

Annual Report

STRENGTHEN

SUPPORT

EMPOWER

Celebrating
48 years of service
to the community

TABLE OF CONTENTS

About Doncare	2	Volunteers Receiving Service Certificates	26
2016-2017 Highlights	3	Volunteers	27
Doncare At a Glance	4	Submission Report	29
A message from our Patron	6	Doncare Donors, Supporters and Partners	30
President's Report	7	How can you help	31
CEO's Report	8	Corporate Services	32
Clinical Services	9	Treasurer's Report	33
Dorothy Rose Fund	13	Independent Auditor's Report	34
Family Services	14	Financial Reports	35
Information and Crisis support	16	Notes to the Financial Statements	36
Social support for seniors	20	Directors' Declaration in relation to the Financial Report	37
Op Shops Program	22	Administration & Marketing	38
Volunteering in Manningham (ViM)	24	Our People	39
Menzies Australia Day Awards	25	Op Shop Locations	40
Doncare Honour Roll	26		

ABOUT

doncare

Doncare is a not-for-profit community services organisation that has operated in Melbourne's Inner East since 1969. Doncare provides support to people experiencing significant economic and social disadvantage in the community. Doncare is the first point of contact for people in emotional or financial crisis, or in need of practical support as well as providing long term support in recovery. Doncare has established a reputation for connecting people in the community. The philosophy "by the community, for the community" remains true to Doncare's core business of strengthening & supporting the local community through helping others overcome adversity and to the ethos of volunteering.

Program snapshot:

- **Domestic violence assessment and support**

Since 2004 Doncare has progressively increased its services for women experiencing family violence where no programs previously existed. Doncare provides a wide range of programs to support women and children who have experienced family violence through the different stages of recovery.

- **Information and crisis support**

Community Support Workers provide financial and material assistance to families experiencing emotional or economical hardship.

- **Family Services**

Our family support program provides information, guidance, practical strategies and emotional support, offered to families and children in their own homes.

- **Social support for seniors**

Our social support program provides volunteer supported social and recreational outings to community venues for older isolated individuals.

- **Counselling**

Our trained counsellors provide a confidential and impartial counselling service.

- **Op Shops**

Our seven Op Shops not only support Doncare's programs, they also strengthen the community by providing opportunities for volunteers to gain new skills and make new friends.

- **Volunteering in Manningham**

Doncare's ViM program connects the community by linking people who have the capacity to help with organisations seeking volunteers in the Manningham area.

Doncare acknowledges the Wurundjeri people as the traditional custodians of the land now known as Manningham. We pay our respects to Wurundjeri Elders past and present.

Protecting personal and sensitive information is a key element of Doncare's work. Stories and quotes presented throughout this report are indicative of clients seen throughout 2016-2017.

“ Doncare supports people who are vulnerable or in crisis in the City of Manningham and surrounds.

HIGHLIGHTS

2016-2017

SaSSing create awareness for Family Violence on *The Project*

iMatter App recognised for innovation at 2016 Australian & NZ Internet Awards

The Rotary Club of Templestowe presented Kerrie McMahon and Lia Henry with Pride of Workmanship Awards¹

Doncare and EACH partner to expand counselling services

Doncare wins Manningham Business Excellence Award 2016

Director of Clinical Services, Nitika Maharaj sole speaker at Parliament 'Psychology: Partnering in Creating a Future Free of Family Violence'

Victorian Equal Opportunities and Human Rights Commission recognise Doncare as experts in Family Violence

Mayor of Manningham, Michelle Kleinert launches Doncare and Information Warrandyte's partnership to provide Emergency Relief to local residents

12 Doncare volunteers honoured at 2017 Menzie's Australia Day Awards

Co-design of the "Eat and Greet" project with Living & Learning @ Ajani

An audience with:
Rosie Batty
Liana Buchanan
Fiona Richardson
Department of Premier and Cabinet

¹ The Rotary Club of Templestowe commenced the "Pride of Workmanship Awards (POWA)" in 2013 to facilitate the opportunity for employers to give recognition to employees where it is considered due.

doncare AT A GLANCE



36
Staff (20.86 EFT)



1090+
clients received



685
Volunteers provided
121,045 hours
of service
\$2,099,575
value



over
23,000 hours
of service support



14.9% increase
in appointments offered

Manningham is perceived as an affluent municipality, however the facts are that:



12.2%
of families earn less than
\$500 per week



30.43%
client referrals to Doncare
Family Services come from
Child Protection



\$450 per week
average rental costs for
Doncaster



15%
of clients seek support from
Doncare due to family violence



37% increase
in Family violence reported
to the police



2489 hours
of counselling for women
experiencing family violence

Manningham residents are diverse:



42%
of people speak
a language other
than english at
home



3611
people over the
age of 85 live alone,
5%
need assistance due
to lack of mobility
and old age



19.6%
Volunteer regularly

Volunteering in Manningham



734
Volunteer
Interviews



126
Programs
supported



781
Positions
promoted

Information and Crisis Support Team



3474
financial and
material aid
services provided



536
pensioners and
children received
Christmas
provisions



97
students supported
through Back to
School and Student
Wellbeing programs

Response Team



111
Families provided
with case support



18
Student Placements

Op Shops



428
Volunteers provided

57,700
hours
of their time

\$173,100
value

Social Support



74
Volunteers



8069
Hours of
supported activity



4742
Volunteer hours



9.8%
of people over 65 live
alone in Manningham

Family Services



3445
hours of active
client support



46
families
supported



47
Children

Clinical Services



5672
Appointments
offered



379
Clients supported
through clinical
services



1118
hours of Professional
Supervision of
students



1197
Participants in
iMatter workshops
and presentations



1332
Total number of
iMatter service
delivery hours

**ROSIE
BATTY**

A MESSAGE FROM OUR PATRON

Just over a year ago I stood with representatives of the Women's Legal Services Australia in Brisbane to launch their five-step plan to put safety first in family law.

For decades women's and community legal services have been at the frontline in dealing with victims escaping violence as they try to navigate the family law system.

Their dedicated lawyers and volunteers understand all too well the systemic problems these women and children face, and so they worked really hard to present a credible plan that provided practical solutions.

Then tens of thousands of us around the country, joined together to sign the 'Justice for Kids' petition. The petition was delivered to parliament directly into the Prime Minister's hands.

On May 10 2017, the Turnbull government has said there will be a comprehensive review of the family law system, and announced some key measures to address safety issues. This campaign has showed what we can achieve when we work together.

Of course, we still have a lot to do. Australia is in the middle of a family violence epidemic and we need to keep up the momentum for change.

Whilst I reflect on the actions and successes of the past year, I am continually mindful of the impact organisations such as Doncare have at a local level. The support and caring that is shown to women and children recovering from the impact of family violence through Doncare's counselling programs and education and support of women through iMatter and DAWN cannot be underestimated.

I congratulate Doncare on the positive impact that they have made in the lives of women and children escaping family violence and look forward to continuing to share their vision, and show the community and government that we can be the voice for change.

Rosie Batty

Doncare Patron 2017



A white, handwritten signature of Rosie Batty is overlaid on the bottom left of her portrait. The signature is stylized and cursive.

“ It’s my pleasure as your President to present to you, the 2017 Annual Report of Doncare.

PRESIDENT’S REPORT

Once again, we’ve had another big year serving the community of Manningham, with services delivered by our dedicated management team, staff and volunteers. You will find details of these programs and their outcomes throughout the Annual Report.

In July this year I attended a board governance conference for the not-for-profit (NFP) sector that presented some very interesting challenges. The overriding theme was that the NFP landscape is changing rapidly, and so the need for transformative leadership is now imperative for survival. In these days of digital disruption, we were reminded that no matter what line of business we may be in, someone, somewhere, right now is making plans as to how they will disrupt your business.

The message for us at Doncare is that we must continue to be responsive to the needs of our stakeholders:

- our clients who need our services;
- our funding bodies on whose behalf we deliver services;
- our staff and volunteers who want to make a difference;
- and our community in general, who want to see the vulnerable supported.

We believe that we measure up well in terms of being responsive, adaptive and accountable. But we can’t become complacent. While change is inevitable, we do have some control at least, in how we respond to and manage change.

Your board is committed to continue ensuring the sustained growth of Doncare, and that will require all of us – board, staff, members, and supporters – to embrace change while remaining focused on our core purpose of addressing the needs of the vulnerable in our community.

