

doncare

2014/15

Doncaster Community Care and Counselling Centre Inc.

46TH Annual Report



SUPPORT

STRENGTHEN

COMMUNITY

A Message from our Patron



“Doncare’s Chief Executive Officer, Doreen Stoves, contacted me to ask if I would consider being the Patron of Doncare. I didn’t even have to think about it – I didn’t hesitate to say “yes”.

On 14 February 2015, I was delighted to launch Doncare Community Services’ iMatter App, which helps young women identify the warning signs of abusive and controlling behaviour in relationships and empowers them to take action. As you know, this is a topic very close to my heart.

Shortly after the launch, Doncare’s Chief Executive Officer, Doreen Stoves, contacted me to ask if I would consider being the Patron of Doncare. I didn’t even have to think about it – I didn’t hesitate to say “yes”. I then received a formal request from the President, Tony Monley, and I was delighted to become a part of the organisation.

I am a passionate advocate for domestic violence victims and campaign endlessly to fix the failures in the government processes relating to the protection of women and children. I firmly believe that the Federal Government would invest more money in family violence if it was called ‘family terrorism’. The system simply doesn’t work to ensure the safety of those people who find themselves in this difficult situation.

Doncare Community Services’ programs and services that support women and children who are experiencing and recovering from domestic violence, and, most importantly, educate young women to identify the warning signs, are a wonderful fit with my passion and mission.

I look forward to working with Doncare in the fight against domestic violence, to put a spotlight on it and continue to call for systemic changes and reforms to the courts system. Although the Commonwealth Government has allocated more than \$100 million over four years to reduce violence against women and their children, the voices of many thousands of victims of domestic violence still remain unheard.

This year will be a very busy one for me as 2015 Australian of the Year, but I look forward to working more closely with the Doncare team in 2016 and beyond.

Rosie Batty
2015 Australian of the Year

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Doncare is Sponsored by and Enjoys Positive Partnerships with:

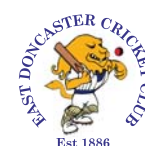
- Andrew Bell Lawyer Pty Ltd
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- Cairnmillar Institute
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- Connections Uniting Care
- Department of Health and Human Services
- Department of Social Services
- Diabetes Australia Victoria
- East Doncaster Cricket Club
- Eastern Community Legal Centre
- Eastern Domestic Violence Service
- Eastern Melbourne Primary Health Network
- Freedom Revolution Church
- Inner East IFS Alliance
- Inner East Primary Care Partnership
- Kiwanis Club of Doncaster-Templestowe
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- Manningham City Council
- Manningham City Council Home Harvest Program
- Manningham Community Health Services Ltd
- Manningham Maternal and Child Health Service
- Manningham Uniting Church
- Manningham Toy Library
- Manningham YMCA
- Migrant Information Centre
- Monash University
- Nirodah
- Onemda
- Park Orchards Community House
- Pines Learning
- Relationships Australia
- RMIT University
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Club of Warrandyte Donvale
- Safe Futures
- SEDA High School
- Silverstone Volvo
- St Vincent de Paul
- Swinburne University of Technology
- Templestowe Football Club
- Vantage Point Church
- Whitehorse Manningham Regional Library Corporation



Doncare is very proud to partner with Beau Monde International in Doncaster East and a special thanks is extended to Manager, Garry Gibson, and his gracious, welcoming staff for their continued support.

Beau Monde subsidises all our functions thereby providing an elegant, comfortable venue, which our volunteers, members, supporters and staff greatly appreciate.

Thank you Garry – Doncare would be lost without you.



Doncare At A Glance

4,510
individuals assisted

519
volunteers provided
47,400
volunteers hours

32
staff (19.2EFT)

381
donors

522
members

Case Management Unit (CMU)

47 clients assisted
11 students on placement
80 hours student supervision, mentoring & training

Chinese Family Playgroup

25 children (average) participated each week

Counselling

4,644 total appointments
3,840 adult appointments
497 children appointments (310 ATAPS)
307 adult & youth appointments (ATAPS)
442 total clients
290 adult clients
91 children clients (61 ATAPS)
33 adult and youth clients (ATAPS)
28 new mum clients (ATAPS)
900 hours student supervision, mentoring & training

Domestic Violence And Advocacy Support (DVAS)

130 women supported
795 Facebook likes - iMatter
375 Facebook likes - Live Free
8,500 iMatter App downloads (in 5 months)
800 Live Free App downloads

Doncare Angels For Women Network (Dawn)

38 women assisted (25 new)

Family Services

44 families
55 children
22 hours student supervision, mentoring & training

Information And Emergency Relief (I&ER)

3,590 people assisted
550 households
158 new clients
854 food parcels distributed
91 families provided with Back to School assistance
135 children provided with Back to School assistance
76 students provided with Student Wellbeing assistance.
84 seniors accepted Winter Warmth help
172 families received Christmas assistance
300 children received Christmas assistance
50 pensioners received Christmas assistance
62 single people received Christmas assistance
30 hours student supervision, mentoring & training

Opportunity Shops Program

\$1,095,957 raised
7 Opportunity Shops
41% of Doncare's income
357 volunteers (over a 12 month period)

Philanthropic Submissions

25 submissions
\$141,569 yielded

Social Support Program

102 individuals
2,376 people enjoyed 305 outings or groups

Volunteering In Manningham (ViM)

120 people attended Introduction to Volunteering sessions
123 individual interviews
748 people expressed interest in advertised positions
111 ViM Network members

President's Report

Once again it's my pleasure to commend to you, the Annual Report of Doncaster Community Care and Counselling Centre Inc (Doncare Community Services). It's been another busy year serving the needs of our growing community.

A particular highlight this year is the appointment of 2015 Australian of the Year, Rosie Batty as our Patron. Rosie is a strong advocate for Doncare and has represented us at several events. Rosie speaks strongly for the need for more frontline services in addressing family violence and it is pleasing to see how this growing public conversation is raising community awareness and stimulating action.

In early 2015 we launched the iMatter App – an innovative phone/tablet application that provides resources to help young women detect and intervene in the early signs of dominating and potentially violent behaviour. This innovation has drawn a lot of publicity, illustrating Doncare's continued focus on bringing new and relevant services to address community needs.

Our core programs have continued to operate throughout the year and are a credit to our dedicated management team, staff and volunteers. You will find details of these programs and their outcomes throughout the annual report.

The Board continue to focus on the long term sustainability of Doncare and this year, have invested considerable time and effort into refreshing the brand image of Doncare. Brand is more than a label and a logo – it's a statement of what we stand for and what our stakeholders can expect of us – expressed through things like our name, tag-lines, literature and merchandise. We hope you enjoy our new image.

“ A particular highlight this year is the appointment of 2015 Australian of the Year, Rosie Batty as our Patron.

We continue to hold strong relationships with key stakeholders and it was very pleasing to host visits throughout the year from our Federal and State Members of Parliament, the Mayor and Councillors of Manningham, officials from the Department of Health and Human Services, and representatives of the Bendigo Bank, among many others. These stakeholders are strong advocates for Doncare and take a keen interest in our community.

In the continued evolution of Doncare, we are about to enter a new period of change with a number of Directors retiring this year. On behalf of the Board, the members and the community, I sincerely thank these Directors for their commitment and service.

In closing, I once again wish to record my thanks to Chief Executive Officer, Doreen Stoves, and her leadership team, for their dedication to making this organisation what it is. I thank all our staff and the many volunteers who support Doncare and make such a difference to the wellbeing of our community. I also thank all our funding bodies – Federal, State and Local Government as well as the many philanthropic supporters of Doncare.

Tony Monley

Tony (right), with CEO, Doreen Stoves, Minister Kevin Andrews and Rosie Batty.



Introducing Doncare's Board of Directors

Tony Monley

President

Tony is a qualified accountant with over 30 years' experience in the energy industry. Tony has spent the bulk of his career with the BP Group in various finance and operational roles around Australia and South East Asia in all segments of the oil industry. Tony is currently the Financial Controller for Origin Energy.

Tony serves on a number of Boards, is a Rotary District Governor and is the 2015 Manningham Citizen of the Year.

Robyn Healy

Vice President

Robyn moved into the Manningham area after meeting her husband David. Robyn has worked predominately in the Financial Services sector. Holding an MBA and a Bachelor of Science, she primarily works in change management and business transformation roles. She is currently the Head Project Officer at Decision Intellect.

Seeking a more realigned corporate versus community focus, Robyn is keen to fill a desire to give something back to the community and joined the Doncare Board in 2010.

Therese Tankey

Secretary

Therese has worked and volunteered in the community sector for the past 20 years. She has worked with a registered training organisation and has an extensive understanding of community organisations and community work. Therese has worked on many special projects working with key stakeholders including local council, ACFE (Adult & Community Further Education) and with the Department of Planning and Community Development.

Therese holds a number of qualifications including a Postgraduate Diploma in Education (Leadership, Policy & Change), Diploma in Business Management and a Certificate IV in Training and Assessment.

Des Galgut

Treasurer

Des is a chartered accountant and runs a professional accounting practice in Mulgrave, whilst living in Doncaster East. He has over 30 years' experience in the accounting profession and assists many small to medium businesses and their owners with all aspects of their business and personal financial affairs. Des is involved with a number of charitable pursuits and has a keen sense of community. He is married with two adult children.



“ The achievements of an organization are the results of the combined effort of each individual.

Vince Lombardi

Ron Kitchingman

Ron has lived in East Doncaster for 50 years. He is married to Beth, and they have a grown up family of four daughters and seven grandchildren. Ron has retired but continues his community interests. He first became involved with the establishment of a new kindergarten at Beverley Hills and continued his interest by being a committee member of the schools that his daughters attended.

Ron has held many positions with Manningham organisations, including the Manningham Centre and Manningham Recreation Association. He has also been a Councillor for Manningham for two terms, and Mayor on two occasions. In the Queen's Birthday Honours List 2013, Ron was awarded the Medal of the Order of Australia (OAM). Ron received a Menzies Award in 2015.

Sue Cahill

Sue is Student Wellbeing Leader at St. Charles Borromeo Primary School in Templestowe. Sue has chaired the former Manningham Youth and Family Services Board, is a member of the National Centre Against Bullying and is on the School Focused Youth Services reference group.

Sue holds a Bachelor of Applied Science and a Master of Educational Studies and is a Manningham resident.

Dale Nielsen

Dale is a long term Manningham resident with a keen interest in strengthening our local community. She sees strong communities that support their most vulnerable citizens as critical building blocks for a just and equitable society.

Dale has extensive experience across the Federal and State public sectors including as a Deputy Commissioner in the ATO. She currently works as a Project Manager with the Department of Health and Human Services and has specialist skills in strategic planning and management, organisational review, business and information strategy development and large scale cultural change.

Dale's qualifications include a Bachelor of Arts and a Diploma in Business Management.

Raymond Burnett

Raymond, a resident of Manningham for over 25 years, is delighted to be part of the Doncare community and brings dynamic, value based leadership and a strong commitment to community wellbeing to the role. He has considerable executive experience working across Commonwealth, State and Local Government, the health and community services sector, private sector and academic settings. He sits on the Deakin Health Academic Advisory Board, the Opening Doors Community Leadership Management Committee and is active in other local community pursuits.

Raymond is currently employed as a Manager of Health with the Department of Health and Human Services (Southern Metropolitan Region).



Chief Executive Officer

“ That which is recognised and rewarded is repeated.

Doncare Community Services has provided support to families, the aged, youth and disadvantaged in the City of Manningham and surrounds for 45 years. We effectively combine professional staff and a team of 519 trained volunteers to provide a broad range of services including Information and Emergency Relief, Case Management Unit, Social Support, Family Services, Counselling, Domestic Violence Advocacy and Support, and volunteering opportunities.

Whilst the City of Manningham is regarded as one of the more affluent local government areas within Melbourne, Doncare comes face to face with the evidence of poverty and distress from the most vulnerable, fragile and disadvantaged of our residents on a daily basis as we support over 4,000 low income clients each year. We enhance core government funded services by actively seeking funding grants from a variety of sources including philanthropic trusts and foundations, corporate groups and community organisations, to supplement the support from our social enterprise of opportunity shops. Doncare's wide range of partnerships with sporting clubs, schools, and community organisations and services allows us to continue to respond to growing service demand and respond to areas of unmet need.

The past year has seen many milestones and achievements, the first of which was the launch of the iMatter App in February. The development of this App provides a digital platform for the iMatter domestic violence prevention program so young people can learn how to support themselves and others who are experiencing violence. Doncare was fortunate to have Australian of the Year 2015, Rosie Batty, officially launch the App. We were thrilled when Rosie accepted Doncare's invitation to become our Patron and look forward to working with her on future domestic violence prevention initiatives.

