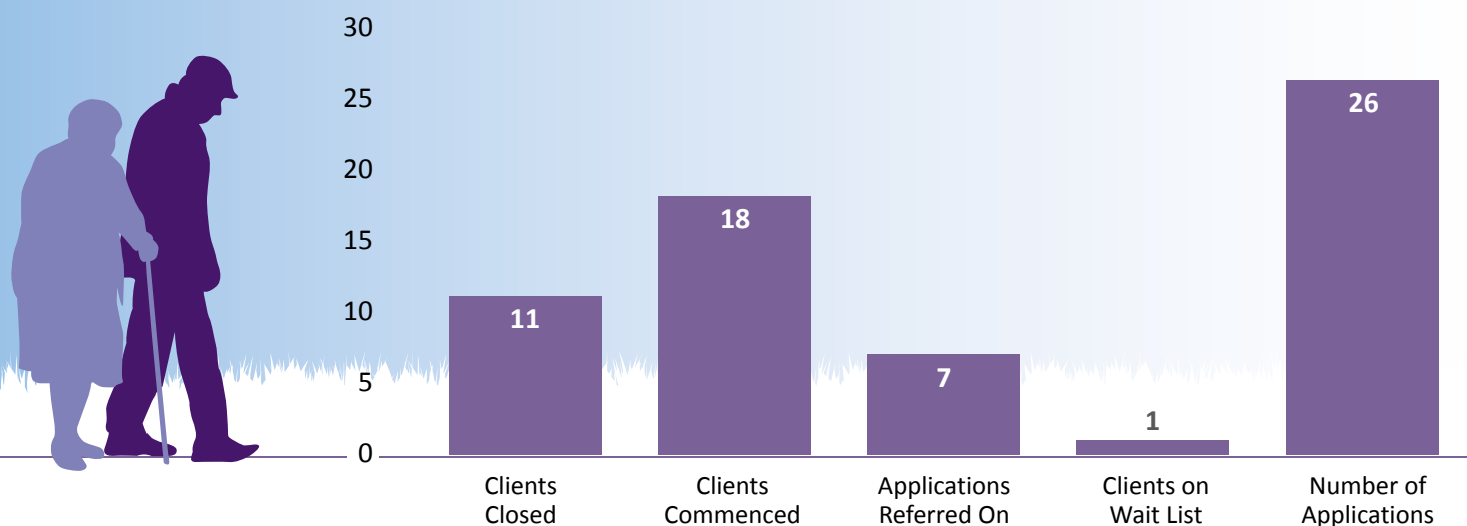
"I really cannot thank you enough for all your support and for making me feel so welcome and part of the team. While at times overwhelming, the past six months have been so amazingly wonderful! I feel so proud of my achievements, however I am completely aware that they would not have been possible without the patience, support and guidance of the Family Services team".

IAN CLARK

CASE MANAGEMENT UNIT

IAN CLARK, MANAGER, FAMILY SERVICES & CASE MANAGEMENT UNIT

CMU Clients: September 2013 - June 2014



THE CASE
MANAGEMENT UNIT
WORKED WITH **18**
CLIENTS IN ITS FIRST
10 MONTHS OF
OPERATION.

The Case Management Unit (CMU) was launched in August 2013 and offers a short-term, generalist casework service to local people in crisis.

The CMU is staffed by a part-time paid Manager and unpaid Caseworkers (RMIT Social Work students

on placement). Originally, there were two students and subsequently four at any one time.

The CMU's mission is to work closely with individuals and families who are juggling multiple complex issues and struggling to keep it all together, with a particular goal to plug the gaps other services are unable to meet.

The clients, most of whom are elderly and come from culturally diverse backgrounds, set their own goals and make all the decisions.

There are many success stories to share, both from our clients and the students on placement, some of which are set out below.

CLIENT STORIES:

- One client has lived in Australia since the 1960s but left school to work when she was 13 years old and so she never learned to read very well in any language. When she gets a letter or a bill she doesn't understand what they are asking or how much time she has to pay it. When she rings the telephone number on the bill, she doesn't understand the instructions they give her.

- A lady needed a lot of help paying for her essential medication. Thanks to our expertise in advocacy and grants writing, we sourced over \$1,000 to keep her going for another couple of months.
- A young couple desperately needed to move house as they were finding it very cramped in a tiny flat with a new baby and young, partying, noisy neighbours. The Caseworker researched and networked with the couple's tenancy worker and property manager and was able to place them on an urgent housing transfer list. Now the couple know this is possible, they can continue to advocate better for themselves so that they can live more peacefully until the time comes for them to move on.
- The CMU has been supporting a family who came to Australia in search of asylum. The couple endured the punishing policies and trials of seeking asylum before the Caseworker met them. They gained permanent residency status in 2011. The Caseworker was crucial in supporting the family to settle in Australia and build a new life for themselves, providing practical support while acknowledging the complex trauma and grief involved.

FROM THE STUDENTS:

"A CMU client described to me the amazing support she has received through Doncare, not only from the CMU, but also through all of the other services she has accessed at Doncare. She outlined her wish to give back to the community that has supported her throughout her journey and expressed much gratitude towards all of the staff members at Doncare."

"As a student on placement, I would like to congratulate all of the incredible staff at Doncare. Through my own experience and the conversations with all of my clients, I can say I am very privileged to have learnt so much during my time with Doncare."

IAN CLARK



A STUDENT'S DONCARE EXPERIENCE

LEANNE JOSEPH

I am currently studying a Masters in Social Work at RMIT. On 6 February 2014 I completed my first field education placement at Doncare. It took approximately 4½ months to complete part time. I was fortunate enough to be accepted as one of two students into the new CMU Program. This experience has changed my life both personally and professionally, shaping me as an independent Social Worker and building my self-esteem.

This pilot Program is based on short term casework (3–4 months) dealing with individuals and families who are elderly or from Culturally and Linguistic Diverse (CALD) backgrounds, who have complex needs. The Program aims to advocate, assist and empower clients to make positive changes under difficult circumstances.

As an anxious student starting out I was described as “stressed” and “scatter like” but always “friendly”. The levels of stress being a student on placement can be heightened due to expectations on all levels; professionally, personally, academically and socially (dynamics within the organisation itself). Personally I was still questioning my potential as a professional Social Worker and I felt there was a lot to prove to myself as well as others.

It took a very short time before my skills were put to the test and I was also learning the practical side of social work, which no amount of academic study could prepare me for. The CMU Program suited my personality perfectly; long term engagement, solution and problem solving focus, goal orientated and strength based.

However, it is my belief that regardless of the skill set a person possesses, it is always their superiors and work environment which effects the development of a worker and their ongoing growth. I have matured from being an anxious, worried student to a confident and authoritative person sharing my knowledge with new students on

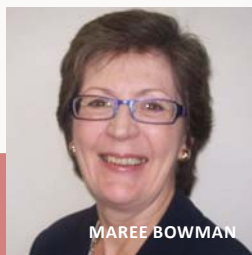
placement. I feel and act like a different person and feel part of the Doncare team. I credit my development and growth to all the workers of Doncare, however it has been my amazing supervisor who I must thank the most. Her style in allowing me to work with a level of autonomy while being patient, accessible and guiding and sharing her knowledge and skill set with students, has without a doubt shaped the person I have now become. She is a gift and stepping stone for any student who is lucky enough to be part of the CMU Program and a brilliant mentor!

Apart from my wonderful supervisor, I have also been privileged to listen, observe and converse with Doncare CEO, Doreen Stoves. I admire her passion, drive and professionalism. Through my observations I have seen Doreen interact with every staff member, paid or unpaid. She has treated everyone, including students, as an equal and valuable member of the organisation. She really practices the Doncare ethos of “working together as a community”.

I have been an anxious, tenacious and (at times) demanding student, who constantly is knocking on the doors of Managers and workers, asking questions and inquiring about things. Never once has any worker from Doncare rejected or closed their doors. Every staff member, paid and unpaid, has stopped, listened and shared information with me, and welcomed me with open arms.

For all students, placement is an enormous learning curve and large component of their degree. Without the right support, supervision, organisation and program to learn from, no student can grow and gain the right confidence needed to develop into a professional in their field. I will forever be grateful for the experience Doncare and the CMU Program has provided me with. I can finally see a brighter future in my chosen profession as a social worker.