In closing, I once again wish to record my thanks to our CEO 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 OAM
Doncare, President



Volunteer Glenda Deoki and President Tony Monley

“ Our work is underpinned by listening to the voices of our clients and the needs of our community.

CEO'S REPORT

I am privileged to lead this wonderful organisation called Doncare. Our work is underpinned by listening to the voices of our clients and the needs of our community. Throughout 2016-17 we continued to strengthen our commitment to support clients and proudly present our achievements to you in this Annual Report.

We have great people, experience, wisdom and capacity. On a daily basis, staff and volunteers listen to society's most horrendous problems: insidious stories of family violence to women and children, as well as poverty and disadvantage. We are an organisation known for having the courage to build relationships and partnerships to bring together a wealth of experience and knowledge with the aim of delivering high quality services to those in need.

During the past year we have formed a partnership with Eastern Access Community Health (EACH) and host their counsellors to provide drug and alcohol and gambling counselling to the Manningham community, which compliments the Doncare counselling services. We have also formed a partnership with Eastern Domestic Violence Service (EDVOS) and host a staff member at Doncare who provides additional information and support to clients and staff, or provides a stepping stone to EDVOS client case management where needed. We also host a homelessness worker from SalvoCare Eastern. With this suite of specialist program responses, we are able to offer support to those most in need in our community.

Doncare also commenced a partnership with Information Warrandyte to deliver Emergency Relief services to the Warrandyte community, which sees Information Warrandyte volunteers coordinating the distribution of food vouchers, food parcels and household essentials. Doncare will share expertise

in the intake and assessment of clients and act as a point of referral for clients who may present with more complex needs.

This partnership would not have succeeded without the practical and professional support from Manningham City Council staff and Councillors.

The outcomes of our past year's work could not have been possible without the passion, dedication and commitment of our 500 plus volunteers, who are the lifeblood of the organisation, our staff, our funding bodies and our many partners. I want to acknowledge each and every one of them for their amazing efforts this year.

Finally, our Board and Senior Management have worked exceptionally hard to achieve the many outcomes presented in this report. I want to take this opportunity to thank the Board President, Tony Monley, for his good governance and leadership and his support to me both personally and professionally.

Doreen Stoves AM PSM JP

Chief Executive Officer



Doncare Patron Rosie Batty & CEO Doreen Stoves

CLINICAL SERVICES

“ Our human compassion binds us the one to the other – not in pity or patronisingly, but as human beings who have learnt how to turn our suffering into hope for the future.

Nelson Mandela.

Through the Clinical Services therapeutic programs, Doncare has continued to work with compassion, strengthening individuals and working to build hope and skills for a better future for individuals, families and the broader community.

Clients present with a range of issues including anxiety, depression, grief, separation, anger and domestic violence. Domestic violence is a major issue, with 163 clients presenting for counselling following domestic violence.

This year Doncare has consolidated its position as a quality provider of counselling and domestic violence services in Melbourne's inner east. The focus has been on building evidence based best practice and catering to diversity. There has been a strong emphasis on building safety networks and empowering clients. We have further concentrated our efforts to ensure all staff work with a child centred approach.

To cater to the diversity of clients and their needs, we have expanded our breadth of services by developing partnerships with Eastern Access Community Health (EACH) and Eastern Domestic Violence Service (EDVOS). Gamblers Help therapeutic counselling and Alcohol and Drug counselling and access to EDVOS case management services now compliment Doncare's suite of services.

Our clients come from diverse backgrounds and age groups. While the general counselling program is for clients over the age of 18, the other services cater to children and youth. The youngest client was 2 years old and the oldest was 91! To respond to the increased range of cultural backgrounds of clients, Doncare has a number of staff who are bilingual to support this diversity.

We have continued to expand our counselling services via Psychological Strategies (formerly known as ATAPS), which supports low income families. Access to this service is via referral from health practitioners, agencies and self-referral. These services provide invaluable support to adults, children and youth.

Doncare's strong commitment to building the next generation of counsellors is evident through our partnership with the Cairnmillar Institute, which deepens our connection with a pool of students studying Masters of Clinical Psychology, Masters of Counselling and Masters of Professional Practice. Through their placement in Doncare's clinical services program, students gain experience in the field with access to clinical supervision, professional development and the opportunity to draw on the wealth of expertise across the organisation.

Building the expertise of our staff has been a strong focus throughout the year and numerous professional development opportunities were provided to staff, students and volunteers.

“There is a wealth of knowledge here that wasn't accessible in other placements.”

“Expectations have been exceeded for this placement.”

Nitika Maharaj

Director, Clinical Services

“ There is a wealth of knowledge here that wasn't accessible in other placements.

“ The concept of being an up-stander instead of a bystander has stuck with me. I’ve noticed that I’m more likely to speak out against something derogatory, insensitive or sexist.

(iMatter program participant)



iMatter

The iMatterYouMatter WeMatter program highlights Doncare’s expertise and commitment to supporting the development of healthy, compassionate relationships and to creating a better future for the community. iMatter leaders aged 18-26 are trained to deliver workshops to help young people build self esteem, respect and resilience by creating awareness around societal pressures and social attitudes. The workshops focus on identifying potential risks in relationships, recognising and responding to controlling and abusive behaviour, understanding the dynamics of healthy relationships and how to support others who are experiencing domestic violence.

The young leaders are engaging and provide age appropriate content to encourage youth to connect to the themes and develop their ideas. The program’s social media presence continues to thrive through Instagram, Facebook and the iMatter App.

Nitika Maharaj

Director, Clinical Services

“iMatter has been an awesome experience where I have met wonderful people who are just as passionate about creating a safe community for everyone as I am. It has been incredibly rewarding mentoring teens all over the state this past year. A big thanks to the team at Doncare for making it all possible.”

(Whitney, iMatter Leader)

“I love being a part of iMatter because the workshops are youth-led and I think this helps our engagement, relevance and ability to build trust with the high school-aged people involved in our workshops. I enjoy being able to raise awareness of the problem of violence and discrimination against women while also demonstrating to young people the concrete ways in which we can help change the statistics. I strongly believe that we are all better off in a society that promotes equality and respect for all people.”

(Eloise, iMatter Leader)

iMatter leaders



Domestic Violence Assessment and Support (DVAS)

“With a supportive agency like Doncare so much is possible to help women start to believe in themselves again.”

Since 2004, Doncare has progressively increased its services for women experiencing family violence. As a highly regarded expert in domestic violence prevention and recovery, Doncare staff have presented at numerous conferences throughout the year, including *Partnering to create a future free of family violence* for National Psychology Week at Parliament House.

In November, Doncare’s Choir (Survivors and Supporters Sing) played its part in raising awareness of domestic violence on the International Day for Elimination of Violence Against Women. The story on Channel 10’s *The Project* was a wonderful celebration of the joy the SaSSing choir brings by giving voice to survivors and supporters of domestic violence.

Therapeutic groups continued to provide support women to gain confidence and live free of violence, building protective factors and working through past trauma to building an identity free of violence.

In response to client needs, a new group called Creativity to Calm was introduced this year. This group addresses the need for grounding and calming after the trauma of domestic violence before women were able to access other therapy. The group used our understanding of trauma, the need to self regulate and the women’s own creativity to help to manage stress and their body’s response to trauma. The response to this group was extremely positive and clients were very keen to participate. This group has added to the strong suite of recovery programs Doncare offers to victims of domestic violence.

Nitika Maharaj

Director, Clinical Services



“
I’m safe, my children are safe. The only thing we have to escape from these days is the past.

Doncare client

DAWN

“My mentor has been a gentle anchor for my growth and forward movement in my life.”

The significant and highly effective Doncare Angels for Women Network was independently evaluated for the second time, highlighting significant positive outcomes for clients who are matched with a volunteer mentor over a 12 month period.

All mentors are trained and supported by professional staff and provide an invaluable connection to women who have left a relationship due to domestic violence. This program supports and nurtures sustainable change. At a time when many women are feeling isolated, they are provided with a trusting and compassionate relationship that offers understanding and a safe introduction into the wider community. After support from this program, many women have gone on to study for the first time in their lives, gained employment for the first time or re-entered the paid workforce after many years. The program is life changing for many of the women and the volunteers involved.

Downloads of the Live Free App developed by Doncare continue, providing an invaluable resource to support women to understand if they are in a domestic violence situation and the options available to them. Developments to improve the app to ensure it caters for, and is relevant to, all sectors of the community are now in progress.