Doncare has also developed the LiveFree App, in partnership with the Rotary Club of Doncaster and Doncaster police, which is designed to increase understanding of domestic violence and to provide information about warning signs and how and where to get help. Money was secured this year to expand LiveFree to Android phones to increase the app's reach.

Doncare held two fantastic events in May; an afternoon tea for volunteers, to acknowledge and celebrate National Volunteer Week; and the first 'Friends of Doncare' stakeholder event. Both events were sponsored by the Beau Monde International and we extend thanks to Garry Gibson and his team for their ongoing support.

In June, Carmel O'Brien and I attended the 'Ending Domestic Violence: improving primary prevention, early intervention & response' Conference in Sydney, where Carmel made a fabulous presentation on the iMatter App as an innovative approach to prevention. Afterwards, Doncare was invited by the conference organisers to be involved in consulting on a domestic violence conference to be held in Melbourne in October 2015. Doncare has really been put on the map in the area of family violence support, largely due to the development of iMatter and LiveFree Apps, the Doncare Angels Women's Network (DAWN) Program and the hard work of Carmel and the Domestic Violence Advocacy and Support (DVAS) team.

Government reforms and significant funding cuts have presented many challenges in planning for service delivery for the next financial year. From July, Doncare's emergency relief funding from the Department of Social Services has been cut by two thirds. Much consideration and planning has followed to see what services we can still provide to give a range of supports to clients. From July we will implement a new model when the current Information and Emergency Relief Program and the Case Management Unit will merge to form the Information and Crisis Support (ICS) Program.

Surveys of staff, clients and volunteers were conducted this year with pleasing responses. In summary,

Staff:

100% of staff said that their work is meaningful; 100% are happy with their job and proud to tell people they work at Doncare; 100% would recommend Doncare as a good place to work, to their colleagues and friends

Volunteers:

193 volunteers completed surveys; 95% said they are satisfied with their volunteer experience; 96% believe that their volunteer work is meaningful

Clients:

40 clients completed surveys and 98% were satisfied with the service provided

I would like to thank each and every one of our staff and volunteers for their commitment and the contribution they have made over the past year to ensure that our clients are offered the best possible service. I would like to particularly acknowledge the support and dedication of the opportunity shop volunteers who work tirelessly to earn around half of Doncare's discretionary funding for service provision, and the Executive Management Team for their continued professionalism, wisdom and dedication.

The Doncare Board of Directors are a skilled and committed group of professionals who continue to provide expert strategic governance to the organisation. I appreciate their wisdom and vision and the support they continue to provide 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 Governments, particularly Manningham City Council, the Bendigo Bank and our many partnerships with schools, churches and sporting clubs, as well as our colleagues from organisations who support the work we do to make a significant difference in the lives of others. I also extend thanks to our clients for the wisdom they bring to Doncare, which informs the vision of the assistance they need the most.

Doreen Stoves AM PSM JP

Doncare's Executive Team:

1. Barbara Zeller, Manager Information and Emergency Relief
2. Helen Mackenzie, Manager Social Support and Volunteering in Manningham
3. Jen McMahon, Manager Opportunity Shops
4. Ian Clark, Manager Family Services and Case Management Unit
5. Margaret Sell, Manager Administration
6. Kerrie McMahon, Manager Corporate Services
7. Carmel O'Brien, Director Clinical Services
8. Doreen Stoves, Chief Executive Officer
9. Lia Henry, Executive Assistant.



Doncare Honour Roll

The Doncare Honour Roll

Over 10 Years

INFORMATION AND EMERGENCY RELIEF

Margo Kefford	28 years
Dorothy Gannon	16 years
Julie Yu	16 years
Erril Campbell	14 years
Gillian Lubansky	14 years
Jenny Reynolds	12 years

CLINICAL SERVICES

Counsellors

Lynette Flynn	20 years
Kerryn Pryde	17 years

OPPORTUNITY SHOPS

Bulleen Plaza

Marie Petherbridge	18 years
Joye Sexton	15 years
Marjorie Dowd	12 years
Jean Brown	11 years

Jackson Court

Shirley Monahan	13 years
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Macedon Plaza

Val Osborne	18 years
Judy Reynolds	18 years
Helen Rigopoulos	18 years
Alla Jerkovic	17 years
Joy Nichol	16 years
Joye Sexton	15 years
Bob Akbarzadeh	14 years
Lorraine Gravener	14 years
Helen Szili	14 years
Brian Sexton	13 years
Sophie Aslanidis	12 years

Irene Curran	12 years
Kathleen Raymond	12 years

North Blackburn

Judy Reynolds	18 years
Bob Akbarzadeh	14 years
Margaret Bacon	12 years
Valerie Connoley	12 years
Shirley Huntly	12 years
Jill Nubley	12 years
Jan Shields	12 years
Pat Ure	12 years
Jean Brown	11 years
Margaret Baird	11 years
Christine Caldwell	11 years
Shirley Shaw	11 years
Lucille Tattersall	11 years

Templestowe Village

Ken Falconer	16 years
Hilary Jose	16 years
Marlene Knight	14 years
Robyn Dow	13 years
Barbara Toporkiewicz	13 years
Faye Chalmers	12 years
Judith Everaarts	12 years
Diane Bone	11 years

Tunstall Square

Beryl Maddock	34 years
Loris Hosie	33 years
Carol Trainor	28 years
Ila Franklin	26 years
Joy O'Rorke	26 years
Jean Howey	20 years
Elaine Williams	20 years
Jan Howitt	19 years

Alice Zanon	19 years
Lilian Donda	16 years
Patricia Ellis	15 years
Judith Blair	14 years
Catherine Parslow	14 years
Joan Wright	14 years
Shirley Weir	13 years
Margaret Gibb	12 years
Siew Hoon (Sue) Hor	12 years

SOCIAL SUPPORT PROGRAM

Lorraine Manthey	36 years
Margo Kefford	28 years
Anthony Mason	25 years
Geraldine Bloom	19 years
Sarah (Yuen-Ling) Wong	18 years
Ken Falconer	16 years
Debbie Wong	14 years
Hazel Astley	13 years
Patricia Austin	13 years
Dorothy Dower	13 years
Kathy Grimster	13 years
Frank Johnston	13 years
Joan Mason	13 years
Gerald Middleton	13 years
Joan Middleton	13 years
Shirley Monahan	13 years
Dorothy Pearson	13 years
Carolyn Vimpani	13 years
John Coombes	12 years
Siew Hoon (Sue) Hor	12 years
Farzad Maghami	12 years
Diane Pritchett	12 years
Dorothy Raynard	12 years
Beverly Schurmann	12 years

Volunteers Receiving Service Certificates

Honorary Life Membership

10 Years' Service

Brentford Square Opportunity Shop

Freny Bagli
Marion Earle

Bulleen Plaza Opportunity Shop

Deidre Gilham

Information and Emergency Relief

Eva Sommers

Macedon Plaza Opportunity Shop

Maria Stylianos
Jane Tabone

North Blackburn Opportunity Shop

Freny Bagli

Templestowe Village Opportunity Shop

Dorothy Grant
Lori Rossetto

Social Support Program

Kate Coggan
Janet Handley
Jenny Round

Silver Certificate

5 Years' Service

Administration

Barbara Hall

Brentford Square Opportunity Shop

Maureen Prior

Macedon Plaza Opportunity Shop

Grace Dimech
Val Fullerton
Joan Liu

North Blackburn Opportunity Shop

Una Zamburrow

Tunstall Square Opportunity Shop

Denise Lah
Maggie Wong

Social Support Program

Noel Blythe
Thean (Paul) Hor

Volunteering in Manningham

Ann Bruce

Manningham Citizen of the Year

Doncare is very proud that our President, Tony Monley, is 2015 Manningham Citizen of the Year.

Tony has served on Doncare’s Board for seven years, the last three as President. He is an outstanding member of the community who is passionate about social justice and he works tirelessly to improve the lives of disadvantaged and marginalised people both in Australia and overseas.

Through his involvement in service clubs such as Apex and Rotary, where Tony has held roles of President, Assistant Governor and District Governor, he contributes to ongoing fundraising activities that support international service projects.

In addition to holding the role of President of Doncare, Tony is Treasurer of the Eastern Community Legal Centre Board and serves on the Dental Health Services Victoria Board.

Congratulations Tony, you are very worthy recipient of this Award.



Tony celebrates his Award with Young Citizen of the Year, Natasha Di Federico

Menzies Awards 2015

A very proud moment for Doncare this year, was when nine of our wonderful volunteers were awarded a Menzies Award on Australia Day.

They are:

- Community Support Workers – Julie Yu, Gillian Lubansky and Jenny Reynolds
- Sue Porter who is an Angel with the DAWN Program
- Margaret Gibb, Shirley Shaw and Gary O’Rorke who volunteer with the Opportunity Shop Program
- Social Support Program volunteers -Jenny Round and Gerald Middleton

A very warm congratulations is extended to these well-deserving people.

Gary O’Rorke



Jenny Reynolds



Gillian Lubansky



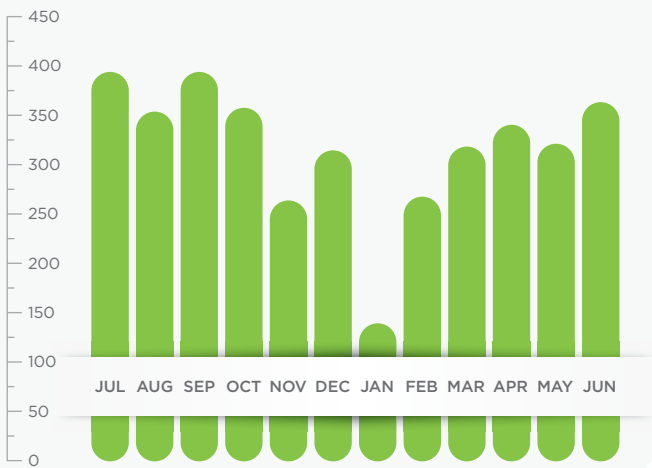
Sue Porter



Clinical Services

Carmel O'Brien

GENERAL COUNSELLING APPOINTMENTS 2014-15



Counselling

Once again, Doncare's Counselling Program had a very busy year. The number of appointments offered in this program makes it one of the largest low cost counselling services in Melbourne.

General Counselling Appointments	3840
Children's Counselling Appointments (ATAPS 310; general Children's Counselling 187)	497
ATAPS Adult and Youth Appointments	307
Total Counselling Appointments	4644
Total Clients	442

Doncare's Counselling Program

“ A wonderful non-judgemental service.

“ (My counsellor) made me feel very comfortable and able to discuss my issues openly.

“ (My counsellor) offered constructive feedback, I felt 9/10 after seeing him. We fine-tuned my anxiety and coping mechanisms.

iMatter

This Program 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. We ran workshops in two schools, including boys in our workshops for the first time. We also ran a workshop for parents.

Carmel O'Brien introduces Patron, Rosie Batty and President, Tony Monley to the iMatter App.



Doreen Stoves, Rosie Batty, The Hon Ryan Smith and The Hon Mary Wooldridge at the iMatter App launch

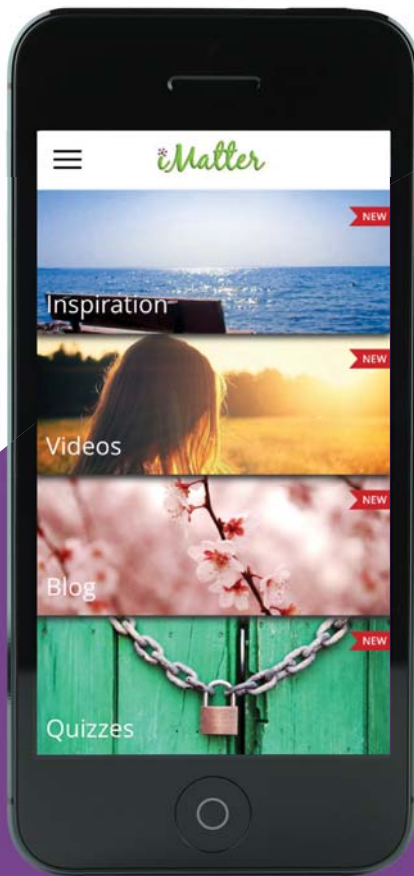


Domestic Violence Advocacy and Support (DVAS)

A total of 130 women were assisted through our Domestic Violence Support Programs in 2014/15, including specialist domestic violence counselling. 38 women were provided assistance by the DAWN Program, with 25 new women being matched to volunteer 'Angels' during that time.

The DVAS team also launched two smartphone apps – iMatter and LiveFree.