LEANNE JOSEPH



MAREE BOWMAN



LOIS SAVAGE

Doncare is very proud that two of our dedicated volunteers were awarded a Menzies Community Australia Day Award:

Maree Bowman has volunteered with Doncare since August 2009 as Executive Volunteer to the CEO and Board of Doncare.

As an Executive Volunteer, Maree has:

- As part of a small team, reviewed, modified and rewritten Doncare's policies and procedures to achieve accreditation under ISO9001:2.
- Assisted a Board Sub-Committee to review and rewrite Doncare's Constitution, following changes to the Associations Incorporation Reform Act 1981.

- Assisted with the review, development or rewrite of Doncare's membership policies and Risk Management framework.
- Updated Doncare's Code of Conduct.

Lois Savage has volunteered with Doncare for the past five years in Administration. Lois is extremely capable, highly skilled in a wide variety of tasks, enthusiastic and professional - simply put, nothing is too much trouble. Without her generous volunteering spirit and skills, Doncare's programs would find it very difficult to operate.

Lois is a valuable volunteer at Doncare and she is most deserving of community acknowledgement through receipt of a Menzies Award.

MENZIES AWARDS 2013

MANAGER, INFORMATION AND EMERGENCY RELIEF

BARBARA ZELLER, MANAGER INFORMATION AND EMERGENCY RELIEF



THERE WERE **2,850** CLIENT CONTACTS IN INFORMATION AND EMERGENCY RELIEF PROGRAM THIS FINANCIAL YEAR AND **780** EXTRA FOOD PARCELS WERE DISTRIBUTED.

SUSTAINABILITY

The Department of Social Security has reduced the Emergency Relief funding to Victoria by \$2.2 million and has introduced the SEIFA Index to allocate funds. For Manningham that means that Doncare will receive 20%+ less funding than usual if our tender is successful.

All emergency relief agencies entered a competitive tendering process and Doncare joined with 32 other agencies across Victoria in a consortium in an attempt to secure funds for the future.

TEAM

Outstanding work once again from the volunteers and staff team. During the year, there were a few changes in the Intake role:

- Megan Holden left the team and moved to Doncare's Family Services Program
- Rachael Lee who was a Social Work student on placement covered for a short time
- Robyn Ambler commenced in recent months but needs to move back to Adelaide for family reasons.

Many changes, many challenges, and still a very dedicated team of workers, delivering an excellent Program to the most vulnerable in the community.

PARTNERSHIPS

Manningham City Council Home Harvest program, in partnership with Doncare, plans to deliver fresh food to families living under financial hardship in Manningham.

A pilot program of 13 Manningham Home Harvest fresh food growers will produce an extra crop for the Winter Crop Relief Program to support the most vulnerable in the community

"Growing and harvesting home grown food is an important step in creating a sustainable, healthy and thriving community." - Home Harvest Facilitator, Nigel Philpot, stated recently in Manningham Matters.

Doncare also worked with CityLife Church to establish a food pantry to give extra support to individuals and families as food runs low in their household.

In partnership with Manningham Rotary Doncare delivered hundreds of toys to families at Christmas time at the old Manningham City Council library building.

CLIENTS

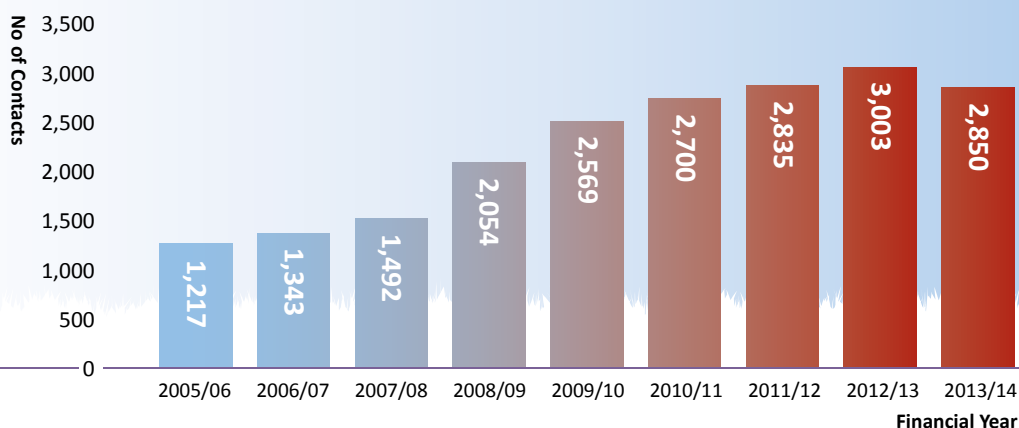
Doncare had 2,850 client contacts this financial year and gave out over 780 food parcels to help people put food on their tables.

The issues most commonly presenting to the ER program include:

- Housing insecurity
- Food insecurity
- Outstanding utility bills
- Family violence
- Mental health
- Asylum seekers.

Manningham has a diverse multilingual and multicultural community. Our residents come from over 140 countries. The newest group to arrive are from Iran.

Client Contacts by Financial Year



STORIES

- A single parent of three who was embarrassed and ashamed to come to Doncare sat in the car park for 20 minutes before he could gather the courage to ask for help. This family had recently been very secure in their life in Manningham, but when one parent left and refused to assist with mortgage payments or child support, everything changed.
- A pensioner, 76 years of age, presented in complete despair as her partner had died recently and she had no family support available and didn't know what to do. We assisted with information about funerals, referral to Travellers Aid to assist a relative on low income to attend the funeral, food, counselling and advocacy with her bank to enable her to access funds.
- There have been many stories this year of individuals and families escaping from Iran as Asylum Seekers. As the Federal Government does not allow them to work while their visas are being processed and this can take a year or more, they are dependent on support from agencies like Doncare for food and other basic essentials. These families often have no bedding, no household goods, limited clothing and no toys for their children. Thanks to the good partnerships we have with other emergency relief agencies in Manningham we work together to provide for their needs.

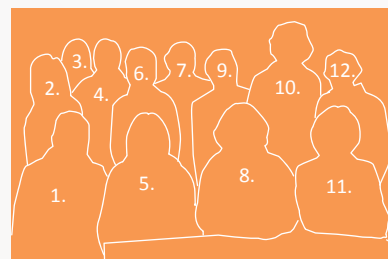
PROGRAM STATISTICS

- Back to School assisted 143 children
- Student Wellbeing 75 families, with 92 children – the biggest request was for school camps
- Winter Warmth assisted 55 seniors with utility bills
- The Pensioner Fund assisted seniors with medical expenses, heater, oven and fridge repairs and veterinary costs
- Christmas Toy Giving help over 150 families to give toys to their children.

BARBARA ZELLER



BARB ZELLER AND BOARD MEMBER, ELIZABETH LUCAS, WITH REPRESENTATIVES OF THE WINTER CROP RELIEF PROGRAM



COMMUNITY SUPPORT WORKERS: L-R

1. RHONDA WATT
 2. MARILU PACKER
 3. ROBYN AMBLER (INTAKE COORDINATOR)
 4. LYN MCDONALD
 5. MARGO KEFFORD
 6. LINDY GILHAM
 7. JENNY REYNOLDS
 8. EVA SOMMERS
 9. BARB ZELLER (MANAGER)
 10. ERRIL CAMPBELL
 11. JULIE YU
 12. DOROTHY GANNON
- ABSENT: LINDA DE FRANCISCI, GILLIAN SEALBY, ROBYN MCIVER, KAY MILLER, ESTELLE DELLORA.