Nitika Maharaj

Director, Clinical Services

CLIENT STORY

Lauren

"I felt alone, scared and isolated. For years, I had been in a relationship that became emotionally and physically abusive. I was depressed and struggling. A couple of months ago I left my partner, which was even harder than I had imagined. I felt safer but had limited support from family and friends. Whilst some people wanted to help, they didn't really understand. Catching up with my DAWN mentor gave me a relationship that was trustworthy, caring and fun. It was just about me. My mentor was a listening ear; someone to meet for a coffee or a walk and help me feel stronger as a parent."

“ My mentor was a listening ear; someone to meet for a coffee or a walk and help me feel stronger as a parent.

SUPPORT



DOROTHY ROSE FUND

Dorothy Rose was a stenographer, born during WW1. In 1945, at the age of 29, she married a returned serviceman. He had a number of problems and her life became dominated by his controlling and absurd demands. He was especially violent when he was drunk, and Dorothy required surgery after some assaults. She suffered many miscarriages and two stillbirths, but bore four other children, including a daughter who died when only eight weeks old.

Dorothy was a woman of extraordinary character, and went through a path familiar to abused women the world over. She sought help from her doctor, priest and family, with little success. When her eldest child was 11 and she was very ill, Dorothy finally obtained support from a spinster relative and escaped with her three remaining children. With safety and support Dorothy lived another 12 years, long enough to see her youngest child turn 19.

Dorothy's story is not spectacular, and yet it is. She is one of thousands of women, most of them mothers, who battle prejudice, poverty, grief and abuse in order to achieve safety, peace and positive outcomes for themselves and their children. Dorothy's path to safety would have been much easier had there been for her the type of supports that are now available to abused women. For this reason, as well as to honour her courage and integrity, this fund is named after her.

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. www.doncare.org.au

“Dorothy was a woman of extraordinary character, and went through a path familiar to abused women the world over.



FAMILY SERVICES

Our Family Services team are proud of another successful year assisting families who are experiencing a number of difficulties that impact on the welfare of their children.

Most families are keen to learn new skills and strategies to help them to parent effectively, and our skilled team help them to do this. Many families have multiple complex issues including mental health, family violence and financial challenges. The team works within very clear guidelines so that quality of service to clients is assured. We were very pleased to once again pass our external accreditation with flying colours.

We were pleased to benefit from the introduction of “Flexible packages” for Family Services clients this year, which was a small amount of extra Government funding made available to purchase essential goods and services that ease immediate pressures for families.

Referrals into Family Services come from a wide variety of sources, although, once again referrals from Child Protection were significantly higher than those from any other source. This reflects the ever increasing complexity of family situations.

Noting the increasing complexity of family situations and the high level of family violence as a factor, we were pleased to receive increased funding from the Department of Health and Human Services. This funding increase has allowed us to fund a specialist family violence case worker to compliment our professional supports within Family Services.

A partnership with Manningham Maternal and Child Health service and Manningham City Council enabled us to further develop and extend our “Connecting Families in Bulleen” project.

This helped to highlight our services to the Bulleen community and to identify families who may particularly benefit from being linked to support services. For many such families social isolation was a key issue and was related to things such as being newly arrived in Australia, or not knowing neighbours because everyone goes out all day, returning only in the evening.

We also worked closely with the “Parentzone” team to deliver a course designed to teach parents how to recognise and respond to children’s emotions. Parentzone is an evidence-based program tailored to each parent’s goals and needs. It is designed to prevent anger, physical harm and fear within families by helping parents be calmer, more confident, better able to manage their own and their children’s feelings, and set reasonable, appropriate consequences for misbehavior.

Sometimes persistence pays off! A client referred for Family Services in 2014 disengaged after a few months, largely due to her high levels of anxiety and depression, as well as ongoing family violence. When the family was re-referred in 2016, the family worker was very committed to enabling this mother to stay engaged and did all she could to address the mother’s anxieties and other obstacles to accessing the service. She kept in regular contact with the mother, and worked hard to strengthen their relationship, showing that she was a consistent and trustworthy support, even during periods of potential disengagement.

Ian Clark

Manager, Integrated Family Services



19%

of clients seek support for underdeveloped parenting skills



15%

of clients seek support due to family violence



30%

of clients are referred by Child Protection

CASE STUDY

A young couple with a two-year-old son was referred to Doncare Family Services for support with their son's aggressive behaviour and temper tantrums. The family had arrived as refugees in Australia with a history of trauma, including torture. Their visa status gave few entitlements so finances were very limited. They were very socially isolated and lived in a small apartment. The mother felt depressed and lacked confidence in her parenting ability. The little boy spent a lot of time watching television and did not seem to know how to play with toys. The Family Worker helped the parents to better understand their child's behaviour and needs and linked them with a local playgroup. She also encouraged them to play with their son and have fun, emphasising the importance of play for connection and learning. The parents recently expressed delight in the fun they were having in playing with their son and their appreciation for the resulting improvement in their relationship with him.

“ The Family Worker helped the parents to better understand their child's behaviour and needs and linked them with a local playgroup.

STRENGTHEN

INFORMATION AND CRISIS SUPPORT

Intake Team

The Information and Crisis Support Intake Team (ICS Intake) continued to provide much needed support to families living within the City of Manningham. Despite Manningham's perceived wealth, we continue, as in previous years, to provide support to large numbers of individuals and families. Most support requests relate to the rising cost of living with families struggling to maintain basic necessities such as secure housing, food and clothing. The rising costs of utilities in recent years has also put pressure on family incomes. Thanks to the generosity of our philanthropic donors, we were able to assist households to meet school equipment and activity costs.

Manningham has a rich diversity of cultural groups and this year we assisted clients from over 20 cultural backgrounds. After English, the most common languages spoken by clients were Persian, Arabic, Cantonese, Greek, and Mandarin. We continue to work towards ensuring that we are responsive to all of our local community needs and are encouraged by this diversity amongst our client groups.

The majority of our client work is done by volunteer Community Support Workers (CSWs). Community Support Workers are invaluable to the service we provide to clients. They attend professional training and are supported by Doncare's highly skilled and trained staff. Many of our CSWs have worked in their roles for a number of years.

Following discussions over recent years about a more localised service in the Warrandyte area, Doncare officially launched a partnership with Information Warrandyte in June. Hosted by the Committee of Information Warrandyte and attended by Manningham Mayor, Michelle Kleinert, Manningham City Councillors, Doncare Patron, Rosie Batty and Doncare staff.

This year we also consolidated our partnership with the Ajani Centre in Lower Templestowe to co-design the "Eat and Greet @ Ajani" project. Fresh food is prepared by volunteer chefs at the Ajani Centre, which can be eaten fresh on the day of preparation or collected as a healthy frozen meal to take away to eat later in the week. Recipients are referred by community agencies and to date Doncare clients have benefited greatly from this extra service. Many of the clients referred to the service have since decided to volunteer for the project and some have even gone on to acquire their Food Handling Certificates. This is a fantastic health and social initiative that Doncare is proud to be a part of.

Finally, we could not provide such a wide range of services, direct assistance and referrals without the generous assistance of the wider Manningham community as well as our dedicated group of volunteer Community Support Workers and we thank you all sincerely for your continued support.

Ian Clark

Manager, Information & Crisis Support

CSWs are not social workers and there are limits to what they are expected to do. There are always trained and experienced people on hand to provide advice and support, and the volunteer's safety is always a priority. People are grateful for your help and you come away from interviews with a great sense of having made a difference. I've found Doncare an amazing place to work, with a staff of kind-hearted and supportive people who are always cheerful. For those who find themselves suited to the role, becoming a CSW at Doncare is a great way to contribute to the community.

Lynne Lloyd



EMPOWER

CLIENT STORY

I arrived on Doncare's doorstep soon after the arrival of my fourth child. I was a single parent, I felt alone with no other family support and was struggling financially to support my children. I was unable to afford basic necessities much less keep on top of mounting bills.

The volunteer Community Support Worker provided me with food vouchers and a food parcel supplied by local community members from the Doncare food pantry. I was also given a clothing voucher to spend at one of Doncare's op shops and a baby bundle package for my new baby that was packed and prepared by a local church group. Doncare also provided a Telstra voucher to help pay part of my phone bill and gave me heaps of information on the range of support services in my local area. I felt really well supported both practically and emotionally and far less isolated than I did before Doncare came to the rescue.