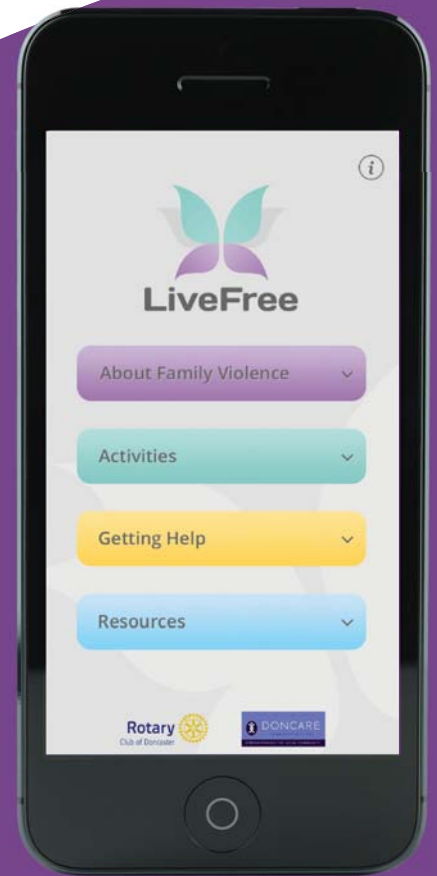
iMatter App

The iMatter App helps young women understand the warning signs of abusive and controlling behavior in relationships as well as promote healthy self-esteem. The aim is to build resilience, to educate about disrespect and intimate partner violence and to promote conversations among young people about healthy relationship behavior. Users can share content, save content to their phone and learn how to recognise and address controlling/abusive behavior and gender inequality, as well as support others who are experiencing violence.

Find us on  Facebook
www.facebook.com/imatterdoncare



Download the iMatter App on Google Play or iTunes



LiveFree App

- What is Domestic Violence?
- Are you safe at home?
- Want to rate your relationship?
- Are you concerned about a friend or relative?
- Where can you get help?

LiveFree is designed to increase your understanding of domestic violence and provide information about warning signs and links to services.

Find us on  Facebook
www.facebook.com/LiveFreeDoncare



Download the LiveFree App on iTunes

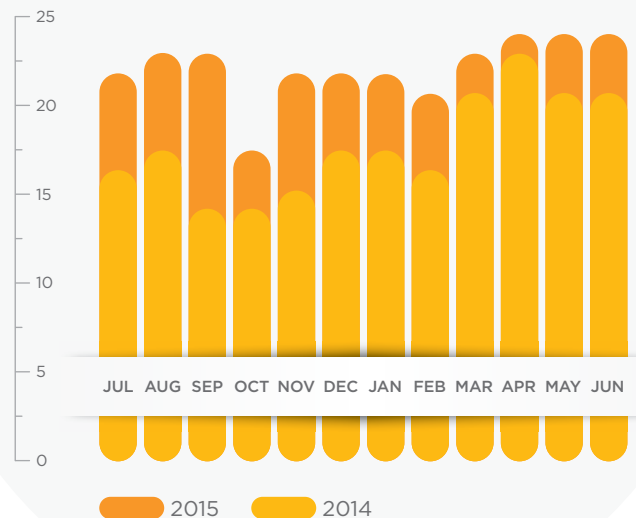
Family Services Program

2014/2015 was a busy year, with a small increase in staffing enabling us to work with 44 families with up to 55 children at any one time. This represents a 37% increase over the previous year in the number of Manningham families who were able to receive an intensive case management response.

Families were supported to better manage a broad range of difficulties. For example, many clients were supported to deal with situations of family violence by establishing safety for them and their children, helping them navigate legal systems, identifying emotional and practical support and renewing community connections once the immediate crisis had been resolved.

Assisting clients to strengthen their family and social relationships was also a strong focus of Integrated Family Services work. In relation to mental health issues, we developed strategies with parents with a range of psychiatric diagnoses to enable them to continue to provide effective parenting for their children. Other parents were assisted to cope with the behavioural and emotional impact of their children's mental illness and to link in with appropriate specialist services where necessary.

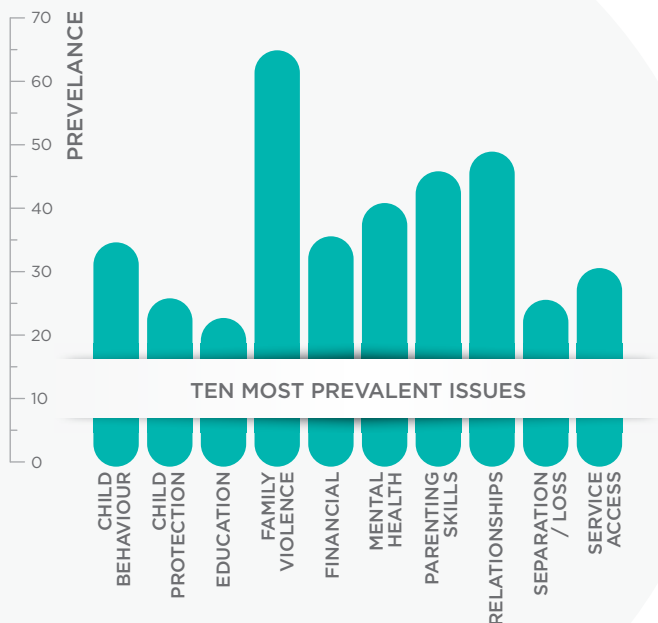
NUMBER OF FAMILIES 2014-15



Above all, we attempted to connect our clients back to community, linking them into specialist and generalist services as well as with a wide variety of peer assistance social groups. For many clients this was invaluable, for example, one client put on her feedback to the program:

“ I felt really lonely and had no friends or close family; you helped me cope, without Doncare I'd be lost.

CLIENT FAMILY PRESENTING ISSUES 2014-15



Chinese Family Playgroup

This year, in addition to providing stimulating arts and craft activities for the children, and barbeques and picnics to celebrate special occasions, a volunteer dance group provided a number of demonstrations of traditional dance and taught the children about the value of movement and some basic Chinese dance steps.

Sadly, the funding for this program concluded at the end of June 2015 with the last playgroup held on 25 June.

We extend our thanks to our wonderful playgroup staff and volunteers for their significant contribution to the developmental wellbeing of so many Chinese children in Manningham over the past four years.

Ian Clark

Case Management Unit

This was a year of further development of the CMU as we formed further partnerships with other providers such as Manningham City Council, and consolidated our relationship with universities who have this year provided 11 Social Work degree students to support clients as part of their placement at Doncare.

In the last year, the CMU has provided intensive short term case management to 47 clients, and although a short term service, clients presented with complex and often enduring difficulties as highlighted below.

Clients

The CMU has supported clients and their families in diverse and flexible ways, for example:

A woman in her 40's, lone parent to a pre-school child, self-referred to CMU for help with access to suitable housing. During initial assessment it became clear that her needs were complex, and included social isolation, child protective concerns within her current accommodation, and depression. CMU tasks involved helping her to set up email, joint visits and advocacy with crisis housing agencies, making an internal referral for essential counselling and liaison with DHHS child protective services.

A woman in her early 20's was referred to CMU from the I&ER Program. She was experiencing chronic financial issues, homelessness, complex relationship problems and an ongoing health need and, at the point of referral was six months pregnant. CMU intervention included crisis response around access to services, housing and accommodation advocacy, sourcing essential baby equipment and support around Centrelink. During her time working with CMU she was also encouraged to develop resilience and a capacity to enact change. A successful referral was made to Integrated Family Services via the Child First Program for longer term case management.

Comments from students and volunteers:

“ Doncare’s CMU has allowed me to explore and gain a professional identity and practice. It has been a great learning experience and I have felt very fortunate to be placed in such a unique placement environment. CMU has allowed me to work with a diverse range of clients and has given me the confidence and opportunity to develop into a professional within the field.

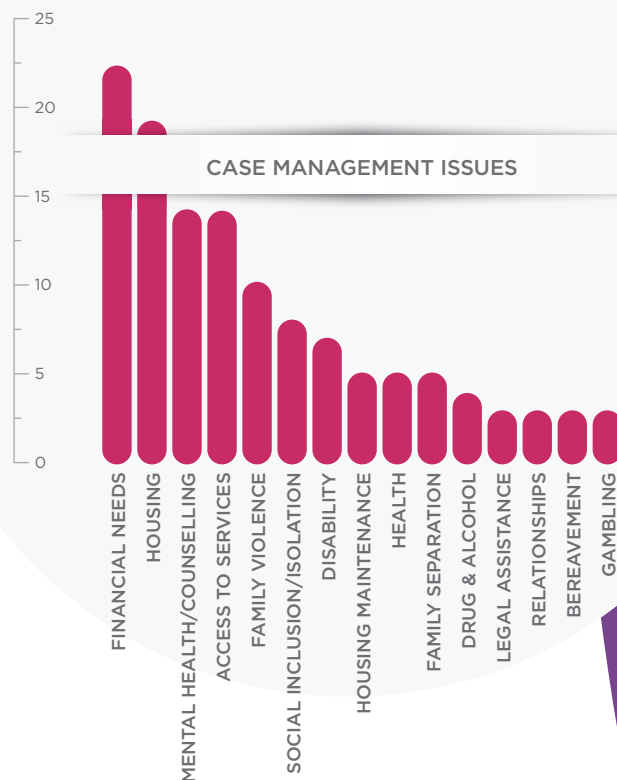
Student comment

“ Doncare has a very professional and collaborative culture that supports all staff to give their very best to the clients - who present with many and varied needs. The supervision and encouragement for staff and students is of a very high standard. It is a pleasure to be a volunteer in this work environment.

Volunteer comment

Ian Clark

SHORT TERM CASE MANAGEMENT SERVICES 2014-15



Student and Volunteers

Much of the work of the CMU is completed by Social Work students who are supervised by a Senior Case Manager and supported by several volunteers. This enables our clients to receive timely support but at the same time also enables the students to develop good social work skills and practice in a supportive environment.

Future Developments

As we move into a new financial year, the welfare landscape is evolving and exciting developments are underway that will see the CMU and Information and Emergency Relief Programs combine their practice to enable Doncare to continue to respond effectively in an environment of diminished brokerage resources. We expect the new program structure to be complete by early 2016 and look forward to reporting on further positive client outcomes.

Information and Emergency Relief

Support

The Information and Emergency Relief Program supports the most disadvantaged and vulnerable people in Manningham. People often find it hard to believe that poverty exists in the leafy suburbs of Manningham. The Federal Government recently cut funding to the Emergency Relief Program by two thirds from \$118,000 to \$42,000, with the same number of households still in need of crisis support. Transition to A New Way of Working, implemented by the Federal Government, offered challenges that are being met successfully by creating a different focus to support clients in crisis differently. Doncare is working towards a new delivery model that is inclusive of crisis support and short term case management, ensuring clients are supported holistically to overcome a range of barriers.

The Emergency Relief Program provided material and financial assistance to families and individuals in crisis:

- over 550 households assisted
- 3590 total people assisted
- 854 food parcels requested
- 158 new clients.

Manningham's demographic is culturally rich and people in need of assistance come from all walks of life – Australia, England, Macedonia, China, Vietnam, Italy, Greece, Spain, Iran, Pakistan, Papua New Guinea, Egypt and Sudan.

The Bendigo Bank Student Wellbeing Fund provided assistance to over 76 school aged children who are living with disadvantage, to enable them to attend activities the same as other children from their school. The funds predominately went towards school camps as each school camp's minimum cost is \$300.

One grateful parent wrote:

“ Without the help of Doncare my child would not have been able to go on the school camp with his friends. He already talks about feeling different than the other kids because we can't afford the things his friends can, so the camp will help him fit in more. Thank you so much for the sleeping bags too, he is so excited.

Back to School funds provided by a generous business group in Manningham supported 91 families and 135 children with all items needed to return to school.

Winter Warmth Fund assisted over 84 seniors to pay their utility bills during winter. Each person received \$300 towards their winter bill and this made a huge difference in the lives of those struggling to live on the pension.

Quote from person who received assistance from the Winter Warmth Fund

“ My wife has been sick for a long time and we have to leave the heating on to keep her comfortable. She won't be with us for long so keeping her warm and comfortable is the best I can do. I sometimes don't have enough food but at least we can keep warm. Thank you for all your help.

Christmas assistance was provided to 172 families with 300 children, 50 pensioners and 30 single people.

The Information and Emergency Relief Team:

1. Rhonda Watts
2. Gillian Sealby
3. Julie Yu
4. Kay Miller
5. Lindy Gilham
6. Dorothy Gannon
7. Eva Somers
8. Marilu Packer
9. Helen Anson
10. Barbara Zeller.





Angie and Zac from St Charles Borromeo Catholic Primary School check out the restocked pantry with Doreen Stoves.

Community

The strength of the Program comes from over 45 years of continued growth in partnerships with the Manningham community. Once individuals or organisations understand the disadvantage that exists in their community they have overwhelmingly responded with support. Groups from all areas of the community provide material and financial aid to Doncare to enable us to distribute to those in most need. We could not deliver this program without the support of the community. In the current financial year, there were over 257 individual donations to the program.