OPPORTUNITY SHOPS PROGRAM

SUZANNE PHOENIX, MANAGER OPPORTUNITY SHOPS PROGRAM

(MAY - JUNE 2014)

MARILYN STEELE, MANAGER BUSINESS OPERATIONS

(JUNE 2013 - MAY 2014)



337 VOLUNTEERS AT
6 OPPORTUNITY SHOPS RAISED
\$960,902
 (39% OF DONCARE'S INCOME).



BLACKBURN NORTH 10TH BIRTHDAY



BULLEEN PLAZA VOLUNTEERS

This year the Doncare Opportunity Shop Program saw a time of great change and achievements:

- Templestowe Village Opportunity Shop reached the significant milestone of \$1 million funds raised for Doncare since its opening in 1999.
- North Blackburn Opportunity Shop celebrated their 10 year anniversary with a lovely afternoon tea, where many "old" memories and stories were shared.
- Both Templestowe Village and Tunstall Square Opportunity Shops received renovations to create more welcoming and functional spaces.
- Marilyn Steele retired in May 2014, leaving Doncare after seven years managing six Opportunity Shops and over 300 volunteers. Suzanne Phoenix joined Doncare as the new Manager, Opportunity Shops Program, bringing with her experience in working with volunteers and local communities.
- A new opportunity shop was pursued at Jackson Court, Doncaster East, and its establishment was commenced in June 2014. This large, double fronted premises will help provide additional funding for Doncare into the future to provide essential community services which are currently experiencing uncertainty.

Over 25,000 volunteer hours were contributed to the Opportunity Shop Program this year. This includes over 300 volunteers who managed the opportunity shops on a day-to-day basis receiving, sorting, pricing and selling donations from the local community. Over 40 of our volunteers were elected to leadership roles on the Opportunity Shops' Committees. In excess of 10 volunteers were drivers for the Program, transporting and delivering goods to the local community and assisting in the disposal and recycling of unsaleable donations. Two volunteers tested and tagged hundreds of electrical items at the Depot in Mitcham for safe resale. The Depot also enabled volunteers to identify and collect valuable resources such as metals for appropriate recycling.

Through this Program over 300 people are able to positively contribute to society, meet people and make new friends, use and further develop their skills and often take their opportunity shop experiences to help them in their future employment and lives.

We thank the local Manningham and Whitehorse community for their generous donations to the Doncare Opportunity Shops. We thank our volunteers for their significant commitment over the past year, these volunteers are truly the many faces of Doncare that the wider community sees.

SUZANNE PHOENIX

MARILYN STEELE

TEMPLESTOWE REFIT



BIDDY PRENDERGAST AT BLACKBURN NORTH



HAPPY TUNSTALL SQUARE VOLUNTEERS



MACEDON PLAZA VOLUNTEERS



KITTY DAWES

Kitty Dawes has been a key volunteer in the Doncare Templestowe Opportunity Shop since 2001. Kitty worked in the Shop six days a week and resented taking time off. She first came to Doncare with a shy and quiet presence but she left a strong, assertive and confident individual who was well known to the Templestowe locals.

In 2014 Kitty resigned from Doncare to spend more time with her family, we thank her for 13 years of service to the local community and wish her the very best.

BLACKBURN NORTH

Once again we had a very successful year financially. This was largely due to the very generous donations we receive throughout the year and our dedicated teams of volunteers who help to make it all work.

During the year we said farewell to Marilyn Steele and Stephanie Saunders, who we wish to sincerely thank for their guidance and support and wish them well in their future endeavours. I would also like to thank Maria Brady for all her assistance during the year. As one door closes another opens and so we welcomed Suzanne Phoenix into the Doncare family.

This will be my last report as President at North Blackburn as ill health is unfortunately requiring me to stand down as President. I would like to thank the Committee and my fellow workers for their support and friendship and wish you all well in the future.

JILL NUBLEY
CHAIRPERSON

BRENTFORD SQUARE

We are proud of the positive environment Brentford Square provides to both customers and volunteers. Regular feedback is received that our Opportunity Shop is a great meeting place for our customers to drop in and have a chat. We are grateful for the support of our local community for their generous donations which enable us to continue to provide high quality and affordable goods for sale. Our Committee helps to lead a team of volunteers in our smooth running, profitable and positive Opportunity Shop.

MARION EARLE
CHAIRPERSON

TUNSTALL SQUARE

The revamp of Tunstall Square has been the best thing since sliced bread! The Opportunity Shop is now more spacious and light; it has received lots of positive feedback and is terrific for welcoming young mothers with the new play area.

We are pleased to have maintained the same level of funds raised as the previous year and we greatly appreciate the quality donations from the people of Manningham.

Our team of volunteers continues to grow with people of all cultural and linguistic backgrounds who are keen to develop their customer service skills and improve their English proficiency. Along with meeting new people and making new friends Tunstall Square Opportunity Shop is a great place to volunteer.

PAT ELLIS
CHAIRPERSON

BULLEEN PLAZA

The newest of the Doncare Opportunity Shops, Bulleen Plaza has been gathering a dedicated team of volunteers over the last year. The Bulleen Opportunity Shop continued to establish itself as a very busy, welcoming and friendly place to shop in Bulleen Plaza.

MACEDON SQUARE

I am pleased to report that Macedon Plaza has had a successful year with sales well up on the previous 12 months. The quality donations and the support from our customers, plus the hard work and dedication from our volunteers, ensure that the shop continues to be very successful.

Our two social functions held in July and December were well attended and enjoyed by all. A big thank you to Tilly for all the effort and hard work she puts into making these occasions so successful.

In conclusion I would like to thank our Committee and wonderful volunteers as without their commitment the shop would not be able to continue to raise funds that assist in Doncare's valuable work in the local community.

MARGARET CHALMERS
CHAIRPERSON

TEMPLESTOWE VILLAGE

It has been an eventful year for the Templestowe Opportunity Shop including a renovation in August 2013 which created a front window display to help entice people to come inside. We participated in another successful Templestowe Festival in March 2014, in both the Opportunity Shop and a street stall, with help from our volunteers and their families.

During the year a number of our valuable volunteers moved on due to various reasons. In June 2014, Kitty Dawes retired from the Opportunity Shop after 12 years. Kitty worked tirelessly every day in the Opportunity Shop; her knowledge of secondhand items and their inherent value added to the successful fundraising of the Opportunity Shop. Kitty's presence and friendship will be missed, not only by the volunteers, but our regular customers.

Through the hard work of our volunteers and the generous donations from the local community Templestowe Opportunity Shop reached the milestone of raising \$1 million for Doncare since it opened in 1999 – a truly great achievement.

TEMPLESTOWE VILLAGE COMMITTEE

MANAGER, SOCIAL SUPPORT & VOLUNTEERING IN MANNINGHAM (ViM)

HELEN MACKENZIE, MANAGER, SOCIAL SUPPORT & VOLUNTEERING IN MANNINGHAM

21



THE SOCIAL SUPPORT PROGRAM
PROVIDED 295 OUTINGS
TO 89 CLIENTS IN 2013/14.

SOCIAL SUPPORT

The Social Support Program (SSP) packed a huge amount into this year. All the usual busyness of running the Program has continued and we have been privileged to share joy and sadness with our amazing clients and volunteers and provide additional outings. We also held a Seniors Forum and undertook major review and quality audit processes, which showed great achievements in the administration and practices of the Program.

COMMUNITY CARE COMMON STANDARDS

August 2013 saw us undertake a Community Care Common Standards Quality Audit with a very pleasing result passing all 18 standards.

May 2014 marked the end of a review of the first three years implementation of the Department of Health HACC Active Service Model (ASM). ASM is a holistic, person-centred method of service delivery that is collaborative in its approach between people using the service and service providers. This model promotes physical wellness, an increased sense of wellbeing and active ageing, allowing the individual to live as independently as possible and promoting their active participation in decisions regarding how they live their lives, along with maximising their connectedness with the community. The review process involved examining all 15 service areas with the result revealing that Doncare has achieved full ASM implementation in 11 service areas and has mostly implemented ASM in the remaining four areas.

CARRAMAR FRIENDSHIP GROUP

This year our largest group, Carramar, has faced some major changes. Firstly we were saddened when our pocket dynamo and brilliant bingo caller, Betty Black, told us she and her husband were moving to Queensland. Betty had been with Carramar since 2004 and was very popular amongst the clients, often able to get through to even the most solemn person with her sense of fun. This also enabled her to get away with, and be the target of, much teasing. Betty's departure left many gaps including collecting clients' contributions and recording who was present each week, managing the footy tipping and calling bingo. All this while keeping her eagle eye on many and making sure they didn't miss out. Betty had a uniquely entertaining way of keeping everyone 'in line'. We not only thank Betty for all she contributed in her years of volunteering but offer huge

thanks to those who have filled the gaps in their own special ways.