536

individuals and families provided with gifts and hampers at Christmas



“ I felt really well supported both practically and emotionally and far less isolated than I did before Doncare came to the rescue

Response Team

As financial resources increasingly diminish, we continue to be proud of the work of the Response team who take referrals from the ICS Intake team so that clients can be linked to a case manager for a short period of time. This enables them to work on recurring issues that contribute to crisis, helping them to develop strategies that empower them to seek solutions pre-emptively and supporting them to navigate systems ensuring they receive the help to which they are entitled.

As we found last year, financial issues continue to dominate the presenting client issues, although this is almost always just the tip of the iceberg. Our team assists clients as they experience a wide variety of life difficulties. Typically this involves advocacy with agencies such as utility companies and Centrelink, and this is done with enthusiasm and energy by our regularly changing group of social work students under the watchful eye of our team leader and the RMIT academic staff. Over the past year, we have facilitated 18 students as they work towards their qualifications.

The Response Team has helped clients to make changes that were previously unheard of. In the words of one particular client:

“When I first saw my case worker my main reason for seeking help was: “I was suffering from family violence and I was starting again with nothing”. Since working with my case worker “everything changed because I moved out with just a suitcase and now I have furniture and white goods and I’m getting the assistance I need. Everything is amazing. Thanks!

Ian Clark

Manager, Information & Crisis Support



Yasmin

When Yasmin first came to Doncare she and her 4 year old son were ‘couch surfing’ with a friend. Yasmin and Jamie had recently relocated from NSW to Manningham after fleeing family violence. Yasmin had limited social, emotional or financial support. Originally from Turkey, Yasmin had a sister living in Melbourne however no other support networks.

After her initial assessment with ICS Intake, Yasmin was referred to the Response Team. It was identified that Yasmin was experiencing significant trauma as a result of her violent marriage and she was significantly impacted by financial hardship due to her circumstances.

The team referred Yasmin to Salvo Eastcare to assist her with her housing needs and with their support she was able to secure a private rental for her and Jamie. Another referral was made to Eastern Emergency Relief Warehouse to source beds, a lounge suite and a kitchen table. The Doncare Op Shops were able to provide other essential household goods.

The team liaised with Centrelink to ensure Yasmin received the full family benefit and also assisted Yasmin to access childcare for Jamie then they addressed enrolment into Prep for 2017.

Yasmin was referred to Doncare’s counselling program and also worked with EDVOS to address ongoing safety concerns relating to custody arrangements for Jamie.

“ Recently while reviewing Yasmin’s goals, she said she couldn’t believe how far she had come.

The team submitted a funding application to EDVOS for rental assistance, new white goods and a laptop (to support return to study). This assistance had an immediate impact on Yasmin’s ability to provide for her son and helped alleviate the financial burden on her.

Recently while reviewing Yasmin’s goals, she said she couldn’t believe how far she had come. The financial assistance provided enabled Yasmin to save enough to purchase a second hand car. She can now take Jamie to school and be more involved in school activities. Yasmin has also found a part-time job. Yasmin is very excited about the future and is planning to pursue further tertiary studies.

The latest Royal Commission into Family Violence 2016 states that many women are often disadvantaged because of not knowing where to seek information or resources. This is especially relevant with women from Culturally and Linguistically Diverse (CALD) backgrounds due to language barriers, lack of culturally sensitive resources or fears regarding their migration/visa status. Luckily Yasmin was linked to Doncare who provided information, support and assistance in every step of her journey. Without Doncare’s support Yasmin may still have been couch surfing or even homeless.

SUPPORT

“ An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.”

World Health Organisation

SOCIAL SUPPORT FOR SENIORS

As stated by the World Health Organisation one of the major keys to aging well is to stay connected to community, one of the main aims of the Social Support Program. We believe that everybody, regardless of their age, is entitled to be treated with dignity, respected for who they are, valued for all they have brought, and continue to bring, to the wider community.

This year has seen a number of significant successes for us, we have managed the transition from being funded through the Victorian Government Home and Community Care Program to become largely funded through the Commonwealth Home Support Programme.

We have been fortunate to retain a small amount of funding from the Victorian Government HACC Program for Younger People which allowed us to continue to provide services to a small number of socially isolated under 65 year olds who have a disability.

During May 2017 the Social Support Program underwent a Commonwealth Home Support Program Quality Review by the Australian Aged Care Quality Agency. We were delighted that all standards and requirements were met. Thanks to the Doncare staff, volunteers and clients who participated in the review.

During the year 114 individual clients have been a part of the program. Of these individuals 59 are aged 85 years or over. There is also a large culturally diverse mix with 26 different countries of birth being represented. Many wouldn't otherwise have had the pleasure of going out to movies or have a meal in the company of friends, go for a walk in local parks, meet friends for afternoon tea, have a day enjoying a range of activities with like minded people or travelling to places of interest.

We have again been privileged to provide services to some of the more senior Manningham residents, assisting them to stay connected to their community, their peers and to afford them with health enhancing enjoyment in life. Of course none of this is achievable without our generous volunteers who regularly give their time to drive and support our clients.

Helen Mackenzie

Manager, Social Support for Seniors



Carramar Diversity:

27
clients

9
countries of birth



285

**Total Number of
group outings**

GROUP PROFILE

Carramar Friendship Group

Carramar commenced in 1982 by the now Manningham Uniting Church and became a group of the Social Support Program in 2002. A typical day at Carramar begins with morning tea when everyone arrives, then the clients break out to activities usually either a craft group, a table games group or a combined crossword group. The group then come back together and lunch is then served usually soup, sandwiches and a dessert beautifully put together and presented by volunteers. Then they all get to enjoy the talents of visiting entertainers, educational speakers, arm-chair travel or perhaps games before they are chauffeured home by volunteers.

This is one of our larger groups catering to a very diverse range of individuals. During the year, of the 27 clients, one was aged under 74, 10 were between 75-84 years, 15 between 85 and 94 years and our most senior client was 102. Between them all there is a staggering 2282 years of fascinating life experiences, stories and history!

Adding to the varied experiences is their cultural backgrounds with the clients being born in nine different countries. There are eleven clients who were born in Australia but the majority have moved here for a variety of reasons from the following countries; Italy, Scotland, England, South Korea, India, Slovenia, Egypt and Armenia.

It is an amazing experience being amongst this group of 21 women and 6 men, observing how well they all get on and the ways they find to help each other both at the group and through friendships that go beyond Carramar. Doncare is very fortunate to have very dedicated volunteers who contribute so much each week to ensure these treasured clients go home feeling respected, happy and looking forward to the next week.



OP SHOPS PROGRAM

Doncare operates seven Opportunity Shops and a Depot that raise substantial funds for Doncare programs. Our volunteers are an integral component to the success of the Op Shop Program and contribute over 1,154 hours of volunteering per week (57,700 hours per year).

Our volunteers are between 18 and 90+ years with extensive life experiences and volunteer for varied reasons. Some wish to improve their English, others are wanting to develop skills to return to work, or give back to the community or develop friendships. In addition to volunteering at the Shop or Depot, many volunteers take on extra responsibilities by being a member of the shop committee which oversee the day to day running of the shop. We have also recruited volunteers who have particular skills that the Op shop Program can utilize, for example a Handyman (a retired Builder/Carpenter) who is assisting with repairs and maintenance in the shops and depot.

This year we have seen the Depot volunteer base grow from seven to 17 volunteers all participating in a variety of tasks including electrical testing, recycling metals, furniture pick ups and delivery. Three of our volunteers from the Depot received a Menzies Award this year in recognition of their contribution to the community- Graeme Andrews, Kevin Fowler and Peter Gartner.

Doncare highly value their volunteers whatever their skill and experience and acknowledge that without them, we would not be able to raise the income we do for the programs Doncare operate.

Doncare are incredibly grateful to Loris for 35 years of hard work and commitment to the Opportunity Shop Program and to each volunteer who has assisted throughout the year.

Whilst the Op Shops provide practical support to those in need, the primary focus is raising funds to support Doncare's programs. This financial year (2016-2017) the Op Shop Program raised \$1,148,409.

One of the ongoing challenges for the Op Shop program is meeting the increasing overheads such as rent body corporate fees, water, electricity and phone bills.