The I&ER program is supported by some of the following:

- Local schools who either donate non-perishable food items through food drives or grow fresh food through their school programs.
- Local churches have strengthened the capacity to respond to families in need through their food bank and fresh bread programs and providing baby bundles for new born babies etc.
- Sporting groups, local service clubs and businesses provide all year round support with food drives and cash donations for the purchase of food.
- Many knitters across Manningham offer warmth and comfort to those in financial hardship with the many and varied knitted goods.

Achievements

Team

It has been another year of hard but rewarding work for the team with many challenges with uncertainty around funding. There have been several changes in staffing this year with people moving on to either retirement or other life experiences. Farewell and best wishes go to Robyn Ambler, Rachael Lee, Erril Campbell and Lyn McDonald whose contributions will be sadly missed.

Congratulations to Julie Yu, Jennifer Reynolds and Gillian Lubansky who were awarded a Menzies Australia Day Award for their work as volunteer Community Support Workers.

Smart Consumer Guide

Funding was received from Community Sector Banking to reprint and update a current version of the Smart Consumer Guide. This 38 page resource guide for low income earners contains information on managing money, community learning and support, recipes on a budget and support services. It is also distributed throughout Manningham and surrounds to other support agencies.

New Project at Living and Learning at Ajani

Manningham City Council met with a range of local organisations and community members to work together to build a better serviced and connected community in Bulleen.

Views were sought from the community, organisations, groups, clubs and businesses that service or live in Bulleen, to provide feedback on some of the community's strengths and areas that may be impacting on the community's health and wellbeing. Responses helped guide the project priorities and local initiatives.

Doncare will commence providing an Outreach Information and Referral Worker to Living and Learning @ Ajani once a week on a Thursday morning to support the residents of Bulleen.

Quotes about making a difference:

Good News story

“ A young man, who had been attending Doncare for financial and material aid assistance for over two years as he suffers with mental health issues, was successful last week with finding work. He came into Doncare not for help this time, but to celebrate and share his great news.

Quote from child who received help to attend a school camp

“ Thank you so much for paying for my school camp. I'm really looking forward to it. The teachers say that at camp we will sleep with our friends and ride an enormous slippery slide.

Quote from his mother

“ I want to express how grateful I am, as a mother, in the dedication and generosity of the team at Doncare. I recently applied for assistance with the cost of a school camp as the cost was prohibitive and it looked like my son couldn't go. However due to the committed staff we received \$300 towards the costs!! You have touched my son's life and have allowed him to create memories that will be with him for a life time. Thank you so much.

Quote from an aged pensioner who had recently lost her partner and didn't know what to do next

“ Thank you for all your assistance. It is wonderful to be able to talk to someone who can help me sort things out, so that I can see the light at the end of the tunnel.

Barbara Zeller

The Role of a CSW

Community Support Workers (CSWs) perform many duties for and with our clients; many times in conjunction with our Manager and staff from other programs. We give out so much more than a 'band aid' food voucher or a bag of groceries. CSWs bring the sum of their individual life experiences with them into their role.

At Doncare the CSWs come from varied backgrounds, such as nurses, teachers, academics, and retired workers from many fields. We share our expertise in whatever way we are able to, not only in dealing with clients but with interaction with staff as well.

The very fact that CSWs are volunteers means that those attracted to this type of social work are people with high moral values, good work ethics and who bring a sometimes inflated sense of social responsibility to their job. I feel that because we are unpaid, we bring an 'added-value' to Doncare, that is quite separate from any monetary saving. We do the work because we really want to, we do it because we can and we have longevity because we love the work.

My volunteer experience began in Preston, in 1994, as a Community Information Worker, (CIW). The agency was then known as Preston Citizens Advice Bureau.

During one of my first shifts I was challenged emotionally and mentally when a young man needed assistance. A new issue causing much concern in the community, in the early 1990s, was the AIDS epidemic. The HIV virus was sadly killing off many fine young gay men. The Australian experience and its demographic of AIDS was that it appeared to be attacking predominantly gay men. The 'Grim Reaper' advertisements on television, which urged people to protect themselves with condoms and have safe sex, did little to allay the fears of the general population.

My client had been locked out of home, his parents afraid that he might spread his disease to the family. He was allowed to sleep in a caravan on the property. But he was not allowed to use the bathroom or toilet. He needed food, he needed a shower, and he needed someone to not be afraid of him; someone who knew they wouldn't catch AIDS from a cup he'd used or just from being near him.

So on that day way back in the 90s, that particular client left the office with a small food voucher and a larger feeling of his own self worth. He was given information about where to go for showering and to wash his clothes. He was also referred to suitable health agencies where he would be treated with dignity and respect.

Now that we have jumped forward to 2015, it is still very important that CSWs continue to improve their knowledge about issues such as: terrorism, asylum seekers, family violence and violence in the community (with guns and weapons becoming almost commonplace). The drug 'Ice' is adding yet another dimension to family problems that CSWs are sometimes confronted with.

While the role of a CSW continues to provide some information to clients, Mr Google can help the community to find some of its own answers. But a computer can't offer a personal smile, share a joke, or even on occasion share a tear or two. Mr Google can't listen to a client's story, when often they have no-one else to tell that story to.

A few years ago I remember a young man coming into Doncare. He had a drug dependency, among other difficulties in his life. My personal experiences came to the fore and I was able to talk the client through some of his issues. Then he said, "You know about this (meaning drugs) don't you?" I recall being able to ask him whether he wanted to go to a detox clinic. He did. And I was able to obtain an appointment for him on that very day. Whether he went to the appointment or not, is immaterial. He knew that someone cared about him. And maybe, just maybe, he began his journey to recovery.

Much of the CSWs work is not as dramatic as the examples I've given. But some clients have even more challenging behaviours and complex issues that they bring into the room. Yet each person who walks through Doncare's doors will be treated with respect. Any prejudices or judgemental attitudes we hold must be pushed aside and dealt with, either within debriefing with a Manager, or if necessary a counsellor, or privately later on.

All of the Doncare CSWs are amazing people, humans with a range of their own circumstances, their own set of skills and their own life experiences. While we're working our shift we each do the very best job that we can; backed by managers and staff alike.

It has been a real privilege to work at Doncare and to share a little bit of so many clients' lives. I will miss everyone immensely.

Lynette McDonald



Lynette with Barbara Zeller, Manager I&ER.

Opportunity Shop Reports

North Blackburn

This year has been very busy at the shop with many donations to be sorted and priced and customers to serve.

We started the year with the seemingly unending problem of goods being left outside overnight, and being gone through by people, leaving a dreadful mess which was very dispiriting. Then Jen and Maria got to work and plastered STOP signs along the windows and within a very short time they worked! There are now very few bags being left and we are all eternally grateful to them both. It is such a bonus to come up to a clean looking shop in the mornings. So, thank you, to you both.

In the past month we have changed the front of our shop. We had new glass put on the counter and the cabinets which were at each end of the counter removed, which opens up the whole area and also allows greater access to viewing the shop. The staff and customers love it. We are continually having positive comments from the customers about how modern it makes the shop look. Once again, Jen and Maria put in a lot of work in, in their own time, to ensure it was done without disruption to the staff, so again, thank you so much.

I would like to thank all the volunteers who work so hard on their shifts to keep the shop running, you are indeed a wonderful group of ladies and gentlemen. It is a privilege to work with you and have you as part of the Doncare team.

We farewelled three long serving volunteers in the past couple of months, Sibel Newman and Bob and Biddy Prendergast. I would like to thank them most sincerely for their hard work and dedication to Doncare over the years. We miss you and wish you well in your future endeavours.

To our ever diminishing Committee, thank you for your hard work again this year, with a special thanks to my right hand woman, Shirley Shaw, without whom I would not be able to function.

So, looking forward to another year, let us remember that alone we can do so little but together we can do so much. The strength of a team is each member and the strength of each member is the team.

Jean Brown

Chairperson

Brentford Square

Report time once again and on behalf of the Committee I would like to thank all of our volunteers who have certainly helped us to another successful year.

Our customers continually comment favourably on the shop, even noticing changes made. They say it is a pleasure to patronise.

The shop is a happy place to work which certainly helps to create a friendly atmosphere.

Sales are going well thanks to a steady supply of incoming donations which keep the shop well stocked with an amazing variety of goods. Our customers often tell us they can always find something to buy. Clothing and bric-a-brac are very popular, as are small items of furniture. Unfortunately, space limits the amount and size of furniture we can stock.

We welcome new volunteers and look forward to them becoming part of our busy team.

Marion Earle

Chairperson

Bulleen Plaza

This last year (2014/15) has been yet again, another rewarding, but nonetheless challenging year for the Bulleen Plaza Op Shop.

The shop has had a very successful year with our turnover increasing by over 5% and net profit by over 3%, compared to last year. While I believe the current economic climate could be playing a small part and be an influence on this trend, I think that this could be partially due to our wonderful team of volunteers.

Volunteers play an integral part to the success of Doncare. They give up their time and resources, they offer their expertise and energy to our organisation. Despite some recent resignations we are still able to trade six days a week.

I think special commendation should be made here to Lai for her difficult job as being the roster secretary! I would like to add too, that in the four short months I have been working here, I have been made very welcome and feel valued.

The Bulleen Plaza Op Shop has gone from strength to strength this financial year, thanks to the hard work of the Committee and our staff of volunteers!

Many, many thanks also to the wonderful donors of our community who supply us with their treasures every day!

No doubt the 2015/16 financial year will be a rewarding and successful year for us all.

Margaret McCarthy

Chairperson

Macedon Plaza

The last 12 months have proved to be very successful for our shop with profits well up on the previous reporting period. Thanks must go to all our dedicated volunteers for their hard work in helping us achieve these excellent results.

This year has seen some major changes in the operation of our business. We welcomed Jen McMahon as our new Manager. Along with Maria, she has implemented new procedures to assist us in running the shop more efficiently. Their assistance and willingness to listen to our ideas is much appreciated.

Our two social functions held in July and December were well attended and enjoyed by all our volunteers and office staff. At our Christmas function we farewelled Tilly Hunter. Tilly served as a volunteer, Committee member and Treasurer for many years and is sadly missed by all of us. We wish her well in retirement at Ocean Grove.

Rostering is always a challenge, however I am happy to report that this year we have welcomed several new volunteers and their fresh ideas and commitment to Doncare is greatly appreciated.

We continue to receive good quality donations and have many regular customers who continue to support us. The positive feedback we receive about the quality of the items for sale and pleasant demeanour of staff is pleasing to us all.

In conclusion, I would like to thank all our hard working volunteers, our Committee, Doreen, Jen, Maria and the staff at Doncare office. Without the valuable help and support you all provide we would not be able to operate the shop successfully and provide Doncare with the financial assistance they need to help people in need in the community of Manningham.

Thank you all.

Margaret Chalmers

Chairperson

Tunstall Square

Tunstall Square has had a good year financially, and we have received some great donations of goods from generous people in the community.

Tunstall Square Traders Association are currently undertaking a plan to beautify the area and this will be a great asset to all the shopkeepers and encourage more people to visit the square.

We have a small dedicated Committee and a wonderful team of volunteers, who work very hard, with pride, maintaining the shop and making customers feel very welcome. Our volunteers are from different countries and cultures and it is very rewarding to see them working as a team, learning to speak English and gaining more confidence each day.

We welcomed Jen McMahon as our new Manager. Jen has great enthusiasm and lots of new ideas to assist the shops. Thank you Maria for the lovely items and furniture you bring to the shop. The window looks very inviting.

Margaret Gibb

Roster Secretary

Jackson Court

It is almost a year since Jackson Court opened its doors in August 2014. It is the newest of the Doncare opportunity shops and it is in an ideal location with ample parking. The shop has a bright and welcoming atmosphere, together with a wonderful team of dedicated volunteers, who work hard to ensure its smooth operation.

Our customers' positive feedback has been encouraging and with the generous donations received from our local community, the shop continues to flourish and establish itself in the area.

Thank you to Jen and Maria for all their support and guidance and to the volunteers who give of their time so generously and help to make it all worthwhile.

Glenda Deoke

Secretary

Templestowe Village

Another year has slipped by so fast and the shop still continues to receive extensive donations, some of especially good quality. The shop and Doncare are very appreciative of the regular customers, along with the many new ones who come visiting the vibrant retail and restaurant trades located in Templestowe Village.

The very positive window display of fine quality and interesting items has proved most successful and has added to the general good feeling in regard to the shop's place in the Village.

Sadly, Kitty Dawes, who for 13 years had been the face of the Templestowe Shop – in the shop almost every day of the week – passed away just a few months after retiring in July 2014. Her presence in the shop has been missed by all. Many customers knew her over the 50 or so years she lived in the vicinity of the Village.