A huge change was flagged when the Uniting Church Synod of Victoria and Tasmania made the decision to sell some properties, including the one that had been home to Carramar since 1982. Carramar is a group with rich history. It commenced when church members saw a need for older people to get together for some social fellowship. Some of our present day volunteers have connections with the group that go back to when their mothers were guests at the group. One current day guest and her late husband started volunteering with the group when her mother attended and continued to volunteer up until 2011, when they decided it was time to enjoy the group as guests.

Fortunately the Manningham Uniting Church was able to offer an alternate location and the big move occurred in June. Of course, this entailed much work and cooperation from volunteers. The settling-in process continues as, at the time of writing, it is only a few weeks since the move. It is wonderful that Doncare and the Manningham Uniting Church have been able to continue the valuable partnership that is Carramar.

SENIORS FORUM – TOUGH TOPICS AND DIFFICULT DISCUSSIONS

From little things, big things grow. Client enquiries grew the seed of an idea for an information session and, with support from our CEO, this germinated and developed into the Seniors Forum held in June 2014, where many mysteries and questions were answered for those in attendance.

BETTY BLACK'S FAREWELL



We were very fortunate to have Sandy Austin, Regional Director Southern Metropolitan Region and Eastern Metropolitan Region Department of Health open the Forum. Andrew Bell, a local lawyer, enlightened the audience about Wills and Powers of Attorney, alerting us to some pitfalls to avoid. Following on, Advance Care Planning Australia presented the need to, and advantages of, having individual future health and care wishes known and documented. After lunch, which was served by students from Whitefriars College, Heather Whitney from the Eastern Health Aged Care Assessment Service, spoke about the process of an Aged Care Assessment, when the time is right to consider having one, and what an Assessment is required for, eg residential aged care, community aged care packages etc. The day's final speaker was Leanne Gunnulson, Consumer Insights Manager with the Southern Metropolitan Cemeteries Trust. Leanne kept a potentially gloomy topic entertaining while still enlightening the group about funerals and providing valuable information about pre-planning funeral options, different styles of funerals and just what is possible to put in place for our finale.

HAZEL ENJOYING LUNCH AT WHITEFRIARS COLLEGE



CHINESE WALKING GROUP



WHITEFRIARS COLLEGE'S CORSINI HOUSE PARTNERSHIP

An innovation this year has been a partnership that involves secondary students preparing, cooking, serving and enjoying a meal with SSP clients. This has provided a wonderful mix of generations and sparked numerous interesting conversations. Imagine the discussion between a 90+ year old and a teenager relating the differences in their school experiences and the household appliances we take for granted but hadn't been thought of in the young years of someone in their 90s.

Many clients don't have secondary students in their lives and have enjoyed meeting wonderful examples of young men through this Program and have continued to talk of their experience weeks later. In the words of a client, "Thank you for inviting me, I feel very privileged to have been included as it was so special and enjoyable."

Our gratitude goes to the SSP clients with their fascinating life stories, bright minds, wicked senses of humour and lovely personalities, for allowing us to share a little part of their life journey; to our amazing, always willing volunteers; to the Victorian Department of Health Home and Community Care Program (a joint program of the Commonwealth and State Governments) for our funding; and, most of all to Doreen Stoves, CEO, and the Doncare Board for their ongoing support of and belief in the Program.

In addition to those mentioned above, I would be remiss not to acknowledge the wonderful work and dedication of the staff of the Social Support Program. Thank you for all the effort that you put into making the lives of our clients more enjoyable.

HELEN MACKENZIE



home and community care

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

WEDNESDAY 2 LUNCH



VOLUNTEERING IN MANNINGHAM

MEREDITH BUBNER, COORDINATOR, VOLUNTEERING IN MANNINGHAM

23



132 PEOPLE ATTENDED
INTRODUCTION TO VOLUNTEERING
SESSIONS AND **75** INDIVIDUAL INTERVIEWS
WERE CONDUCTED IN 2013/14.

Volunteering plays a very important role in the City of Manningham, strengthening our community, providing connections and increased civic engagement.

This year's activities included:

- Design and construction of Doncare's Perpetual Honour Tree, a beautiful graphic acknowledgement of the dedication of so many Doncare volunteers over the years. Each leaf on the trailing branches represents a volunteer with over ten years' service and shows their name, the year they joined Doncare and the Program with which they volunteer or volunteered.
- An increased demand for monthly Introduction to Volunteering (I2V) sessions, which led to the inclusion of a mini showcase of volunteering benefits and opportunities to empower participants to discover the variety of volunteering opportunities available and to find suitable volunteering positions. This has reduced the number of participants seeking subsequent individual ViM interviews. We had 132 participants at our I2V sessions, this year, 57% of whom have a culturally and linguistically (CALD) background.
- 49 people (64% with a CALD background) attended a very successful workshop during Manningham City Council's Healthy Lifestyle Week.
- Participation in the Manningham Multicultural Festival.
- Exhibitions at both the Boroondara and Whitehorse Volunteer Expos.
- 75 ViM interviews and referral of the interviewees to 280 volunteering opportunities – an average of 3.7 referrals per interviewee. 70% of interviewees were from a CALD background, with 25% of interviewees overall coming from Iran and 22% having a Chinese cultural background. Overall, the two main groups seeking interviews were retirees and migrants; many of the latter wanted to volunteer as a pathway to employment.
- Four ViM Network of Volunteer Coordinators meetings, which are in the form of professional development seminars. Currently there are 112 members from 85 agencies, representing 110 volunteer programs. Topics this year included Finding the Right Volunteers, Looking After Yourself as a Volunteer Coordinator, Volunteer Insurance and Volunteer Risk Management.

ViM could not operate without the thoughtfulness, diligence, willingness to learn, and attention to detail of our team of volunteers who reflect the diversity of the wide volunteering community.

ViM also thanks Manningham City Council for its continuing commitment to the volunteering community of Manningham through the funding provided to operate ViM.

ViM is also very thankful to Doncare's CEO, Doreen Stoves, and to the Board, for their ongoing support of the ViM Program.

STORY

Early in 2014, we met an asylum seeker who had recently arrived from Iran and was keen to volunteer as an opportunity to connect with his new community, learn more about Australian culture and practise his English. Additionally, his visa did not permit him to be in paid employment.

An interpreter was required for the first meeting, as his spoken English was minimal.

He was told about the English language classes given by the Doncaster Church of Christ and he became an assiduous student. It took about five months before his English was good enough for him to be able to communicate and volunteer without an interpreter. Moreover, positions suitable for him needed to be nearby or easily accessible by public transport.

Eventually, a local Volunteer Coordinator who has recruited many volunteers through ViM, offered him a position working in a kiosk at a residential aged care facility. The following week, she told us that he was "King of the Pops" there and that his beautiful smile and warm personality were bringing much pleasure to the residents, staff and other volunteers. He is keen to do more volunteering, ideally using his skills as a handyman, as this was his trade in Iran. He visits us every few months and we remain hopeful that he will be able to find another fulfilling role to help boost his self-esteem and wellbeing, as well as contribute to our community.

MEREDITH BUBNER



VOLUNTEERING IN MANNINGHAM
Linking Volunteers and Community Services

SUBMISSIONS 2013/14

LIA HENRY, SUBMISSIONS WRITER

During the year, 31 funding applications were made to philanthropic trusts and foundations and government bodies. Of these, 11 were successful yielding \$114,818. These results represent an enormous amount of teamwork by my esteemed colleagues and I would personally like to thank the CEO, Managers and staff who liaise with me to meet the required deadlines and provide compelling accounts of their programs for Doncare’s funding submissions.