The Op shop Program is always looking for ways to generate further income to meet these increases and to support Doncare Programs. Aside from funds raised at the Op Shops, income is generated from metals collected from the shops to be recycled, old phones are recycled, eBay sales and Jewellery sales.

This year we also organised a number of events to generate more income including a Pop Up Shop at Pines Learning 40th Birthday, a Jewellery sale at the Volunteer Function, a Pop Up Shop at a vacant shop at Blackburn North shopping centre and a Garage Sale at the Depot.

“ The Op Shop program also value and appreciate the generous donations from the public and businesses who continue to donate new and preloved items that we can sell to our customers.

There are many ways that individuals and businesses can become involved in the Op Shop Program. These include the contribution of skills, time and the donation of preloved goods. The Op Shop Program sincerely thank all those who have assisted in these ways throughout 2016-2017 and welcome their contribution and support in the following year.

Jenny McMahon
Manager, Opportunity Shops Program



\$13,018
eBay sales



\$1,148,409
Shop Revenue



VOLUNTEER STORY

Loris

Loris started volunteering 35 years ago in Doncare's first Opportunity Shop in 1982 at a shop in Burke Road. The shop moved to Jackson Court where her mum joined her and they worked together for ten years.

Loris was originally from the country and attended a rural school. She has one brother still living and a sister who has passed away. She has a nephew living in Donvale and nieces that live in Switzerland.. Before she started working as a volunteer she had a job embroidering with gold for the Masons and it was after she retired and caring for her parents that she was looking for something else to do and started volunteering.

When asked what she enjoyed most about working in the Opportunity Shop she replied 'the people- other volunteers, the staff and regular customers. It has been a wonderful opportunity to get to know so many different people.'

Doncare are incredibly grateful to Loris for 35 years of hard work and commitment to the Opportunity Shop Program.



STRENGTHEN

ViM STORY

ViM Volunteer (Maria):

Maria retired a few years ago and initially had a wonderful time finishing off many projects, spending a lot more time on her hobbies and bringing her house and garden to pristine condition. Gradually, however, she felt that something was missing from her life. She wasn't getting out as much as previously, or meeting new people, or learning new things or using her wide range of skills. She wasn't having the fun she used to have, or the excitement. There seemed to be no adventure left and not much new to look forward to. "I feel diminished," she told us, "almost as if I'm slowly disappearing. I want to get my life back." Her adult children had become concerned and strongly recommended to her that she find an enjoyable volunteering role.

After attending an Introduction to Volunteering session and a ViM interview and then exploring many options, Maria started volunteering supporting adults with an intellectual disability in a weekly arts class. "I love it," she told us. "I've got my spark back and I feel like Maria again. When I help out at the classes, I feel valued by the staff, other volunteers and the participants. It's a joy to be in a creative environment and to support people to express their creativity. I've met so many new people, made lots of new friends, and I feel part of something bigger than myself. Thank you, ViM and Doncare, for helping me transform my life!"

VOLUNTEERING IN MANNINGHAM (ViM)

The ViM Program had another busy year promoting and supporting volunteering in Manningham. We held public Introduction to Volunteering (I2V) sessions and a special "Explore Volunteering in Manningham" session for National Volunteer Week.

We talked to school students and community groups and displayed at local expo's and festivals. We advertised volunteer vacancies for local not-for-profit organisations and suggested these vacancies to suitable interviewees, and we interviewed prospective volunteers, "shining a light" on possible pathways for them to reach their various goals.

Our support for not-for-profit organisations that engage volunteers in Manningham was focused on preparing for the National Disability Insurance Scheme (NDIS) and we organised workshops on this topic, in association with staff from Onemda. We also held two combined meetings with the Whitehorse Network of Managers and Coordinators of Volunteers on the topics of 'Child Safe Standards and inclusion in volunteering.

ViM helps identify volunteering opportunities for people of all ages, from pre-schoolers taken on family volunteering outings, learning the pleasure that helping others can bring, to seniors in their nineties who want to keep contributing to and connecting with their communities. Volunteering makes an important contribution to the health and well-being of older people, bringing benefits from connection, meaning and purpose, a social role and team membership, as well as from the acts of helping and from the feelings of compassion and connectedness that so many volunteers have.

We would not have been able to do this important work without the valuable contribution of our team of ViM volunteers.

Helen Mackenzie

Manager, Volunteering in Manningham



¹ Victoria has introduced compulsory minimum standards for organisations that provide services for children to help protect children from abuse. The Child Safe Standards form part of the Victorian Government's response to the Betrayal of Trust Inquiry (the 2013 Parliamentary Inquiry into the Handling of Child Abuse by Religious and Other Non-Government Organisations).

“ The Menzies Awards recognise the valued contribution of ordinary members of our community and celebrate our national identity as Australians.

MENZIES AUSTRALIA DAY AWARDS

On 26 January, outstanding members of the Doncare community, who have worked hard to make Manningham a better place to live, were acknowledged.

Clerical

- Michael Phillips

ICS Intake & Response

- Penny Phillips

ICS Intake

- Lindy Gilham

Counselling

- Catherine Pitman

iMatter

- Jessica Lam
- Olivia Troughton
- Eloise Molan

Social Support

- Isabella McDonald
- Carmel Schofield

Op Shops

- Graeme Andrews
- Kevin Fowler
- Peter Gartner



DONCARE HONOUR ROLL

The Doncare Honour Roll

Over 10 Years Service

Brentford Square

Elizabeth Castles	11 Years
Marion Earle	12 Years
Mel Gordon	11 Years
Robert McDonald	11 Years
Margaret Rimmer	11 Years
Joy Rooney	11 Years
Daniela Stait	11 Years

Bulleen Plaza

Marjorie Dowd	14 Years
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Clinical Services

Lynette Flynn	22 Years
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Information & Crisis Support

Jenny Reynolds	14 Years
Julie Yu	18 Years

Macedon Plaza

Bob Akbarzadeh	16 Years
Irene Curran	14 Years
Lorraine Gravener	16 Years
Inga Jekabson	11 Years
Alla Jerkovic	19 Years
Joy Nichol	18 Years
Val Osborne	20 Years
Kathleen Raymond	14 Years
Judy Reynolds	20 Years
Helen Rigopoulos	20 Years
Joye Sexton	17 Years

Brian Sexton	15 Years
Maria Stylianos	12 Years

North Blackburn

Freny Bagli	12 Years
Margaret Baird	13 Years
Jean Brown	13 Years
Christine Caldwell	13 Years
Shirley Shaw	13 Years
Jan Shields	14 Years
Pat Ure	14 Years

Social Support Program

Hazel Astley	15 Years
Patricia Austin	15 Years
Geraldine Bloom	21 Years
John Coombes	14 Years
Dorothy Dower	15 Years
Kathy Grimster	17 Years
Janet Handley	12 Years
Frank Johnston	15 Years
James Large	11 Years
Farzad Maghami	14 Years
Lorraine Manthey	38 Years
Anthony Mason	27 Years
Isabel McDonald	13 Years
Gerald Middleton	15 Years
Joan Middleton	15 Years
Shirley Monahan	15 Years
Dorothy Pearson	15 Years
Diane Pritchett	14 Years

Dorothy Ranyard	14 Years
Jenny Round	12 Years
Beverly Schurmann	14 Years
Carolyn Vimpani	15 Years
Shirley Weir	15 Years
Debbie Wong	16 Years
Sarah (Yuen-Ling) Wong	20 Years
Debbie Wong	16 Years

SSP & Templestowe Village

Ken Falconer	18 Years
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Templestowe Village

Diane Bone	13 Years
Faye Chalmers	14 Years
Robyn Dow	15 Years
Judith Everaarts	14 Years
Marlene Knight	16 Years
Lori Rossetto	12 Years
Barbara Toporkiewicz	15 Years

Tunstall Square

Rose Chong	12 Years
Lilian Donda	18 Years
Ila Franklin	28 Years
Margaret Gibb	14 Years
Jean Howey	22 Years
Catherine Parslow	16 Years
Carol Trainor	30 Years
Joan Wright	16 Years
Alice Zanon	21 Years

VOLUNTEERS RECEIVING SERVICE CERTIFICATES

Honorary Life Membership

10 Years' Service

North Blackburn

Margaret Janout
Coral Merrett

Brentford Square

Linda Challinger
Ivan Chow
Marjorie Crawford
Babs Elliott
Lesley Harrington
Mary Stenson
Bev Watupongoh