During 2014/15 a number of long time volunteers retired – some to go travelling, some to move onto other activities. Hopefully, we will keep in contact as many friendships are made during the time spent together. New volunteers have started but the shop could do with many more to ease the pressure.

The shop did not conduct a street stall at the Templestowe Festival this year but remained open for the full day and was well visited.

As we move into this second half of 2015 we as volunteers are determined to continue working towards assisting the many important programs that Doncare facilitates for all those in need in the Manningham area.

Sincere thanks to all the current volunteers and those that have given extra time when needed.

Diane Bone

Chairperson

Op Shop Locations

A BULLEEN PLAZA

Shop 2A, Bulleen Plaza,
Manningham Road,
Bulleen
MELWAY REF: 32 G7

TEL: 9852 0102
OPEN:
M-F: 9:30am-5:00pm
SAT: 10:00am-2:00pm

E NORTH BLACKBURN

Shop 38,
66-104 Springfield Road,
North Blackburn
MELWAY REF: 47 K7

TEL: 9878 6479
OPEN:
M-F: 9:00am-5:30pm
SAT: 9:00am-5:00pm

B BRENTFORD SQUARE

Shop 45, Brentford Square,
Canterbury Road,
Forest Hill
MELWAY REF: 62 G2

TEL: 9894 4982
OPEN:
M-F: 9:30am-4:30pm
SAT: 9:30am-Noon

F TEMPLESTOWE VILLAGE

Rear Shop 23,
Anderson Street,
Templestowe
MELWAY REF: 33 E4

TEL: 9846 5176
OPEN:
M-F: 10:00am-4:00pm
SAT: 10:00am-12:30pm

C JACKSON COURT

Shop 70 Jackson Court,
Doncaster East
MELWAY REF: 47 K1

TEL: 9840 2420
OPEN:
M-F: 9:30am-4:30pm
SAT: 10:00am-2:00pm

G TUNSTALL SQUARE

Shop 34, Tunstall Square
Shopping Centre,
Beverley Street,
Doncaster East
MELWAY REF: 48 D2

TEL: 9841 5921
OPEN:
M-F: 9:30am-4:30pm
SAT: 10:00am-1:30pm

D MACEDON PLAZA

Shop 4, Macedon Plaza,
Cnr Manningham Road
& High Street,
Lower Templestowe
MELWAY REF: 33 B9

TEL: 9850 9769
OPEN:
M-F: 10:00am-5:00pm
SAT: 10:00am-2:00pm

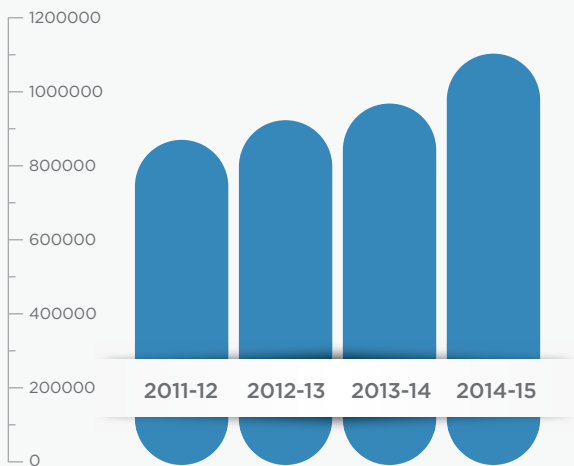


Opportunity Shops Program

The Doncare Opportunity Shops Program continues to thrive, providing essential funds towards Doncare programs and services. Its success is a result of our dedicated and hardworking staff and volunteers, the generous donations from the public and our customers who purchase our merchandise.

“ This year the seven shops and depot raised a total of \$1,095,958 which is 41% of Doncare’s income.

ANNUAL OPPORTUNITY SHOP SALES



Opportunity Shop Income

This year the seven shops and depot raised a total of \$1,095,958 which is 41% of Doncare’s income.

We undertook several initiatives to increase our income and gained additional income by:

- Negotiating a financial arrangement with Diabetes Australia for collection of Doncare’s excess donations.
- Obtaining valuations of valuable items at an auction centre and selling selected items via auction.
- Obtaining advice and valuations from a jeweller and selling these pieces at the recommended valued price.
- Selling donated phones to a company.
- Collecting and selling metals to a metal collection centre.
- Paying attention to creative merchandising opportunities in our shops.
- Holding sales storewide or when overstocked with particular items.
- Increased furniture pick ups.
- An increase in donations from retail businesses and lost property in shops and railways.

Included in this increased income was the opening of a new shop at Jackson Court. The new shop opened for business on 27 August 2014 and Geoff Roberts from the Bendigo Bank officially opened Jackson Court on 3 December 2014.

Marketing

A number of initiatives have been undertaken this year to recruit more volunteers:

- Secondary and Primary Schools were contacted in Manningham and Whitehorse asking them to place an article in their newsletter.
- Flyers were sent out to churches, sporting clubs, social clubs, libraries and a number of other venues.
- Volunteers are placing a small flyer in each bag when a customer makes a purchase.
- The Whitehorse and Manningham Leader were contacted requesting stories or entries in the papers’ What’s On Column.
- A flyer and information was sent to Fletchers Real Estate who agreed to place something in their newsletter.
- Blackburn Square Centre Management placed flyers on tables and on their community noticeboard and in their newsletter.

We are grateful to those organisations that have assisted us by publishing an article.

Other Events

Smart Bags were introduced and are sold at the opportunity shops to reduce the use of plastic bags and to use for promotional purposes.

The Tunstall Opportunity Shop was featured in the Leader Newspaper as the Trader of the Week.

Several volunteers very kindly opened the Templestowe shop on Sunday, 19 April 2015 to participate in the Templestowe Festival. Severe weather affected attendance, however we are grateful to the volunteers who gave up their Sunday to work.

Volunteers

A National Volunteer Week 2015 afternoon tea was held in May to celebrate, recognise and thank our volunteers. Several dignitaries and politicians joined us for afternoon tea at the Beau Monde International and spoke highly of the contribution of volunteers to our community. Gary O'Rorke, who works at the Depot, was especially recognised for his initiative in collecting and selling metals to increase Doncare's income.

Three of our volunteers received a Menzies Award this year- Shirley Shaw, Margaret Gibb and Gary O'Rorke. Congratulations and thank you.

On a sadder note, our long term volunteer, Kitty Dawes, who worked at Templestowe for 13 years, six days a week, sadly passed away on 29 October 2014. Barry Nicols, who volunteered at Macedon Plaza, and Barbara Cowley, who volunteered at Tunstall Square, also passed away this year. They were all hardworking, dedicated volunteers and have been greatly missed by the Doncare team.

We continue to welcome new volunteers to our shops and we are extremely grateful for the many hours of dedication, ideas and professionalism that our current volunteers undertake. I cannot thank you enough for all that you do.

Jen McMahon

Sharon White and Margaret Chalmers



Brian Wilson



Aileen O'Connell and Cynthia Kearney



OPPORTUNITY SHOP SALES 2014-15



“ It's easy to make a buck. It's a lot tougher to make a difference.

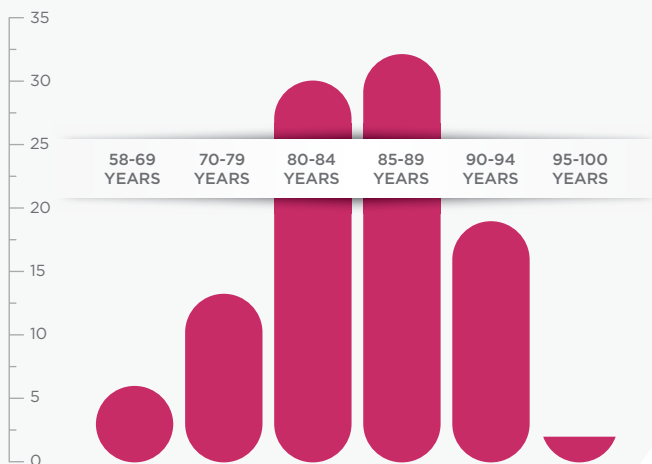
Tom Brokaw

Social Support Program

Doncare Social Support for Seniors is proud to support some of the most senior residents living in their own homes within Manningham. We have the privilege to assist them in many ways, not the least being improving their wellbeing and connection to their community and making new friends.

CLIENT AGES 2014-15

Total number of clients 102



Each new client has an in-home wide-ranging assessment to ensure that they are receiving services that will most benefit them to live an active, fulfilling life, while remaining at home and maximising their independence. As a minimum, once each year every client is visited by a staff member and their circumstances are reviewed. This provides the opportunity to refer to other services as necessary, determine if the client is benefitting from the service we provide and how we can best work together. Clients are then able to plan what they most want to get from attending social support and how that can best be achieved.

In January 2015 we were delighted to celebrate one of our clients becoming a centenarian. The Carramar group celebrated her birthday and that of an client who turned 80, all in the same week.

There is a wealth of knowledge and wisdom amongst our clients, in total 8,551 years of life experience with our youngest client aged 58 extending through to our 100 year old. The majority of clients (102 individuals) are aged over 80.

In addition to our regular groups, we have had a number of special outings when we are able to get members of different groups together to meet each other and explore some shared interests or sometimes change the usual style of outing to be a little more special. Amongst the highlights this year have been:

- A typical outing for the Café Perks group is a two hour afternoon tea at a local café. Many group members don't have the opportunity to venture very far so they were a great group to take to the Yarra Valley for the day. They started the day with a visit to a local produce store, moved to lunch at a bakery in Yarra Glen and topped the day off with dessert/afternoon tea at the Yarra Valley Chocolaterie and Ice Creamery.

Lilian celebrating her 100th Birthday at Carramar.



- One of our very talented volunteers, Kerry Wilson, held an exhibition of his paintings at Linden Gate Gallery sparking a lot of interest amongst clients in a few groups as not only does Kerry volunteer, but his wife, Gail, also helps with a couple of groups. This provided a good reason to plan a special outing. A large number of clients travelled to the Gallery just outside Yarra Glen to view the exhibitions and be treated to a floor talk by the artist. Then it was off to the Crown Hotel at Lilydale for a lovely, noisy lunch as people got to know one another and discussed the great scenery, the fresh air, the paintings and the joy of getting out of the suburban surrounds.
- Bundoora was the direction for another outing. At Bundoora Park clients enjoyed being able to get up close to some farm animals, some even braved feeding some goats, and then we loaded up in the enclosed trailer for a hay ride around the native animal area. Lunch was next on the agenda and was a treat for many being away from the more usual venues. Then off to an exhibition of beanies at Bundoora Homestead – quite an eclectic collection with much admiration given to the skills involved. Many noticed the huge difference in and around the La Trobe University area and memories came back to many who once lived in the north.

Christmas is always a special event for our groups with each having a special celebration with little touches like bonbons, themed serviettes and a small gift. We are always mindful that Christmas is a time of mixed emotions for many. Some of our clients are fortunate to be surrounded by family and fun but for others it can be a lonely time.

For those who don't have the luxury of family around, sometimes the Social Support celebrations are the only festivities they take part in and the small, token gift the only Christmas present they receive. Our Saturday Club Christmas is particularly special for our Saturday Club, with most of the volunteers who help throughout the year joining the group and a special appearance by Santa. It is proof that no matter what your age, a visit from Santa brings smiles and laughter and a very special glow to faces.

Our gratitude as always goes to our dedicated volunteers, the supportive Board, Management and staff of Doncare as well as our many partners who sustain the work of the Social Support for Seniors team to bring so much to the lives of seniors.

Helen Mackenzie



Enjoying the tractor ride at Bundoora Park.



Friendships formed at Saturday Club.



home and community care

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

Volunteering In Manningham (ViM)

Volunteering in Manningham, as always, is delighted to introduce Manningham citizens to the multitude of benefits available from volunteering. The community gains in many ways through increased civic engagement, and the individual obtains many personal benefits, such as improved health and wellbeing along with a sense of achievement and involvement.

For ViM, this year has again been a very busy but productive one, with a lot of work being completed 'back of house' as well as a number of very successful events either facilitated by ViM, or in which ViM has taken part.

Regular Introduction to Volunteering sessions have been held for the purpose of presenting information about volunteering to Manningham residents who either haven't volunteered before or who are new to volunteering. These sessions are carefully planned to be topical and to provide information about volunteering and the diverse range of options available. This year has seen the addition of a mini-expo of volunteering opportunities where participants can browse and collect information of interest to them. Many eyes have been opened to the immense scope of opportunities available to volunteers. Most of the 120 individuals who attended these sessions left with tools to help them select and find suitable volunteering opportunities.

ViM face-to-face and telephone interviews provide a valuable individualised service, and 123 interviews were held, together with many other less formal phone and email consultations. This year a further 748 people expressed interest in volunteering roles advertised on the internet by ViM.