SUCCESSFUL SUBMISSIONS

■ The Mercy Foundation	\$ 2,500
■ The Grosvenor Foundation, administered by Equity Trustees and The Victorian Women’s Benevolent Trust	\$10,000
■ Nacro Landfill Relief Program	\$ 818
■ The Lord Mayor’s Charitable Foundation	\$60,000
■ ANZ Staff Foundation	\$ 5,000
■ Manningham City Council Community Development Grant	\$10,000
■ William Angliss (Victoria) Charitable Fund	\$ 2,000
■ Ivy H & Arthur A Thomas Trust, managed by Equity Trustees Ltd	\$12,000
■ Minister Ryan Smith	\$ 500
■ McKern Steel Foundation	\$ 2,000
■ Besen Family Foundation	\$10,000

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

LIA HENRY



OUR VOLUNTEERS 2013/14

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DURING 2013/14, **558** VOLUNTEERS CONTRIBUTED APPROXIMATELY **54,911** HOURS ACROSS DONCARE PROGRAMS (A MONETARY VALUE OF \$1,372,775) - A TRULY MAGNIFICENT ACHIEVEMENT!

BOARD OF DIRECTORS

Raymond Burnett
Susan Cahill
Des Galgut
Robyn Healy
Ron Kitchingman
Elizabeth Lucas
Tony Monley
Dale Nielsen
Therese Tankey

EXECUTIVE

Maree Bowman

ADMINISTRATION

Barbara Hall
Natalie Hua
Jessica Lam
Lois Savage

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Olga Roumanos
Gina Salvagno
Alba Spirli
Diana Stefanescu
Daina Thomas
Rodney Walsh
Monique Warshall
Nicola Weekley
Sian (Priya) Woolston

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

iMatter

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

FAMILY SERVICES & CASE MANAGEMENT UNIT

Case Management Unit

Penny Phillips

Chinese Family Playgroup

Kwok Lin (Colleen) Chan

HOPS

Kerry Anderson
Mary Austin
Louise Cameron
Rita Cole
Marion Cox
Sin Wa Fong
Pamela Galbraith
Lynette Grant
Caterina Gualtieri
Sue Kenkins
Michelle Learmonth
Malin Leong
Noelene Letcher
Susan Levi
Sarah McCrohan
Margaret McCrohan
Jennifer McNeil
Julia Mills
Heather Murray
Tahlya Searle
Diane Walters

FINANCE, HUMAN RESOURCES & QUALITY

Uma Malipatil

INFORMATION AND EMERGENCY RELIEF

Community Support Workers

Erril Campbell
Linda De Francisci
Estelle Dellora
Dorothy Gannon
Lindy Gilham
Pourandokht Heydari
Margo Kefford
Rachel Lee
Gillian Lubansky
Lyn McDonald
Robyn McIver
Kay Miller
Marilu Packer
Jenny Reynolds
Eva Sommers
Rhonda Watts
Julie Yu

OPPORTUNITY SHOPS

Administration

Mojgan Abdolahi
Julie Munro
Samaneh Zahedi

Brentford Square

Freny Bagli
Joyce Batten
Danny Bourke
Margaret Brown
Pam Brown
Margaret Bruce
Elizabeth Castles
Linda Challenger
Lisa Chan
Jonathon Chidgey
Ivan Chow
Andrew Collyer
Marjorie Crawford
Phyl Dickens
Judy Dobson
Marion Earle
Babs Elliott
Mel Gordon
Lesley Harrington
Anne Hayward
Beatrice Hill
Ann Hoare
Emily Huang
Mary Ibrahim
Prapid Jewell
Alan Longmore RIP
Robert McDonald
Gaylene Moore
Andrew Nymeyer
Noel Oatley
Sandra Parisio
Marj Patten
Maureen Prior
Brenda Quaine
Irene Rea
Celine Rimba
Margaret Rimmer
Joy Rooney
Rose Rosenfeldt
Alison Sizer
Daniela Stait
Mary Stenson
Sally Thomas
Alistair Truman
Bev Watupongoh
Vanessa Xiong
Jennifer Yeo

Bulleen Plaza

Angela Bonato
Rosie Braggio
Jean Brown
Gerii Caulfield
Jennifer Chu
Betty Clark
Joyce Dite
Yvonne Dite
Marjorie Dowd
Louise Draper
Mei Fern
Michellina Fronticcia
Saeb Ghazvini
Deidre Gilham
Kerry Gill
Sonia Gough
Shirley Hall
Roslyn Harberts
Savita Hazari
Anita Hwang
Aurora Inchincoli
Shauna Kaya
Leanne Khong
Pam Kirkpatrick
Tiffany Liew
Gwendolyn Liow
Elizabeth Low
Enya Low
Aisling McGing
Dina Natsikas
Carol Negus
Lai Pink Ng
Mary Nikolakopoulos
Elizabeth Paxino
Marie Petherbridge
Maryanne Rades
Vera Recinella
Brigitta Rovtar
Mitra Sanaie
Ivana Savin
Joye Sexton
Betty Sonin
Jelena Stefanovic
Samantha Tay
Denise Tomlinson
Pat Twentymen
Sidney Van Rooyen
Fedora Vasarelli
George Vidis
Miu Voon Ma
Margaret Yeoman
Jon Young
Samaneh Zahedi
Daphne Zaicos

Depot

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

Drivers

Graeme Andrews
Ian Butler
Kevin Fowler
Peter Gartner
Rhys Jones
Robert Prendergast
Peter Steele
Warren Tanner

Macedon Plaza

Angela Acquarola
Bob Akbarzadeh
Sophie Aslanidis
Margaret Carson
Margaret Chalmers
Alison Chivers
Ida Ciciriello
Irene Curran
Yvonne Dart
Rosemary De Marzi
Yan Delahunty
Grace Dimech
Suzanne Drew
Margot Fleming
Val Fullerton
Lorraine Gravener
Tilly Hunter
Ingrida Jekabson
Alla Jerkovic
Joan Liu
Anne McNaughton
Milka Merakovsky
Stephanie Mishuda
Maria Muntean
Lai Pink Ng
Barry Nichol
Joy Nichol
Val Osborne
Les Osborne
Vilma Ozzimo
Lina Pavone
Colin Raymond
Kathleen Raymond
Judy Reynolds
Helen Rigopoulos
Carmel Russo
Brian Sexton
Joye Sexton
Adriana Sgambellone
Maria Stylianos
Helen Szili
Jane Tabone
Elizabeth Virgona
Jennifer Worthing

North Blackburn

Bob Akbarzadeh
Margaret Bacon
Margaret Baird
Chris Barry
Jean Brown
Ian Butler
Christine Caldwell

Valerie Connoley
Faye Crozier
Richard Desmond
Sue Fraser
Anita Gibbens
Barbara Gunther
Alwyn Henman RIP
Shirley Huntly
Margaret Janout
Hardeep Kaur
Amy (Amardeep) Kaur
Carole King
Leon Lam
Malcolm Lamont
Mary Lay
Caitlin Macmillan
Maurice McNamara
Coral Merrett
Sibel Newman
Graeme Nicol
Tim Nicol
Jill Nubley
Carolyn Oldham
Biddy Prendergast
Robert Prendergast
Judy Reynolds
Andrea Ross
Bob Rusling
Chris Ryan
Michelle Schokman
Judy Schumer
Shirley Shaw
Jan Shields
Declan Smith
Jill Spencer
Dorothy Stephenson
John Stevens
Lucille Tattersall
Dianne Timms
Simon Trinh
Pat Ure
Lena Wail
Bev Watupongoh
Barbara Williamson
Peggy Wong
Thin Thin Yee
Una Zamburrow

Templestowe Village

Diane Bone
Bernard Bone
Pam Brien
Denise Buckley
Faye Chalmers
Gui Lam (Anna) Chen
Rosemary Climas
Cathie Cobain RIP
Lynette Cowley
Pamela Dance
Kitty (Catharina) Dawes
Robyn Dow
Jean Dundas
Valda Esnouf
Judith Everaarts
Ken Falconer
Nancy Gallo
Dorothy Grant
Helen Hickey
Lorraine Hocking
Glenda Humphreys
Graeme Humphreys
Brenda Hurley
Hilary Jose
Robyn Kere

Marlene Knight
Carmen Mignani
Ian Morrison
Bernice Payne
Penny Phillips
Chresley Robson
Lori Rossetto
Julie Simkin
Barbara Toporkiewicz
Susan Ung
Doreen Williams