DAWN

Susan Porter

Macedon Plaza

Ida Ciciriello
Inga Jekabson
Colin Raymond

Social Support Program

Christine Crawford
Isabel McDonald
Carmel Schofield

Templestowe Village

Rosemary Climas

Tunstall Square

Alice Ho
Denise Ho

Silver Certificate

5 Years' Service

Brentford Square

Andrew Nymeyer
Marj Patten

Bulleen Plaza

Yvonne Dite
Joyce Dite
Michellina Fronticcia
Sonia Gough
Roslyn Harberts
Savita Hazari
Aurora Inchincoli
Leanne Khong
Miu Voon Ma
Carol Negus
Pat Twentyman

Counsellor

Sian (Priya) Woolston

DAWN

Gabrielle Coulson
Jennifer Gracie
Wai-Chung (Elsa) Lau
Hazel Lee
Wendy Ryan
Manjit Singh

Depot

Kevin Fowler
Peter Gartner

DVAS/iMatter

Judy Wai Ling
Jessica Lam

North Blackburn

Sue Fraser

Clerical

Uma Malipatil

ICS

Penny Phillips

Social Support Program

Jayne Appleton
Rita Ho
Patrick Leung
Graeme Mitchell
Mooi-Sim Ng

Templestowe Village

Brenda Hurley

Tunstall Square

Aileen O'Connell
Marilyn Patterson
Ali (Gholamali)
Shaigan

VOLUNTEERS

Board

Maree Bowman
Raymond Burnett
Des Galgut
Michele Kerrigan
Ron Kitchingman
Tony Monley
Dale Nielsen
Laura O'Brien
Brian Tooth

Clerical

Lara Alpess
Barbara Hall
Janice Hunter
Bradley Lacey
Jessica Lam
Heather Lovell
Uma Malipatil
Michael Philllips
Lois Savage
Kathryn Tandy

Counsellors

Melissa Bailey
Navpreet Bajaj
Tim Bonaldi
Carolyn Burns
Naomi Craker
Byron De Ridder
Tessa Dickson
Dominique Dolcetta
Taylor Dowling
Alessia Fabbian
Lynette Flynn
Zelinda Hoyle
Sasha Jontof-Hutter
Vasundhara Kulkarni
May Lai
Laura Larkin
Ling Wei (Maggie) Lee
Jeannie Leggett
Michael MacKay
Andra McClure
Kate Merckel
Magdalena Mroczka
Madeleine Newmarch
Jane Palomountain
Catherine Pitman
Carina Purdea
Trevor Roth
Olga Roumanos
Gina Salvagno
Matthew Scerri
Ryan Skehan
Katerina Stephanou
Keira Stevenson
Bharati Susarla
Katherine Swain
Nicole Varigos
Sian (Priya) Woolston
Lucia Wu
Johana Xanthopoulos

Community Support Workers

Rosina Cincotta
Linda De Francisci
Julie Diamante
Robyn Fowler
Lindy Gilham

Hannah Kelle
Audrey Kelly
Lynne Lloyd
Kathy Monley
Marilu Packer
Marilyn (Marilena)
Porqueddu
Jenny Reynolds
Rhonda Watts
Julie Yu

Doncare Angels for Women Network (DAWN)

Venetia Bellman
Maureen Brosnan
Rosanna Campagna
Rose Clark
Glenda Deoki
Jennifer Gracie
Sandra Higgins
Lucy Huang
Nekane Kandina
Merle Kleine
Grace La Vella
Wai-Chung (Elsa) Lau
Hazel Lee
Anne Little
Flora Longano
Jill Lowe
Sophie Michael
Lisa Nash
Mary O'Donohue
Susan Porter
Angeliki Puckey
Mhisti Rele
Wendy Ryan
Manjit Singh
Karen Throssell
Ruth Turner

Information & Crisis Support Intake & Response (Students)

Alicia Holmes
Katrina Dickinson
Anna Forster
Claire Drake
Hala Kurban
Joel Wittner
Breanna Large
Chantel Wirth
Marney Phillips
Estefania Nunez
Jess Brown
Gabriella Andrews
Claire Richardson
Melinda McGinley
Alexandra Hegmann
Penny Phillips
Estefania Nunez
Olivia Troughton

Family Services (Students)

Georgia Archbold-Digby
Jenny Stocks

iMatter

Whitney Bartl
Kimberly Batsas
Jacinta Boys
Amanda Bruce
Siobhan Bubner
Sam Busacca
Ivan Chan
Kaitlin Clarke
Annaliese Collison
Ruby Connolly-Hiatt
Daniella Cox
Samantha Daly
Sarah Emery
Lauren Faulkner
Stephanie Finmore
Anna Forster
Monika Fridgant
Louis Gennaccaro
Ann-Maree
Georgakopoulos
Natalie Hua
Alyssa Hunt
Stephanie Ibrahim
Drew Johnston
Wing Ka
Emily Kendall
Georgia King
Youlin Koh
Tara Kortel
Jessica Lam
Joanna Maddock

Op Shop Program Admin

Heather Lovell

Brentford Square

Freny Bagli
Danny Bourke
Hazel Bronzoni
Pam Brown
Elizabeth Castles
Linda Challinger
Jeff Champion
Ivan Chow
Marjorie Crawford
Phyl Dickens
Judy Dobson
Marion Earle
Babs Elliott
Ruth Furness
Mel Gordon
Pauline Mary Gow
Kath Hallum
Maria Hancock
Lesley Harrington
Prapid Jewel
Oldrich Kozak
Milka Kristan
Bao Yu (Kathleen) Liu
Lin Ma
Robert McDonald
Gaylene Moore
Andrew Nymeyer
Sandra Parisio
Marj Patten
Natashi Perera
Maureen Prior
Brenda Quaine

Irene Rea
Margaret Rimmer
Joy Rooney
Molly Somthaboun
Daniela Stait
Mary Stenson
Bev Watupongoh
Phillip Whitehead
Jennifer Yeo
Jie Zhu

Bulleen Plaza

Mohammadhassan Abedini
Arshad Ali
Jasnit (Jaz) Kaur Anand
Melvin (Swee Kee) Ang
Julie Austin
Angela Bonato
Leigh Bulman
Leone Carberry
Khar Mun Chee
Jennifer Chu
Joyce Dite
Yvonne Dite
Marjorie Dowd
Noelle Eaton
Gabriela Elgue
Michelina Fronticcia
Deidre Gilham
Sonia Gough
Amanda Hammer
Roslyn Harberts
Savita Hazari
Patrick Hosseini
Jaimi Houston
Aurora Inchincoli
Helen Isaacs
Katrina Karapanos
Anita Karpanos
Dina (Diana) Karvess
Mona Khan
Helen Khong
Leanne Khong
Yoke Peng Kong
Ali Kozanoglu
Jessica Kuo
Kim Dung Le
Yvonne Le
Cindy Low
Christy Makar
Margaret McCarthy
Majda Muzlai
Dina Natsikas
Carol Negus
Lai Pink Ng
Leah Penovic
Thisara Perera
Marie Petherbridge
Jose Pius
Mary Psaros
Giovanna Raco
Vera Recinella
Helen Rigopoulos
Elizabeth Rode
Lamees Rousan
Joye Sexton
Tarannom Shadabi
Jelena Stefanovic
Will Tang
Caroline (Tin Yuk) Tang
Hon Yue
Samantha Tay
Francesca Terrone
Pat Twentyman

Mitra Vesali
Miu Voon Ma
Helena Wass
Denise White
Erica Whitelock
Margaret Yeoman
Xiaoming (Ming) Zhang

Jackson Court

Akram
Abedinzadehtorghabeh
Behnaz Behzadnia
Carole Bloodworth
Joan Buche
Pei (Hsiang) Chang
Suki Cheng
Linda Chong
Nidhi Chopra
Judith Clark
Lindsay Clark
Simon Clegg
Glenda Deoki
Judy Ding
Louise Draper
Marian Granata
Ethan Grooby
Maimoona Gul
Sew Hing Hardley
Leonard Healy
Judy Ho
Yingqi (Linda) Huang
Gita Iranear
Dorothy Jones
Jeanette (Jen) Jones
Christy (Wan-Lin) Kan
Carole King
Emily Liang
Stephanie Marco
Sarita Mirchandani
Shirley Monahan
Minna Pampakas
Karen Parker
Marge Parker
Chui Yee Phua
Suzanne Picone
Shirley Price
Kathleen Rehe
Amit Saini
Mohammad Sayyar
Irene Scott
Yang Su
Raymaris Taberoa
Anne Thuys
Mitra Tohidi
Helen Tsoutsouvas
Shubhankar Vajpayee
Nicolas Vander Haar
Fedora Vasarelli
Michael (Mick) Walsh
Helena Wass
Karen Zaffino
Antonietta Zema
Su Zong