National Volunteer Week, always a feature on the ViM calendar, was marked with a successful public seminar

'Do yourself a favour and volunteer - we'll all benefit'. It was facilitated by Meredith Bubner and the speakers included Doreen Stoves, CEO Doncare; Jan Loughman, Co-ordinator Health and Community Development, Manningham City Council; volunteer coordinators from Eastern Health and Onemda; and volunteers from Onemda and Doncare. The 31 participants left with a broad understanding of what it is to be a volunteer.

Additionally, ViM promoted volunteering opportunities in Manningham by exhibiting at both the Boroondara and the Whitehorse Volunteer Expos, the Manningham City Council Refugee Welcome Celebration, the Manningham Christian Centre's Unmasking Poverty event and at seminars on the health benefits of volunteering for Manningham City Council's Food Service volunteers.

Another important aspect of ViM is the network of Volunteer Coordinators which reaches out to 111 members from 67 agencies, representing 87 volunteer programs and aiding the numerous volunteers who work within these services. The quarterly meetings took the form of professional development seminars covering current topics: mental illness issues and changes in the volunteering sector.

ViM is grateful to the Manningham City Council for its continuing commitment to the volunteering community of Manningham. The support and encouragement of the Doncare Board and Doreen Stoves, CEO, is particularly valued by all who are connected with ViM.

**Helen Mackenzie
Meredith Bubner**

“Volunteers come with a diversity of backgrounds and reasons that have led them into volunteering.

Included in our team of ViM volunteers has been a young man dealing with a chronic health condition who was making a career change to administrative work. He completed a volunteer placement for his studies and has chosen to continue to volunteer while studying further. During the time he has been with ViM it has been rewarding to note the growth in his confidence and skills as well as the invaluable contribution he has made to ViM's work.

It is always special to hear the difference that volunteering makes in people's lives.

Two volunteers have told us how they found they enjoyed their roles so much that they changed their career paths. One volunteer has relished the experience of volunteering with older people so much she is planning a career change to work in the aged care sector. A second volunteer, who had migrated from Iran and was highly qualified in finance and accounting, took up a volunteer role in the disability sector. Realising how much he gained from helping others, he undertook further study to combine skills and interests and is now a financial planner, hoping to provide financial planning services for people with a disability, among others.

Submissions 2014/2015

During the year, 25 funding applications were made to philanthropic trusts and foundations and government bodies. These required an enormous amount of teamwork with my esteemed colleagues, to complete by the required deadlines. 11 submissions were successful.

Major Grants

The CISV (Community Information and Support Victoria) Consortium was successful in securing funding for emergency relief from the Department of Social Services. Recurrent funding has also been secured for 2015/2016 as well as 2016/2017.

Philanthropic Trusts, Corporate and Government Grants

The Lord Mayor's Charitable Foundation	Managing Ageing Positively - Case Management Unit	\$60,000
'It's There for Life' Grant, administered by the Victorian Government	'iMatter' App / Website	\$20,000
Manningham City Council Community Development Grant in conjunction with Rotary Doncaster	LiveFree Android App	\$8,000
Community Sector Banking	Smart Consumer Guide Revision	\$5,000
Grill'd Doncaster	Plight of the Pensioner Fund	\$100
Manningham City Council Community Development Grant	Student Wellbeing	\$6,000
The William Angliss (Victoria) Charitable Fund	Plight of the Pensioner Fund	\$2,000
W.C.F. Thomas Trust, administered by Equity Trustees	LiveFree Android App	\$10,000
Collier Charitable Foundation, administered by the Lord Mayor's Charitable Foundation	'iMatter' Youth Leadership	\$20,000
Manningham Charitable Fund, administered by Manningham City Council	Reach Out to Bulleen project at the Ajani Centre	\$10,469

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

Paula Boulton



Volunteers

BOARD OF DIRECTORS

Tony Monley
Robyn Healy
Therese Tankey
Des Galgut
Raymond Burnett
Sue Cahill
Ron Kitchingman
Esther Murray
Dale Nielsen

ADMINISTRATION

Barbara Hall
Lois Savage

CASE MANAGEMENT UNIT

Penny Phillips
Jenny Reynolds

CLINICAL SERVICES

Counselling Program

Nicole Burattin
Carolyn Burns
Jackie Cameron
Nerea Dodds
Jessica Domm
Catherine Dove
John Ebel
Daniella Exadactylos
Lynette Flynn
Angela Gale
Patricia Gallagher
Ahona Gupta
Sylvia Haquin
Zelinda Hoyle
Margaret Karafilowska
Vasundhara Kulkarni
Betty Li
Stacey Linton
Stephen O'Kane
Jane Palomountain
Lizbeth Pereira
Catherine Pitman
Kerryn Pryde
Trevor Roth
Olga Roumanos
Gina Salvagno
Jim Scully
Beenish Shahzad
Alba Spirl
Bharati Susarla
Daina Thomas
Vi Tran
Monique Warshall
Sian (Priya) Woolston

DAWN

Jane Arthur
Venetia Bellman
Maureen Brosnan
Rosanna Campagna

Gabrielle Coulson
Glenda Deoki
Jennifer Gracie
Sandra Higgins
Allison Hobbs
Nekane Kandina
Merle Kleine
Wai-Chung (Elsa) Lau
Hazel Lee
Flora Longano
Jill Lowe
Jennifer McNeil
Jin Jin Minehane
Lisa Nash
Mary O'Donohue
Susan Porter
Angeliki Puckey
Wendy Ryan
Manjit Singh
Karen Throssell
Ruth Turner
Claire Walker
Annette Wood

iMatter

Ann-Maree
Georgakopoulos
Kat Georgakopoulos
Natalie Hua
Emily Kendall
Jessica Lam
Judy Wai Ling
Monique Warshall

CORPORATE SERVICES

Uma Malipatil

EXECUTIVE

Maree Bowman
Grace Roy

OPPORTUNITY SHOPS

Administration

Julie Munro

Brentford Square

Freny Bagli
Danny Bourke
Pam Brown
Margaret Brown
Elizabeth Castles
Linda Challinger
Jeff Champion
Ivan Chow
Andrew Collyer
Marjorie Crawford
Phyl Dickens
Judy Dobson
Marion Earle
Babs Elliott
Ruth Furness
Mel Gordon
Pauline Mary Gow
Kath Hallum

Lesley Harrington
Ann Hoare
Anne Howard
Hannah Yi-Han Huang
Prapid Jewell
Robert McDonald
Gaylene Moore
Nghì Dung (David)
Nguyen
Andrew Nymeyer
Noel Oatley
Sandra Parisio
Marj Patten
Anna Phan
Maureen Prior
Brenda Quaine
Irene Rea
Margaret Rimmer
Joy Rooney
Rose Rosenfeldt
Richard Scrivano
Daniela Stait
Mary Stenson
Alistair Truman
Bev Watupongoh
Jennifer Yeo

Bulleen Plaza

Arshad Ali
Angela Bonato
Jean Brown
Mubanga-Sera Bwalya
Gerii Caulfield
Jennifer Chu
Jianhua (Jane) Dai
Joyce Dite
Yvonne Dite
Marjorie Dowd
Mei Fern
Maxine Fisher
Michellina Fronticcia
Deidre Gilham
Sonia Gough
Roslyn Harberts
Savita Hazari
Geraldine Hooker
Anita Hwang
Aurora Inchincoli
Ingrida (Inga) Jekabson
Helen Khong
Leanne Khong
Pam Kirkpatrick
Enya Low
Margaret McCarthy
Mona Memon
Sharlene Morling
Majda Muzlai
Dina Natsikas
Carol Negus
Lai Pink Ng
Marie Petherbridge
Jose Pius
Stephen Pratt
Vera Recinella
Ivana Savin
Joye Sexton

Muhammad Shah
Daniel Sim
Jelena Stefanovic
Samantha Tay
Pat Twentyman
Sidney Van Rooyen
Miu Voon Ma
Helena Wass
Margaret Yeoman
Daphne Zaicos

Jackson Court

Mojgan Abdolahi
Karolina Amon
James Bennetts
Carole Bloodworth
Sanjay Chauhan
Judith Clark
Glenda Deoki
Marian Duke
Marian Granata
Rosaria Groeneveld
Zelen Guo
Leonard Healy
Judy Ho
Geraldine Hooker
Yingqi (Linda) Huang
Thomas Jackson
Jeanette (Jen) Jones
Dorothy Jones
Christy (Wan-Lin) Kan
Terrence Kilmartin
Richard Law
Shan Shan (Jessie) Liu
Michelle Malmberg
Stephanie Marco
Sarita Mirchandani
Haleh (Helly)
Mohammadi
Shirley Monahan
Justin Moy
Margot Neville
Wai (Angela) Ng
Wendy O'Neill
Marge Parker
Chelsea Potenzi
Kathleen Rehe
Merrilyn Rodgers
Irene Scott
Vivienne Servinis
Jieren (Josh) Shaw
Kelvin Sum
Raymaris Taberoa
Anne Thuys
Helen Tsoutsouvas
Dalene Uys
Fedora Vasarelli
Michael (Mick) Walsh
Gail Wilson
Pamela Wren

Depot

Brian King
Gary O'Rorke
Brian Wilson

Drivers

Graeme Andrews
Philip Brady
Ian Butler
Kevin Fowler
Peter Gartner
Rhys Jones
Gerry Kearney
Bob Prendergast
Warren Tanner

Macedon Plaza

Bob Akbarzadeh
Sophie Aslanidis
Margaret Carson
Margaret Chalmers
Ida Ciciriello
Irene Curran
Yvonne Dart
Yan Delahunty
Grace Dimech
Suzanne Drew
Margot Fleming
Val Fullerton
Lorraine Gravener
Tilly Hunter
Ingrida (Inga) Jekabson
Alla Jerkovic
Suiwa Ke
Joan Liu
Anne McNaughton
Milka Merakovsky
Helen Miriklis
Stephanie Mishuda
Lai Pink Ng
Joy Nichol
Barry Nichol RIP
Val Osborne
Vilma Ozzimo
Lina Pavone
Colin Raymond
Kathleen Raymond
Judy Reynolds
Helen Rigopoulos
Carmel Russo
Marie Seneviratne
Brian Sexton
Joye Sexton
Adriana Sgambellone
Andrew Song
Maria Stylianos
Helen Szili
Jane Tabone
Elizabeth Virgona
Sharon White
Jin Wei (David) Wong

North Blackburn

Bob Akbarzadeh
Margaret Bacon
Freny Bagli
Margaret Baird
Chris Barry
Barbara Britton
Jean Brown

Christine Caldwell
 Valerie Connoley
 Richard Desmond
 Sue Fraser
 Anita Gibbens
 Barbara Gunther
 Gael Holliday
 Shirley Huntly
 Margaret Janout
 Amy (Amardeep) Kaur
 Hardeep Kaur
 Carole King
 Malcolm Lamont
 Mary Lay
 Maurice McNamara
 Coral Merrett
 Sibel Newman
 Graeme Nicol
 Tim Nicol
 Jill Nubley
 Carolyn Oldham
 Biddy Prendergast
 Judy Reynolds
 Andrea Ross
 Chris Ryan
 Michelle Schokman
 Alan Schumer
 Judy Schumer
 Shirley Shaw
 Jan Shields
 Declan Smith
 Seona Smith
 Jill Spencer
 Dorothy Stephenson
 John Stevens
 Lucille Tattersall
 Dianne Timms
 Simon Trinh
 Pat Ure
 Lena Wail
 Bev Watupongoh
 Lachlan Williams
 Barbara Williamson
 Loi Wong
 Peggy Wong
 Farzaneh Zahed
 Una Zamburrow

Templestowe Village

Kelly Bader
 Bernard Bone
 Diane Bone
 Pam Brien
 Denise Buckley
 Faye Chalmers
 Gui Lam (Anna) Chen
 Huhana Clayton-Evans
 Rosemary Climas
 Cathie Cobain RIP
 Emma Costa
 Lynette Cowley
 Pamela Dance
 Kitty Dawes RIP
 Robyn Dow
 Judith Everaarts
 Ken Falconer
 Maddie Gange
 Dorothy Grant
 Helen Hickey

Lorraine Hocking
 Ashlee Hornibrook
 Glenda Humphreys
 Graeme Humphreys
 Brenda Hurley
 Hilary Jose
 Robyn Kere
 Maree Kirkpatrick
 Marlene Knight
 Azali Masoud
 Carmen Mignani
 Bernice Payne
 Penny Phillips
 Chresley Robson
 Lori Rossetto
 Dianne Rule
 Pedram Samieyan
 Brenda Stewart
 Barbara Toporkiewicz
 Doreen Williams
 Jin Wei (David) Wong