**Tunstall Square
Opportunity Shop**

Mojgan Abdolahi
Lyn Ahn
Sahar Aminzadeh
Lenard Ashton
Rosalyn Azzopardi
Judith Blair
Dawn Bowen
Susan Cameron
Gwenyth Campbell-Drury
Vicky Cassidy
Ellen Casu
Rose Chong
Amy Chou
Natalie Cornish
Barbara Cowley
Lilian Donda
Wilma Edgoose
Patricia Ellis
Persia Emamifar
Alma Flemming
Ila Franklin
Margaret Gibb
Gerald Glasscock
Anastasia Gonis
Matteo Gulano
Ashleigh Harris
Alice Ho
Denise Ho
Patricia Hollis
Siew Hoon (Sue) Hor
Loris Hosie
Jean Howey
Jan Howitt
Georgia Isaakidis
Margaret Janout
Caitlin Jensen
Tahira Junaid
Nima Kaviani
Joan Keesing
Batherna Korkotidis
Denise Lah
Daphne Laity
Vivian Liu
Jade Loh
Faye Lucas
Beryl Maddock
Shane Manning
Anne McDermott
Aileen (Billy) McLeod
Gwen Medcalf
Alevtina Moskvitina
Leanne Nguyen
Tina Nguyen
Pauline Nicholson
Ava Nikbakht
Marika Nuthall
Aileen O'Connell
Joy O'Rorke
Catherine Parslow
Marilyn Patterson

Yew L Poon
Padmasany Prakash
Bhumika Raina
Indrani Rathnayake
Milda Sarzetakis
Carmel Schofield
Ali (Gholamali) Shaigan
Norma Skilbeck
Brian Skilbeck
Gina Talis
Terri Thomspon
Carol Trainor
Gwen Vinecombe
Ann (Zhou Ping) Wang
Robyn Webb
Shirley Weir
Valerie West
Raine Wickrematunge
Elaine Williams
Maggie Wong
Joan Wright
Jennie Yawei
Alice Zanon

**SOCIAL SUPPORT &
VOLUNTEERING IN
MANNINGHAM (ViM)**

Social Support
Laurel Agius
Clive Ansell
Helen Anson
Jayne Appleton
Hazel Astley
Patricia Austin
Di Bailey
Jeanette Bernet
Hanne Blake
Geraldine Bloom
Noel Blythe
Geraldine Blythe
Lorraine Cahill
Kate Coggan
John Coombes
Christine Crawford
Robert Cunningham
Dorothy Dower
Kathryn Ewers
Ken Falconer
Mary Fildes
Josephine Frazzetto
Kathy Grimster
Matt Gualano
Janet Handley
Carol Harvey
Neil Harvey
Rita Ho
Siew Hoon (Sue) Hor
Thean (Paul) Hor
Frank Johnston
Fred Jurgelait
Margo Kefford
James Large
Patrick Leung
Farzad Maghami
Lorraine Manthey
Joan Mason
Anthony Mason
Bill Matthewson
Ruth Mazzone
Judy McLeod
Joan Middleton
Gerald Middleton
Graeme Mitchell
Shirley Monahan

Mooi-Sim Ng
Masayo Noguchi
Ken Pang
Dorothy Pearson
Diane Pritchett
Dorothy Ranyard
Conrad Roseman
Carmel Schofield
Beverly Anne Schurmann
Denzil Seneviratne
Adriana Sgambellone
Judith Theobald
Marilyn Thompson
Wendy Thomson
John Thomson
Liesbeth van Altena
Carolyn Vimpani
Shirley Weir
Gail Wilson
Kerry Wilson
Sarah (Yuen-Ling) Wong
Debbie Wong
Lai Cheng Yee
Hon Man Yuen
Sonia Yung

ViM

Ann Bruce
Julie Donegan
Eddy Huynh
Nasir Khansefid
Jaslyn Liew
Julie Munro
Marilyn Porqueddu
Jan Radcliff
Marina Sainovic
Kelvin Sum
Madeleine Zachariou

STUDENTS 2013/14

Anna Brockman
Francisca Da Silva
Alea Han
Emma Gniel
Leanne Joseph
Ran Marmur
Leah Nathan
Aisha Paternott
Mariana Torres De La Orta
Kelly Wen Tin Chen
Jessica Wilson

“On behalf of the Manningham community Doncare says a huge thank you to all our volunteers for their dedication, loyalty and commitment over this past year. Long may it continue!”

OUR DONORS 2013/14

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- Amcal Max Doncaster
- Helen Anson
- ANZ Staff Foundation
- Aquarena Aquatic and Leisure Centre
- Australia Post, Bulleen
- AVO Pinetree Retirement Village
- Bakers Bun, The Pines
- Bank of Melbourne, The Pines
- Bardot – Northland
- Bendigo Bank
- Bendigo Bank Manningham Community Enterprises Ltd
- Bertha's Cottage Bed & Breakfast
- Besen Family Foundation
- Beverley Hills Junior Football Club
- Mr & Mrs Bienert
- Peter Bishop
- Nikki Blair
- B'Nai B'rith, Hatikvah Unit
- Bopil's Café
- Frances Brennan
- Brothers Jewellery
- Bulleen & Templestowe Community House (BATCH)
- Bulleen Boomers Basketball Club
- Bulleen Dry Cleaners
- Bulleen Fresh Nuts
- Bulleen Heights Probus Club
- Bulleen Pharmacy
- Bulleen Plaza Shopping Centre
- Cancer Council of Victoria
- Carluccis Restaurant
- Roger Carr
- Charcoal Rooster
- Cheesecake Heaven, Doncaster East
- Nola Christopher
- CityLife Church, Manningham
- Coffee Break Café
- Coles, Bulleen
- Coles, The Pines
- Contours Doncaster
- Judy Conway
- Coster Galgut Pty Ltd
- Cucina Al Dente Café
- Dan Murphy's, Forest Hill
- David E Phillips, Barrister & Solicitor
- Sonya Davis
- Kitty Dawes
- Deep Creek Preschool
- Deepdene Bears Cricket Club
- Katrina Defina
- Degani, Templestowe
- Adriana Denapoli
- Domaine Retirement Village, Donaster
- Domaine Retirement Village, Doncaster, Residents' Association
- Domino's Pizza, Bulleen
- Doncare Opportunity Shop, Blackburn North
- Doncare Opportunity Shop, Brentford Square
- Doncare Opportunity Shop, Bulleen Plaza
- Doncare Opportunity Shop, Macedon Plaza
- Doncare Opportunity Shop, Templestowe Village
- Doncare Opportunity Shop, Tunstall Square
- Doncaster East Football Club
- Doncaster East Women's Group
- Doncaster Ladies Probus Club Inc
- Doncaster Secondary College
- Doncaster VIEW Club
- Donvale Bowls Club
- Donvale Cricket Club
- Donvale Flower Gallery
- Donvale Lions Club
- K Dunn
- East Doncaster Cricket Club
- East/Outer Eastern – Coffee/Brunch/ Dinner/Movies
- Equilibrium Health & Fitness
- Equity Trustees Limited
- Jordi Fedden
- Fernwood Womens Health Club Pty Ltd, Mitcham
- Fifth Avenue Collection Pty Ltd
- 1st Templestowe Club Scout Pack
- Freedom Revolution Church
- Fruits of Envy
- Gary's Variety Store
- Goodfellas Pizza & Pasta
- Gourmet Meats
- Graceland Café Restaurant
- Great Cleaners Pty Ltd
- Tamara Grigg
- Grill'd Pty Ltd, Doncaster
- Mark Guilani
- Gumnut Gully Pre-school
- Haircare Australia
- Harris Scarfe – Forest Hill
- Heidelberg Magistrates' Court
- Valentina Hense
- L J & C J Hocking
- I-care Optometrists, Bulleen
- Ivy H & Arthur A Thomas Trust
- Jack Family
- Arn Maree Jenkins
- Ross Johnston
- Michael & Margo Kefford
- Rita Kerr
- Kiwanis Club of Doncaster-Templestowe
- Kobe Teppanyaki
- kogo
- KT Jewellery, The Pines
- Lander & Rogers Lawyers
- Lavish Nails and Beauty
- Malin Leong
- Sook-Phin Leong
- Lifetime Distributors
- Little Flower Box
- Lord Mayors Charitable Foundation
- Earle & Christine Ludekens
- Pearl Lubansky
- Lynette & Robert Lyford
- G Mahdavi-Tootkaboni
- Maneki Neko Cat Rescue
- Manningham Art Studios
- Manningham Charitable Fund
- Manningham Christian Centre
- Manningham City Council Community Development Grant
- Manningham City Council Staff
- Manningham Inter-Church Council
- Manningham TOWN Club
- Manningham YMCA
- Mark Mattioli
- MAX Employment, Box Hill
- McKern Steel Foundation
- Susan McLean
- Medicare, Doncaster
- Milgate Primary School
- Andrew Milligan
- Steven Montefiore
- Holly Moule
- Mount Evelyn Ladies Friendship Group
- My Fashion
- Annie Norrish
- North Blackburn Shopping Centre
- Carmel O'Brien
- Helen Pah
- Mr & Mrs Permazel
- Philip Webb Real Estate
- Piazza Hairdressing
- Pines Learning Centre
- Platinum Nails & Beauty
- Power Club