Macedon Plaza

Bob Akbarzadeh
Rokhsareh (Rosa) Ashjae
Zadeh
Daniel Bikas
Margaret Chalmers
Mimi Chan
Roger Chan
Ida Ciciriello

Chrisoula (Chris) Cotsonia
 Irene Curran
 Yvonne Dart
 Yan Delahunty
 Grace Dimech
 Elena Elefantis
 Val Fullerton
 Lorraine Gravener
 Marie Greensill
 Inga Jekabson
 Alla Jerkovic
 Sianee Keeroo
 Manawar Khan
 Alana Kuo
 Joan Liu
 Julie Loncaric
 Anne McNaughton
 Milka Merakovsky
 Stephanie Mishuda
 Lai Pink Ng
 Joy Nichol
 Val Osborne
 Vilma Ozzimo
 Colin Raymond
 Kathleen Raymond
 Judy Reynolds
 Helen Rigopoulos
 Carmel Russo
 Marie Seneviratne
 Brian Sexton
 Joye Sexton
 Adriana Sgambellone
 Maria Stylianos
 Helen Szili
 Elizabeth Virgona
 Sharon White
 Eddie Yan

North Blackburn

Sally Abela
 Bob Akbarzadeh
 Helen Angelaras
 Freny Bagli
 Margaret Baird
 Glenys May Barr
 Chris Barry
 Nilla Benham
 Barbara Britton
 Jean Brown
 Christine Caldwell
 Eddie Chen
 Hsin-Yi(Jennifer) Chen
 Yan Chen
 Stephan Ciarapica
 Valerie Connoley
 Jzefa Czaja-Bellamy
 Mohammad Dashti
 Bernadette D'Costa
 Madduma Patabendige
 Nandika De Silva
 Richard Desmond
 Jack Dyson
 Ryan Egging
 Joyce Fisher
 Sue Fraser
 Donna Fung
 Bahare Ghasvarian
 Anita Gibbens
 Lin Gong
 Bernadette Harris
 Jean Harris
 Heather Hill
 Annalise Hudson
 Shirley Huntly
 Margaret Janout
 Parsa Karamian
 Amy (Amardeep) Kaur
 Hardeep Kaur

Hannah Keldermans
 Heather Kent
 Malcolm Lamont
 Mary Lay
 Edward Lee
 Maurice McNamara
 Tyler McRae
 Coral Merrett
 Stephen Millane
 Gladys Miller
 Ashkan Mohebisalekden
 Graeme Nicol
 Tim Nicol
 Iris Ong
 Joy Pearson
 Shohreh Rabiee Azbaram
 Jan Roche
 Andrea Ross
 Chris Ryan
 Michelle (Delia) Schokman
 Alan Schumer
 Judy Schumer
 Shirley Shaw
 Jan Shields
 Declan Smith
 Seona Smith
 Dorothy Stephenson
 Dianne Timms
 Isabella Traikos
 Simon Trinh
 Alistair Truman
 Marcia Tuckey
 Pat Ure
 Dalene Uys
 Hetty Verspay
 Lena Wail
 Lachlan Williams
 David (Wong) Wing Kwong
 Loi Wong
 Peggy Wong
 Edmund Wu
 Jennifer (Fujun) Yao
 Tricia (Qiuxia) Yin
 Josephine Young
 Una Zamburrow
 Jadhiga (Iga) Zietara

Templestowe Village

Dan (Darshan) Adengada
 Lesley Barr-Murray
 Bernard Bone
 Diane Bone
 Pam Brien
 Debra Brown
 Joan Buche
 Faye Chalmers
 Gui Lam (Anna) Chen
 Rosemary Climas
 Lynette Cowley
 Robyn Dow
 Judith Everaarts
 Ken Falconer
 Lucy Feng
 Maddie Gange
 Dorothy Grant
 Ashlee Hornbrook
 Windy Huang
 Brenda Humphreys
 Glenda Humphreys
 Graeme Humphreys
 Brenda Hurley
 Hilary Jose
 Zahra Kheiraldin
 Maree Kirkpatrick
 Marlene Knight
 Shuyin Li

Emily Lumsden
 Carol Mason
 Maria Michael
 Carmen Mignani
 Emma Mook
 Meryl Reynolds
 Lori Rossetto
 Dianne Rule
 Dianne Seo
 Brenda Stewart
 Chelsea Tonkin
 Barbara Toporkiewicz
 Anastasia Tsekouras
 Daniel Turner

Tunstall Square

Fakhri Afshar
 Lyn Ahn
 Rosalyn Azzopardi
 Dawn Bowen
 Joan Brownlie
 Claudia Bunce
 Vera Cayley
 Bella Chen
 Rose Chong
 Nadja Concannon
 Claudio Di Tullio
 Shoreh Dinar
 Judy Ding
 Lillian Donda
 Patricia Ellis
 Ila Franklin
 Margaret Gibb
 Marian Granata
 Grace (Xiao) Guo
 Alice Ho
 Denise Ho
 Siew Hoon (Sue) Hor
 Loris Hosie
 Jean Howey
 Jan Howitt
 Cynthia Kearney
 Joan Keesing
 Denise Lah
 Daphne Laity
 Wai Ming Leong
 Sabrina (Weiwei) Li
 Ramon Lim
 Faye Lucas
 Beryl Maddock
 Sabrina Mallick
 Amy McDonald
 Aileen (Billie) McLeod
 Gwen Medcalf
 Nadia Montuoro
 Leanne Nguyen
 Pauline Nicholson
 Aileen O'Connell
 Pek Ong
 Joy O'Rorke
 Catherine Parslow
 Marilyn Patterson
 Padmasany Prakash
 Milda Sarzetakis
 Dianne Sawyer
 Ali (Gholamali) Shaigan
 Nicholas Soo
 Barbara (Barb) Stevens
 Demetria (Terri) Thompson
 Carol Trainor
 Angela Tsimaras
 Unni (Unnikrishnan) Vayalil
 Gwen Vincombe
 Ann (Zhou Ping) Wang
 Robyn Webb
 Shirley Weir
 Gill White

Leeanne White
 Raine Wickrematunge
 Elaine Williams
 Joan Wright
 Kim Lan Yang
 Alice Zanon
 Yungi(Sabrina) Zhang

Depot

Graeme Andrews
 Alan Baker
 Stephen Berryman
 Philip Brady
 Stephen Brede
 Ian Carter
 John Cowley
 Philip Dunmill
 Brian Dwyer
 Kevin Fowler
 Sam (Salvatore) Frazzetto
 Peter Gartner
 Bernard Greely
 Brian Hill
 Rhys Jones
 Gerry Kearney
 Brian King
 Ken Lawrance
 Stephen (Soon) Loong
 Judy Ding
 Robert (Bob) Mackenzie
 George Neale
 Gary O'Rorke
 Jeremy Phillips
 Ken Rooney
 Sudhir Saigal
 Franz (Frank) Schlechta
 Malcolm Taylor
 Carlos Varsarsky
 Brian Wilson

Social Support Program

Laurel Agius
 Clive Ansell
 Helen Anson
 Jayne Appleton
 Hazel Astley
 Patricia Austin
 Hanne Blake
 Geraldine Bloom
 Geraldine Blythe
 Noel Blythe
 Lorraine Cahill
 Jammie Chang
 Susan Cheung
 John Coombes
 Christine Crawford
 Bev Dittman
 Dorothy Dower
 Harry Erawan
 Kathryn Ewers
 Ken Falconer
 Maggie Falconer
 Kathy Grimster
 Matt Gualano
 Janet Handley
 Carol Harvey
 Neil Harvey
 Rita Ho
 Thean (Paul) Hor
 Robyn Hull
 Frank Johnston
 Carolyne Jones
 Fred Jurgelait
 Helen Jurgelait
 James Large
 Patrick Leung