Tunstall Square

Mojgan Abdolahi
 Lyn Ahn
 David Austin
 Rosalyn Azzopardi
 Judith Blair
 Dawn Bowen
 Joan Brownlie
 Gwennyth Campbell-Drury
 Rose Chong
 Amy Chou
 Huhana Clayton-Evans
 Nadja Concannon
 Barbara Cowley RIP
 Claudio Di Tullio
 Lilian Donda
 Patricia Ellis
 Persia Emamifar
 Ila Franklin
 Margaret Gibb
 Anastasia Gonis
 Marian Granata
 Alice Ho
 Denise Ho
 Siew Hoon (Sue) Hor
 Loris Hosie
 Jean Howey
 Jan Howitt
 Georgia Isaakidis
 Margaret Janout
 Cynthia Kearney
 Joan Keesing
 Denise Lah
 Daphne Laity
 Wai Ming Leong
 Vivian Liu
 Faye Lucas
 Beryl Maddock
 Shane Manning
 Anne McDermott
 Aileen (Billie) McLeod
 Gwen Medcalf
 Nadia Montuoro
 Leanne Nguyen
 Pauline Nicholson
 Ava Nikbakht

Aileen O'Connell
 Pek Ong
 Joy O'Rorke
 Catherine Parslow
 Marilyn Patterson
 Padmasany Prakash
 Indrani Rathnayake
 Pedram Samieyan
 Milda Sarzetakis
 Carmel Schofield
 Ali (Gholamali) Shaigan
 Carol Trainor
 Gwen Vinecombe
 Ann (Zhou Ping) Wang
 Robyn Webb
 Shirley Weir
 Raine Wickrematunge
 Elaine Williams
 Maggie Wong
 Joan Wright
 Samaneh Zahedi
 Alice Zanon

SOCIAL SUPPORT PROGRAM

Laurel Agius
 Nola Allender
 Clive Ansell
 Helen Anson
 Jayne Appleton
 Hazel Astley
 Patricia Austin
 Jeanette Bernet
 Hanne Blake
 Geraldine Bloom
 Geraldine Blythe
 Noel Blythe
 Lorraine Cahill
 Jammie Chang
 Susan Cheung
 Kate Coggan
 John Coombes
 Christine Crawford
 Dorothy Dower
 Kathryn Ewers
 Ken Falconer
 Mary Fildes
 Kathy Grimster

Matt Gualano
 Janet Handley
 Carol Harvey
 Neil Harvey
 Rita Ho
 Siew Hoon (Sue) Hor
 Thean (Paul) Hor
 Echo Jin
 Frank Johnston
 Carolyne Jones
 Fred Jurgelait
 James Large
 Patrick Leung
 Farzad Maghami
 Prea Maghami
 Lorraine Manthey
 Anthony Mason
 Joan Mason
 Bill Matthewson
 Ruth Mazzone
 Judy McLeod
 Gerald Middleton
 Joan Middleton
 Graeme Mitchell
 Lindsay Mitchelson
 Shirley Monahan
 Mooi-Sim Ng
 Ken Pang
 Dorothy Pearson
 Diane Pritchett
 Dorothy Ranyard
 Carmel Schofield
 Beverly Schurmann
 Denzil Seneviratne
 Adriana Sgambellone
 Sze Hui Tan

Judith Theobald
 Marilyn Thompson
 John Thomson
 Wendy Thomson
 Liesbeth van Altena
 Carolyn Vimpani
 Stan Vimpani
 Shirley Weir
 Gail Wilson
 Kerry Wilson
 Sarah (Yuen-Ling) Wong
 Debbie Wong
 Hon Man (Patrick) Yuen
 Sonia Yung

VOLUNTEERING IN MANNINGHAM

Ann Bruce
 Julie Donegan
 Neera Garg
 Loretta Hawksworth
 Duncan Lemm
 George Leventis
 Jaslyn Liew
 Florence Ling
 Marilena (Marilyn)
 Porqueddu
 Janice Radcliff
 Rosanna Serruto
 Aaron Spencer
 Madeleine Zachariou

Students

CLINICAL SERVICES

Nicole Barnes
 Sarika Breeze
 Joanna Maddock

CASE MANAGEMENT UNIT

Anna Brockman
 Jason Cheuk Kan Chan
 Maria Karagioli
 Leah Nathan
 Linh Nhat Nguyen
 Jennifer Nicholls
 Aisha Paternott
 Cristina Narcis Regep
 Mei Yu Tran
 Joss Jurgens

FAMILY SERVICES

Ran Marmur
 Janice Coleman
 Harshini Erandhika Nadesapillai

INFORMATION AND EMERGENCY RELIEF

Michi Furuhashi

Donors 2014/15

- Olwyn Alvey
- Andersons Creek Primary School
- The Hon Kevin Andrews MP
- Aquarena Acquatic and Leisure Centre
- Sarah Arifovic
- Assurance Assessing
- Aveo Pinetree Retirement Community
- Bakers Delight, Jackson Court
- Beau Monde International
- Bendigo Bank
- Big W, Shoppingtown
- Birrale Primary School
- Paul Bishop
- Peter Bishop
- Breadtop
- Bulleen & Templestowe Community House
- Bulleen Heights Probus Club
- Bulleen Plaza
- K Butler
- Buttercups Group
- Café Mania
- Cancer Council Victoria Relay for Life
- Cantone Family
- Cherry Hill Tavern
- Christian Jobs Australia Assurance Assessing
- Nola Christopher
- Tracey Cilmi
- Margaret Collett
- Collier Charitable Foundation
- Colourmark
- Community Sector Banking
- Consumer Affairs Victoria
- Contours Doncaster
- Judy Conway
- CWA - ACWW Community
- Eileen Cundy
- Grace D'Annibale
- Kitty Dawes RIP
- Deep Creek Preschool
- Raelene DiFelice
- Domaine Retirement Village Art and Craft Group
- Doncaster & Districts Netball Association
- Doncaster Central Ladies Probus
- Doncaster Garden Club
- Doncaster Library
- Doncaster Primary School
- Doncaster VIEW Club
- Donvale Lions Club
- Loli Dowdell
- East Doncaster Cricket Club
- East Doncaster Secondary College
- Emmavale Gardens
- Equity Trustees
- First Grammar Park Orchards
- Foundation Y Manningham
- Freedom Revolution Church
- Friends of Doncare
- Deb Galavodas
- Bruce Gentle
- Kat Georgakopoulos
- Lindy Gilham
- Paula Goday-Knight
- Grill'd Doncaster
- Jim Grivokostopoulos
- Hahndorf Fine Chocolates
- Hair Body and Soul
- Jane Hattwich
- Adam and Gillian Hawken
- Lia Henry
- L J and L C Hocking
- Ignyte Personal Training
- Albert Ip
- Jackson Court Pharmacy
- Johnson's Amcal Pharmacy
- Just Cuts
- Peter Kerkvliet
- Kiwanis Club of Doncaster
- Val Kipler
- Geraldine Kirby
- Kogo
- Liz Setford
- Limelight Café
- Living and Learning @ Ajani
- Carol Lockwood
- Flora Longano
- Lord Mayors Charitable Foundation
- Harold and Gillian Lubansky
- Pearl Lubansky
- Earle and Christine Ludekens
- Robert Lyford
- Maneki Neko Cat Rescue
- Manningham Art Gallery
- Manningham Charitable Fund
- Manningham City Council
- Manningham City Council Staff
- Manningham Inter-church Council
- Manningham T.O.W.N. Club
- Manningham U3A

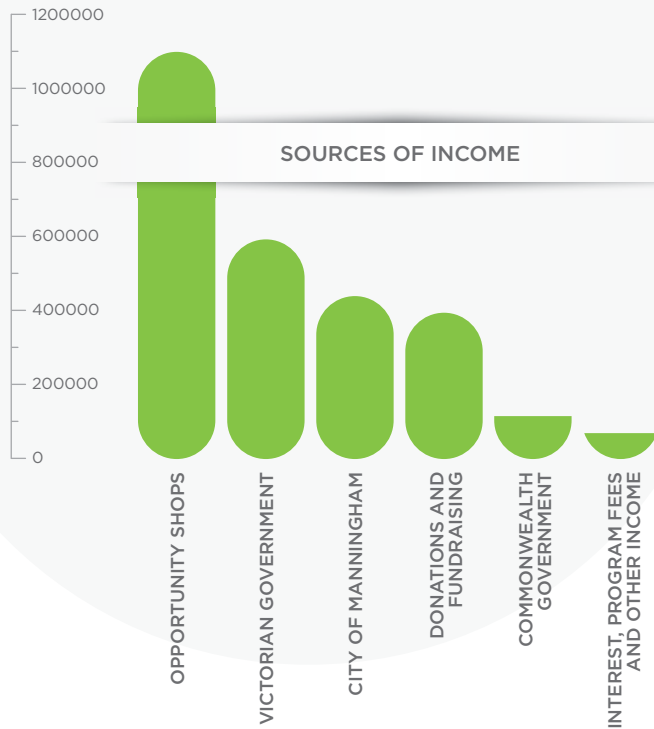
- McDonalds Doncaster East
- McDonalds Lower Templestowe
- Matt Mattioli and Frances Van Gullick
- Anne McGrath
- Mai McKendrick-Wandek
- MC Square Café
- Jill McKenzie-McHarg
- Susan McLean
- Kerrie McMahan
- Melissa Cakes
- Milgate Primary School
- Andrew Milligan
- G and Rosa Miot
- Natasha Morchese
- M.S.S. Doncaster Pty Ltd
- S Mudher
- Esther and John Murray
- National Seniors Doncaster Branch
- Nellie May's Gifts
- Jack Newnham
- Annie Norrish
- North Blackburn Shopping Centre
- Bridget O'Brien
- David and Kat Ottebre
- Our Lady of the Pines Primary School
- QBD Bookshop
- Sriyani and Matt Parsons
- Aisha Paternott
- Sue Porter
- Peak Potential Bulleen
- Phillip Webb Real Estate
- Pines Learning
- Suzanne Phoenix
- David Poulton
- Diane Pritchett
- George Puchlenko
- Roseville Retirement Village Craft Group
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Club of Warrandyte Donvale
- Rush Hair @ Co
- Salts of the Earth
- St Charles Borromeo School
- St Clement of Rome Catholic Primary School
- St Kevin's Parish Church
- St Mark's Anglican Church
- St Vincent de Paul Conference, Bulleen
- Lauris Sandles
- Savills Australia
- Kay Schroer
- Serpell Primary School
- Liz Setford
- Sheridan Chadstone

- Sheridan Doncaster
- M Sibbing
- Silverstone Volvo
- Simply Natural Therapies
- Leah Smallman
- The Hon Ryan Smith MP
- Soft Knits
- Soman Promotional Printing
- M Spain
- Vivienne Sterndale
- Stockland The Pines Shopping Centre
- Doreen Stoves
- Suji Kim, The Pines
- Diana Sze-Hong
- Tailor Made Freight Management Pty Ltd
- Steve and Therese Tankey
- Target, Shoppingtown
- Templestowe Evening VIEW Club
- Templestowe Heights Primary School
- Templestowe Park Primary School
- Templestowe RSL Sub Branch Inc
- The Living Room
- The Lord Mayor's Charitable Foundation
- The Queens Fund
- The RACV Good Citizen Program
- The William Angliss (Victoria) Charitable Fund
- Templestowe Hotel
- Roslyn Thompson
- Tunstall Square Kindergarten
- U3A The Pines
- Victorian Government 'It's There for Life'
- Craig Waldron
- Cheryl Watt
- W.C.F. Thomas Trust
- Pauline Webb
- Maureen White
- Whitefriars College
- Willowbrae Aged Care
- The Hon Mary Wooldridge MP

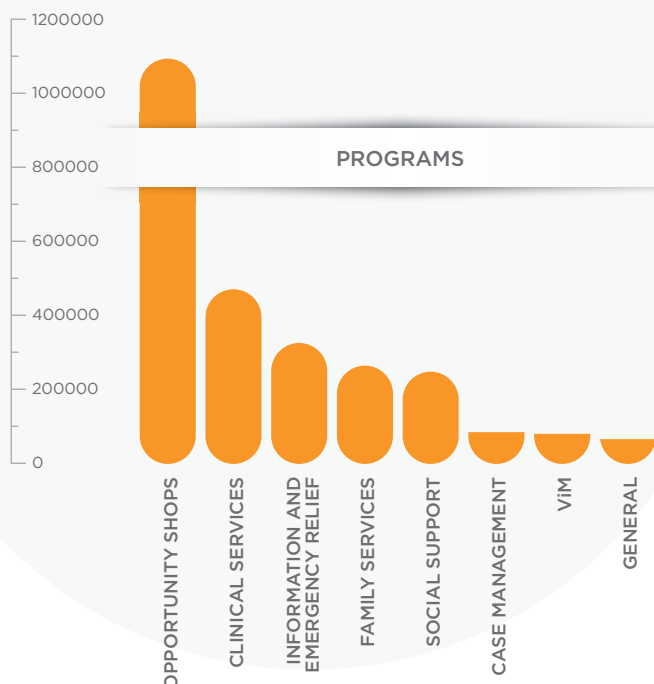
A sincere thanks is also extended to the many people who kindly donated to Doncare during the year, yet declined acknowledgement in the Annual Report.