- Diane Pritchett
- George Puchlenko
- Dr Kerrie Punshon
- Debbie Purcell
- Quest Mont Albert
- Ragam Indian Restaurant
- Rehab Assist Pty Ltd
- Riggident Denture Clinic, Bulleen
- Ringwood Magistrates' Court
- Rivadonna
- Rocklands Hair Cutters
- Roseville Retirement Village Ladies Craft Group
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Club of Warrandyte Donvale
- St Charles Borromeo Catholic Primary School
- St Clement of Rome Catholic Primary School
- St Timothy's Anglican Church
- St Timothy's Ladies Fellowship
- Santucci's Café
- Savills Australia
- Skye Schaper
- Diana Schieven
- Leone Schmidlechner
- Liz Setford
- Mr & Mrs Sime
- Simply Natural Therapies
- Leah Smallman
- P Smart
- Mr & Mrs Smith
- Soft Knits
- ST Hair Salon
- Stella D'oro Manchester and Linen
- Vivienne Sterndale
- Stockland The Pines Shopping Centre
- Doreen Stoves
- Suji Kim The Pines
- Diana Sze Hong
- Steve & Therese Tankey
- Telstra Innovative Products & Marketing
- Templestowe Evening VIEW Club
- Templestowe Hotel
- Templestowe Living Room
- Templestowe Park Primary School
- Templestowe Park Primary School After School Care
- Terra Mia
- The Country Women's Association of Victoria, Donvale Branch
- The Flora and Frank Leith Charitable Fund
- The Grain Store Bakehouse
- The Grosvenor Foundation
- The Hon Kevin Andrews MP, Member for Menzies
- The Hon Mary Wooldridge, Member for Doncaster
- The Hon Ryan Smith, Member for Warrandyte
- The Lord Mayor's Charitable Foundation
- The Magic Cubby
- The Manningham Hotel and Club
- The Mercy Foundation Ltd
- The National Association of Charitable Recycling Organisations Inc. (NACRO)
- The Salvation Army, Eastern Victoria Division
- The Veneto Club
- The Victorian Women's Benevolent Trust
- The William Angliss (Victoria) Charitable Fund
- Roz Thompson
- Thea Smith
- Tony & Peter Stathopoulos
- Trish Stomann
- Tunstall Square Kindergarten
- U3A Manningham
- Maureen White
- Maria Wilson
- Francis & Andrea Van Gulick
- Coral Vercoe
- Viva Hair
- Yujian Wang
- Westfield Leasing Doncaster
- Whitefriars Catholic College for Boys
- Whitehorse Manningham Regional Library Corporation, Doncaster
- Zamels Jewellery, Eastland

YOU CAN HELP

Doncare appreciates the gifts of supporters to help meet the ever-increasing needs of the Manningham 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**

TREASURER'S REPORT

DES GALGUT, TREASURER

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I have pleasure in presenting my report for the financial year 2013/14.

The past year was a difficult year for Doncare from a financial perspective.

Whilst revenue, at \$2,464,644 was in line with the prior year (\$2,432,612) expenditure increased by 4.9% from \$2,442,699 to \$2,562,992, resulting in a net deficit of \$98,348 for the year.

Despite difficult trading conditions, our opportunity shops managed to increase sales by 5% to \$960,902. Our opportunity shop revenue represents 39% of our total revenue and is paramount to allowing us to continue our valuable work on behalf of our clients. The tireless work of the numerous volunteers ensures the continued success of our stores.

Our deficit was not unexpected, as the Board, when structuring its budget for the past year, and despite increased operating costs, adopted the decision to continue to provide financial support for its existing vital client programs for the year. Specifically two programs were supported by the Board for which external funding had ceased, at a cost of approximately \$20,000.

These decisions reflect the partial drawing down of reserves built up from prior years' surpluses but the association still maintains a strong financial position going into the new financial year. However, in recognition of reduction in funding for the ensuing year and general cost of living cost increases, steps have been taken to ensure that Doncare returns to an operating surplus during the 2014-15 year. This includes the opening of our seventh opportunity shop in Jackson Court, but also the need to reduce staff costs through reduced staff hours and thus some reduction in program offerings.

As in prior years, the CEO, with the support of the Board, carefully and continually monitors all expenditures to ensure maximum efficiency in use of funds towards supporting our clients.

Once again, particular thanks go to our generous funding bodies, philanthropic organisations and private donors for their continuing commitment to Doncare.

Finally, I would like to again thank Kerrie McMahon and the Finance team for their incredibly hard work and professionalism in the management of our finances.

DES GALGUT

MANAGER, FINANCE, HUMAN RESOURCES AND QUALITY

KERRIE MCMAHON, MANAGER, FINANCE, HUMAN RESOURCES AND QUALITY

The past year has presented many opportunities and challenges to Doncare not least of which is the need to constantly evaluate the multitude of changes within the sector and review ways service delivery to clients can be improved.

A significant component of Doncare's work with clients is supported by funding from all levels of government which is then extended with Doncare's own funding contribution through the incredible support of the volunteers and the revenue raising activities of the six opportunity shops. Whilst a deficit has been reported in this year's financial reports it is the result of the Doncare Board supporting programs that meet community needs even where adequate funding was not available from external sources.

Turnover in the opportunity shops increased by 5.3% in 2013-14 and this increase was allocated to support programs that received no funding from external sources. Programs and additional services such as Hands on Parenting (HOPS) were funded for the year with the Board acknowledging that being able to provide these programs to the community was an extremely valuable way to provide additional support. It is unfortunate that this Program will need to be discontinued

in 2014-15 as other cost pressures do not provide us with the opportunity to allocate sufficient funding to meet the program needs.

Cost pressures continue to prove challenging. Legislative changes that resulted from the Fair Wage decision and the increase in payments for the Superannuation Guarantee Charge have impacted on the final result for 2013-14. Doncare is fortunate that the contribution of volunteers, which has an estimated dollar value in excess of one million dollars per annum, enables us to provide ongoing service to those in the community who are struggling to meet their day to day living costs.

During 2013-14 a commitment was made to actively participate in the development of a Quality Management Framework at Doncare. This Framework has become embedded in the Doncare culture and is reflected in the quality of the service provision. Additional training was undertaken during the year and all employees were encouraged and supported in reviewing work practices and to strive to provide the highest quality of service to our clients. We are delighted to have achieved ISO 9001:2008 certification for several of our programs and will continue to promote quality in all areas of the organisation.

KERRIE MCMAHON

30 INDEPENDENT AUDITOR'S REPORT

30 JUNE 2014

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 2014, 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 2014 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
12 August 2014

FINANCIAL REPORTS

FOR THE YEAR ENDED 30 JUNE 2014

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INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Revenue	2	2,464,644	2,432,612
Employee benefits expense		(1,677,498)	(1,600,041)
Client expense payments		(162,918)	(163,408)
Opportunity shop costs		(347,765)	(304,826)
Depreciation		(58,774)	(43,141)
Occupancy expenses		(45,127)	(33,887)
Repairs and maintenance		(78,606)	(67,988)
Audit fees		(3,000)	(10,587)
Telecommunications		(46,430)	(64,258)
Other expenses		(142,874)	(154,564)
Net (deficit) / surplus for year before income tax		(98,348)	(10,088)
Income tax expense	1g	-	-
(Deficit) / surplus for year		(98,348)	(10,088)

BALANCE SHEET AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$
ASSETS			
CURRENT ASSETS			
Cash & cash equivalents	3	554,041	735,187
Other current assets	4	101,505	59,847
TOTAL CURRENT ASSETS		655,546	795,034
NON-CURRENT ASSETS			
Plant, equipment & motor vehicles	5	147,870	203,790
TOTAL NON-CURRENT ASSETS		147,870	203,790
TOTAL ASSETS		803,416	998,824
LIABILITIES			
CURRENT LIABILITIES			
Payables	6	170,403	178,668
Provisions	7	212,193	289,529
TOTAL CURRENT LIABILITIES		382,596	468,197
NON-CURRENT LIABILITIES			
Provisions	8	-	11,459
TOTAL NON-CURRENT LIABILITIES		-	11,459
TOTAL LIABILITIES		382,596	479,656
NET ASSETS		420,820	519,168
EQUITY			
Accumulated surplus		15,008	113,356
Reserves		405,812	405,812
TOTAL EQUITY		420,820	519,168

STATEMENT OF CHANGES IN EQUITY FOR YEAR ENDED 30 JUNE 2014

	General Reserve \$	Retained Surplus \$	Total Equity \$
Balance at 1 July 2012	405,812	123,444	529,256
Surplus for year	-	(10,088)	(10,088)
Balance at 30 June 2013	405,812	113,356	519,168
Surplus / (deficit) for year	-	(98,348)	(98,348)
Balance at 30 June 2014	405,812	15,008	420,820

STATEMENT OF CASH FLOWS FOR YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants and donations		1,409,648	1,211,919
Receipts from opportunity shops		960,904	912,451
Interest		21,555	27,244
Other receipts		30,093	155,773
Payments to suppliers and employees		(2,600,492)	(2,286,503)
Net cash flow from operating activities	9	(178,292)	(20,884)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for plant & equipment		(2,854)	(175,723)
Proceeds from disposal of plant and equipment		-	19,095
Net cash flow from investing activities		(2,854)	(156,628)
Net increase (decrease) in cash held		(181,146)	(135,744)
Cash at beginning of year		735,187	870,931
Cash at end of year	3	554,041	735,187

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

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 (Victoria). 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

Doncaster 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

	2014	2013
	\$	\$
Government grants and subsidies	650,634	617,590
MCC grants and subsidies	441,777	428,558
Donations and fundraising activities	318,024	351,268
Opportunity shop revenue	960,904	912,451
Interest	21,555	27,244
Sundry income	71,751	76,406
Profit on disposal of fixed assets	-	19,095
Total revenue	2,464,644	2,432,612

NOTE 3: CASH AND CASH EQUIVALENTS

	2014	2013
	\$	\$
Cash at bank and on hand	324,808	463,187
Bank Term Deposits	229,233	272,000
	<u>554,041</u>	<u>735,187</u>

NOTE 4: OTHER CURRENT ASSETS

	2014	2013
	\$	\$
Sundry debtors	31,708	8,294
Security deposits	69,797	51,553
	<u>101,505</u>	<u>59,847</u>

NOTE 5: PLANT, EQUIPMENT AND MOTOR VEHICLES

	2014	2013
	\$	\$
Plant, equipment and motor vehicles at cost	324,239	321,385
Less: Accumulated depreciation	(176,369)	(117,595)
	<u>147,870</u>	<u>203,790</u>

NOTE 6: ACCOUNTS PAYABLE

	2014	2013
	\$	\$
CURRENT		
Trade creditors & other creditors	95,477	102,956
Income received in advance	74,926	75,712
	<u>170,403</u>	<u>178,668</u>

NOTE 7: PROVISIONS

	2014	2013
	\$	\$
CURRENT		
Employee entitlements	<u>212,193</u>	<u>289,529</u>

NOTE 8: PROVISIONS

	2014	2013
	\$	\$
NON CURRENT		
Employee entitlements	<u>-</u>	<u>11,459</u>

NOTE 9: CASH FLOW INFORMATION

	2014	2013
	\$	\$
Reconciliation of cash flow from operations with net surplus /(deficit).		
Net deficit	(98,348)	(10,088)
Non cash flows in loss from ordinary activities		
Depreciation	58,774	43,141
Surplus on disposal of fixed assets	-	(19,095)
Changes in assets and liabilities		
Decrease (increase) in other debtors	-	79,544
Decrease (Increase) in other current assets	(41,658)	(176)
Increase (decrease) in payables	(7,479)	59,038
Increase (decrease) in income in advance	(786)	(185,498)
Increase (decrease) in provisions	(88,795)	54,018
Cash inflow (outflows) from operations	<u>(178,292)</u>	<u>(20,884)</u>

DIRECTORS' DECLARATION IN RELATION TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014

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 2014.



Signed:

Dated: 22 August 2014



Signed:

Dated: 22 August 2014

* Left Doncare during the year.

Doreen Stoves	Chief Executive Officer
Carmel O'Brien	Director, Clinical Services
Ian Clark	Manager, Family Services & CMU
Lia Henry	Executive Assistant/Submissions Writer
Helen Mackenzie	Manager, Social Support & ViM
Kerrie McMahon	Manager, Human Resources, Finance & Quality
Suzanne Phoenix	Manager, Opportunity Shops Program
Margaret Sell	Manager, Administration
Barbara Zeller	Manager, Information & Emergency Relief
Robyn Ambler	I&ER Intake Coordinator
Helen Anson*	Manager, Administration
Lizette Atterbury	Administrative Assistant
Andrea Blake	Counselling Intake Worker
Maria Brady	Opportunity Shops Volunteer Coordinator
Meredith Bubner	ViM Coordinator
Megan Crea	Family Worker
Grace Dickson	Administrative Assistant (relief)
Loli Dowdell	Finance Assistant
Freya Dugan*	HOPS Coordinator
Nora Fernandez*	DAWN Coordinator
Pam Forbes	Administrative Assistant (Reception)
Leigh Ford	Children's Counsellor/Counselling Supervisor
Irene Gerrard	Counselling Supervisor
Ann Hagley	Counselling Supervisor (casual)
Cassandra Hartley*	Administrative Assistant (Reception)
Darren Hicks*	Assistant Manager, Opportunity Shops
Margaret Hodge*	Acting Director, Clinical Services (March-October 2013)
Margaret Howden	Counselling Supervisor (casual)
Sue Kerchhoff	Family Worker
Rachel Lee	I&ER Intake Coordinator (relief)
Caroline Leslie*	Administrative Assistant
Marianne Lloyd	Mental Health Clinician
Julie McDonald	Women's Support Practitioner/Counselling Supervisor
Angela Mellerick	Family Worker
Annie Norrish*	Counselling Supervisor
Angela O'Brien*	Manager, Case Management Unit
Susan Orr	Women's Support Practitioner/DAWN Coordinator
Stephanie Saunders*	Opportunity Shop Support Worker
Anita Savic	Counselling Supervisor
Marilyn Steele*	Manager, Business Operations
Diane Sze-Hong	Social Support Worker
Sandra Thurtell	Administrative Assistant (Reception)
Cheryl Watt	Social Support Program Assistant
Mary White	Saturday Club Coordinator
Karen Williams	Counselling Coordinator/Mental Health Clinician
Megan Williams*	Counselling Supervisor
Esther Yeung	Chinese Family Playgroup Coordinator

GET INVOLVED

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DONCARE MEMBERSHIP

The Constitution of Doncaster Community Care and Counselling Centre (Doncare) states that "volunteers are automatically deemed to be members and are not required to pay the membership fee". This membership offer will remain for the duration of the volunteer's active service only, as per the Constitution.

If, for any reason you, as a volunteer with Doncare, would prefer not to be a member of Doncare, you are required to decline in writing to the Chief Executive Officer, who will advise the Public Officer.

Doncare members have voting rights at Annual General Meetings and Special General Meetings.

Honorary Life Membership may be bestowed upon volunteers who have volunteered with Doncare for 10 years or more, and may be bestowed upon other persons at the discretion of the Board of Directors.

PAID MEMBERSHIP

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.

If you would like to apply for membership, please fill in the form below and post it to The Public Officer at the address indicated.

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.



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

DONCARE VISION & MISSION

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.



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