Treasurer's Report

SOURCE OF INCOME 2014-15



ALLOCATION OF DONCARE FUNDS TO PROGRAMS 2014-15



I have pleasure in presenting my report for the financial year ended 30 June 2015.

When preparing our budget for the 2014/15 financial year the Board's financial priority was ensuring that Doncare return to an operating surplus for the 2015 year after having supported two client programs in 2014 for which external funding had ceased.

We are pleased to report a net operating surplus of \$42,045 for the year. Salient features of the operating results are as follows:

	2015	2014	Change	
Revenue	2,691,579	2,464,645	9.2%	↑
Expenses	2,649,534	2,562,992	3.4%	↑
Opportunity Shop revenue	1,095,957	960,904	14%	↑
Government and council grants	1,139,563	1,092,411	4.3%	↑
Donations and fundraising	390,826	318,024	12.3%	↑

The opportunity shop revenue increase is largely attributable to the contribution of our new and seventh store at Jackson Court, with sales from other stores at prior year levels. It is through the sterling efforts of our numerous and dedicated volunteers that over 40% of our revenue is derived from this source. With government funding under severe pressure it is evident that the success of the opportunity shops is vital to ensure Doncare can continue to provide its invaluable support to those vulnerable members of our community.

“ Our balance sheet shows a strong net asset position of \$462,865.

Looking forward to the current 2015/16 year, we have again framed a budget which reflects a nominal surplus, with every effort being made to minimise any loss of support for our clients.

Our thanks go to our generous funding bodies, philanthropic organisations and private donors for their continuing commitment to Doncare. A special personal note of thanks is extended to our incredibly hard-working Corporate Services Manager, Kerrie McMahon, and her team.

Des Galgut

Corporate Services

2014/2015 presented a unique set of events that required planning and commitment to meet targets and deadlines. Doncare, as a deliverer of programs that receive funding from all levels of government, was required to submit applications for ongoing funding to Federal, State and Local Governments.

Whilst we are justifiably proud of the quality and quantity of service provided to the local community, conveying these achievements to various government organisations can often be difficult.

Under the State funding and services agreement, Doncare is required to implement a quality framework and embed these practices within the client service delivery and governance requirements. This has been an ongoing project that commenced with the initial audit three years ago. Doncare is audited under the internationally recognised standard ISO9001:2008. We have now undergone two additional surveillance audits in successive years, including in February 2015 when we received a report on our funded programs that indicated there were no compliance issues requiring rectification. This is an excellent result and is testimony to the quality and quantity of work undertaken by a small but dedicated team within Doncare who have been well supported by the Board, management and staff.

Whilst the accounting aspects of our job continued without fuss the Corporate Services team were presented with the opportunity to assist the Opportunity Shops Program with the establishment, opening and operation of the new Jackson Court shop.

We are fortunate that we are continually presented with opportunities to extend our roles and our staff relish the opportunity to be engaged in their community, enabling Doncare to deliver outstanding service and keep staff engaged in their jobs.

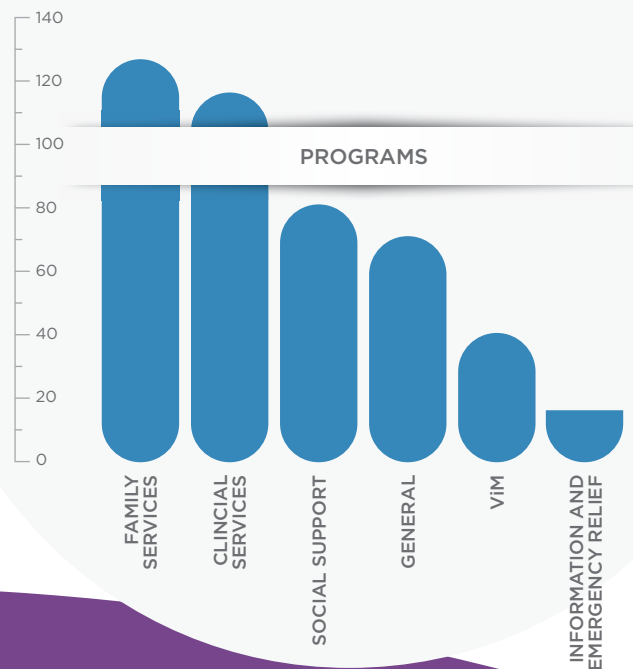
Another successful year of meeting deadlines, accepting challenges and providing governments, the Board, management, staff and volunteers with the information required to perform their roles.

Kerry McMahon



Kerry McMahon

TRAINING PROVIDED TO STAFF 2014-15



“Success isn’t about how much money you make, it’s about the difference you make in people’s lives.”

Independent Auditor's Report

for the Year Ended 30 June 2015

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 Doncaster Community Care and Counselling Centre Incorporated

We have audited the accompanying financial reports of Doncaster Community Care and Counselling Centre Incorporated, which comprises the balance sheet as at 30 June 2015, 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 financial reporting requirements of the Associations Incorporation reform Act 2012 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 Standard. 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 judgement, 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 Doncaster Community Care and Counselling Centre Incorporated as of 30 June 2015 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 Doncaster Community Care and Counselling Centre Incorporated to meet the requirements of the *Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for of Doncaster Community Care and Counselling Centre Incorporated and should not be distributed to parties other of Doncaster Community Care and Counselling Centre Incorporated.



Ivan Clyne
Chartered Accountant
7th August 2015

DAVIES CLYNE



Chartered
Accountants

NUMBER ONE IN NUMBERS

Financial Reports

for the Year Ended 30 June 2015

Income Statement for the Year Ended 30 June 2015

	Note	2015 \$	2014 \$
Revenue	2	2,691,579	2,464,645
Employee benefits expense		(1,667,328)	(1,677,498)
Client expense payments		(169,001)	(162,918)
Opportunity shop costs		(414,235)	(347,765)
Depreciation		(56,174)	(58,774)
Occupancy expenses		(31,661)	(45,127)
Repairs and maintenance		(97,632)	(78,606)
Audit fees		(9,550)	(3,000)
Telecommunications		(76,258)	(46,430)
Other expenses		(127,695)	(142,874)
Net (deficit) / surplus for year before income tax		42,045	(98,347)
Income tax expense	1g	-	-
Surplus/(Deficit) for year		42,045	(98,347)

Balance Sheet as at 30 June 2015

	Note	2015 \$	2014 \$
ASSETS			
CURRENT ASSETS			
Cash & cash equivalents	3	726,180	554,041
Other current assets	4	93,536	101,505
TOTAL CURRENT ASSETS		819,716	655,546
NON-CURRENT ASSETS			
Plant, equipment & motor vehicles	5	95,941	147,870
TOTAL NON-CURRENT ASSETS		95,941	147,870
TOTAL ASSETS		915,657	803,416
LIABILITIES			
CURRENT LIABILITIES			
Payables	6	231,895	170,403
Provisions	7	220,897	212,193
TOTAL CURRENT LIABILITIES		452,792	382,596
TOTAL LIABILITIES		452,792	382,596
NET ASSETS		462,865	420,820
EQUITY			
Accumulated surplus		57,053	15,008
Reserves		405,812	405,812
TOTAL EQUITY		462,865	420,820

Statement Of Changes In Equity for the Year Ended 30 June 2015

	General Reserve \$	Retained Surplus \$	Total Equity \$
Balance at 1 July 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
Surplus for year	-	42,045	42,045
Balance at 30 June 2015	405,812	57,053	462,865

Statement Of Cash Flows for the Year Ended 30 June 2015

	Note	2015 \$	2014 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants and donations		1,592,771	1,409,648
Receipts from opportunity shops		1,095,957	960,904
Interest		14,806	21,555
Other receipts		58,396	30,093
Payments to suppliers and employees		(2,551,547)	(2,600,492)
Net cash flow from operating activities	8	210,383	(178,292)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for plant & equipment		(4,245)	(2,854)
Net cash flow from investing activities		(4,245)	(2,854)
CASH FLOWS FROM FINANCING ACTIVITIES			
Payments for lease repayments		(33,999)	(2,854)
Net cash flow from investing activities		(33,999)	(-)
Net increase (decrease) in cash held		172,139	(181,146)
Cash at beginning of year		554,041	735,187
Cash at end of year	3	726,180	554,041

Notes to the Financial Statements

for the Year Ended 30 June 2015

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 committee 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

	2015	2014
	\$	\$
Government grants and subsidies	698,289	650,634
MCC grants and subsidies	441,274	441,777
Donations and fundraising activities	390,826	318,024
Opportunity shop revenue	1,095,957	960,904
Interest	14,806	21,555
Sundry income	50,427	71,751
Profit on disposal of fixed assets	-	-
Total revenue	2,691,579	2,464,645

NOTE 3: Cash and Cash Equivalents

	2015	2014
	\$	\$
Cash at bank and on hand	496,947	324,808
Bank Term Deposits	229,233	229,233
	726,180	554,041

NOTE 4: Other Current Assets

	2015	2014
	\$	\$
Prepayments	18,988	26,421
Sundry debtors	4,678	5,287
Security deposits	69,870	69,797
	93,536	101,505

NOTE 5: Plant, Equipment and Motor Vehicles

	2015	2014
	\$	\$
Plant, equipment and motor vehicles at cost	328,484	324,239
Less: Accumulated depreciation	(232,543)	(176,369)
	95,941	147,870

NOTE 6: Accounts Payable

	2015	2014
	\$	\$
CURRENT		
Trade creditors & other creditors	56,686	23,577
Income received in advance	137,308	74,926
Car leases	37,901	71,900
	231,895	170,403

NOTE 7: Provisions

	2015	2014
	\$	\$
CURRENT		
Employee entitlements	220,897	212,193

NOTE 8: Cash Flow Information

	2015	2014
	\$	\$
Reconciliation of cash flow from operations with net surplus /(deficit).		
Net Surplus/(deficit)	42,045	(98,348)
Non cash flows in loss from ordinary activities		
- Depreciation	56,174	58,774
Changes in assets and liabilities		
- Decrease (Increase) in other current assets	7,969	(41,658)
- Increase (decrease) in payables	33,109	(7,479)
- Increase (decrease) in income in advance	62,382	(786)
- Increase (decrease) in provisions	8,704	(88,795)
Cash inflow (outflows) from operations	210,383	(178,292)

Directors' Declaration in relation to the Financial Report for the Year Ended 30 June 2015

We, Anthony Monley and Desmond Galgut, being members of the committee 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 2015.



Signed:

Dated: 7th August 2015



Signed:

Dated: 7th August 2015

How You Can Help

“ There are many ways to get involved with Doncare:

Volunteer

A large percentage of the work we do is funded by our Opportunity Shops. The shops are always in need of volunteers. Half a day a week of your time will enable us to build programs and services to support the disengaged and vulnerable residing in the city of Manningham and surrounds.

Donate

We gratefully accept donations in many forms:

- In the office - monetary and non-perishable food
- In the opportunity shops - clean, good quality clothing, household items, bric a brac and furniture.

Give At Christmas

Get involved with our annual Christmas Toy and Food Giving. Giving to Doncare at this time of year will bring immeasurable joy to children by way of a gift and contribute to a family meal on Christmas Day.

Leave a Legacy

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

Membership

The Constitution of Doncaster Community Care and Counselling Centre 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.

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.

However, membership is open to anyone over the age of 16. The annual cost is \$5.50, due on 30 June each year. A life membership costs \$55.

If you would like to apply for membership, please telephone the office on 9865 1500.



Dorothy Rose

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

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

Many women who are in recovery from family violence, and trying to regain their mental and/or physical health are also living in reduced financial circumstances.

They often cannot afford services or goods that most families take for granted. This fund accepts both cash and donations in kind from generous businesses and individuals. Donations may be vouchers for goods or services, or money to provide these.

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

“ For more helpful information about the ways you can contribute to and increase Doncare’s work in the community, please contact us on **9856 1500** or visit our website **doncare.org.au**.

Mission, Vision and Values

Our Mission

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 Vision

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

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

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

Our Values

Integrity

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

Professionalism

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

Openness

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

Valuing our people

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

Partnership

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

Inclusiveness

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

Non-judgemental

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

Generosity of spirit

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



doncare

Doncaster Community Care
and Counselling Centre Inc.
www.doncare.org.au



SUPPORT

STRENGTHEN

COMMUNITY