David Lynch
 Farzad Maghami
 Prea Maghami
 Lorraine Manthey
 Joan Mason
 Bill Matthewson
 Isabella McDonald
 Judy McLeod
 Gerald Middleton
 Joan Middleton
 Graeme Mitchell
 Lindsay Mitchelson
 Shirley Monahan
 Judy Moore
 Mooi-Sim Ng
 Mel Nguyen
 Dorothy Pearson
 Diane Pritchett
 Dorothy Ranyard
 Emy Raquel
 Jenny Round
 Sarah (Yuen-Ling) Sae-un
 Emma Sawtell
 Carmel Schofield
 Beverly Schurmann
 Jane Shiels
 Daniel Sim
 Sze Hui Tan
 Marilyn Thompson
 John Thomson
 Wendy Thomson
 Liesbeth van Altena
 Carolyn Vimpani
 Stan Vimpani
 Sherry Wang
 Brian Webster
 Shirley Weir
 Debbie Wong
 Patrick Yuen

ViM

Ann Bruce
 Donna De Foe
 Andrew Francis
 Trish Jackson
 Sara Jaffe
 Shuyin Li
 Florence Ling
 Leon Lyell
 Reshma Meraj
 Lydia Tsafkopoulos
 Madeleine Zachariou

Work Experience & Community Service Students

Steven Bosacci
 Eddie Chan
 Ashley Chan
 Aaron Chao Chao
 Nicholas Cheong
 Vi- King Clark
 William Clark
 Sethmina Jayasekara
 Rachel Kelly
 Allegra Mattioli
 Jasmine McGown
 Marcus Raptopoulos
 Kion Sapountzis
 Holly Sykes
 Irene Xian
 Elle Yie

SUBMISSIONS REPORT

During the year, 20 funding applications were made to philanthropic trusts and foundations, corporate and government bodies. Of these, 10 applications were successful, securing over \$80,000 in grants.

This outcome was achieved by identifying funding bodies with focus areas that closely aligned with the services Doncare provides. Doncare's domestic violence prevention app, iMatter, received a high commendation as a finalist of the 2016 ANZIAs (Australia and New Zealand Internet Awards). The app was recognised in the Innovation category for initiatives that use internet-related technologies in a new and unique way to make a significant contribution to the social outcomes of a particular group or sector.

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

Liz Alexander and Lia Henry
Submissions Writers



Philanthropic Trusts, Corporate and Government Grants

- Une Parkinson Charitable Trust
Doncare Angels for Women Network (DAWN)
\$5,000
- Stronger Communities Grants Program - Menzies
IT server upgrade
\$15,865
- Commonwealth Bank Staff Fund
Student Wellbeing
\$8,000
- Bendigo Bank Doncaster East and Templestowe Village
Car and truck lease payment
\$16,999
- Bendigo Bank Doncaster East and Templestowe Village
Vehicle lease payment
\$8,530
- Marian and E.H. Flack Trust
Stepping Stones brokerage
\$6,000
- The William Angliss (Victoria) Charitable Fund
Volunteer transport reimbursements (SSP)
\$2,000
- Flora & Frank Leith Charitable Trust
Short term case management (ICS)
\$10,000
- Manningham City Council
iMatter, youMatter, weMatter in sporting clubs
\$5,000
- Manningham City Council Small Grant Program
Aboriginal Cultural Awareness training
\$2,750



Australian Government
Department of Infrastructure
and Regional Development



“ Our clients are indebted to all our donors and partners for their support – Thank you

DONCARE DONORS, SUPPORTERS AND PARTNERS

COMMUNITY GROUPS/CLUBS/ CHURCHES

- 1st Doncaster East Cubs
- Aquarena Aquatic & Leisure Centre
- Blush by the Veneto Club
- Boroondarah Volunteer Resource Centre
- Bridge Church
- CWA - Donvale
- Domaine Aged Care
- Doncaster Central Ladies Probus
- Doncaster City Church
- Doncaster View Club
- Donvale Football Club
- Donvale Lions Club
- East Doncaster Cricket Club
- Friends of Doncare
- Hope for Boroondara and Beyond
- Kiwanis Club of Manningham
- LifeHouse Church
- Living Longer Living Stronger
- Manningham Business Network
- Manningham Toy Library
- Manningham U3A
- Manningham Uniting Church
- Manningham YMCA
- Melbourne Hoo Hoo Club
- Mt Evelyn Ladies Friendship Group
- Planetshakers
- Probus Club Warrandyte & Park Orchards Inc
- Roseville Craft Group
- Roseville Worship Group
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Club of Warrandyte
- Share the Dignity
- St Marks Church Knitting Group
- St Timothy's Ladies Fellowship
- St Vincent de Paul
- Templestowe Evening VIEW Club
- Templestowe Football Club
- Vantage Point Church
- Volunteering Victoria
- Westcare
- Whitehorse Managers of Volunteers Network

CORPORATE GROUPS

- Commonwealth Bank Staff Fund
- Aveo Pinetree Retirement Village
- Bank of Melbourne, Stockland The Pines

- Bank of Melbourne, Westfield Doncaster
- Bendigo Bank, Doncaster East & Templestowe Village
- Blush by the Veneto Club
- Kidstuff - Doncaster
- Kogo
- McDonalds - Doncaster East
- Miibody Womens Health Club
- Myer Doncaster
- Philip Webb Real Estate
- Safety Wise Solutions
- Silverstone Volvo
- Special Needs Dental Team
- Stockland The Pines
- Suji Kim
- Susan Day Cakes
- Target Staff Doncaster
- The Fish and Burger Co.
- The Learning Sanctuary
- The Veneto Club
- Woolworths - Doncaster
- Willowbrae Aged Care

GOVERNMENT & PHILANTHROPIC FUNDING

- Department of Health & Human Services (VicToria)
- Department of Health (Social Services)
- Federal Government, Stronger Communities Program
- Marion & EH Flack Trust
- The Flora and Frank Leith Charitable Trust
- The Manningham Charitable Fund
- Manningham City Council
- Whitehorse City Council
- William Angliss (Victoria) Charitable Fund
- Lord Mayor's Charitable Foundation
- Une Parkinson Foundation
- Community Enterprise Charitable Fund (Bendigo Bank)

SCHOOLS/KINDERGARTENS

- Bellevue Kindergarten
- Beverley Hills Primary School
- Camberwell Primary School
- Deep Creek Preschool
- Donburn Primary School
- Doncaster Gardens Preschool
- Doncaster Gardens Primary School
- Doncaster Primary School
- Kalinda Primary School Ringwood

- Milgate Primary School
- Park Orchards Primary School
- Serpell Primary School
- St Charles Borromeo Catholic Primary School
- St Clement of Rome Catholic Primary School
- Templestowe Park Primary School
- Tunstall Square Kindergarten
- Whitefriars College

SUPPORTERS & PARTNERS

- Access Health & Community
- Andrew Bell Lawyer Pty Ltd
- Anglicare Victoria
- Aura Cafe
- Australian College of Applied Psychology
- Bakers Delight Jackson Court
- Bendigo Bank
- Blooms on Brice
- Breadtop Doncaster
- Bulleen Plaza Shopping Centre
- Cairnmillar Institute
- Cherry Hill Tavern
- Chinese Community Social Services
- CityLife Church Manningham
- Colombos Family Restaurant
- Community Information & Support Victoria (CISVic)
- Connect Create Photography by Mimi Ghisellini
- Connections UnitingCare
- Diabetes Australia Victoria
- Dianna Leigh Salon
- Dolce Mio
- Eastern Access Community Health (EACH)
- Eastern Domestic Violence Service (EDVOS)
- Eastern Melbourne Primary Health Network
- Fletchers Manningham
- Freedom Revolution Church
- Gourmet Living
- Hina Pasha Lawyers
- Inner East Intergrated Family Services Alliance
- Inner East Primary Care Partnership
- Just Cuts (Stockland The Pines)
- La Trobe University
- LinC Manningham
- Living and Learning @ Ajani
- Lower Plenty Hotel
- Maneki Neko Cat Rescue
- MannaCare

Doncare Donors, Supporters and Partners continued

- Manningham City Council Home Harvest Program
- Manningham Maternal and Child Health Service
- Manningham Toy Library
- Manningham Uniting Church
- MC2 Café
- Migrant Information Centre
- Monash University
- Nirodah
- Onemda
- Pancake Parlour Doncaster
- Park Orchards Community House
- Pines Learning and Activity Centre
- Relationships Australia
- RMIT University
- Safe Futures
- Saje Haircutters
- Shoppingtown Hotel
- Steven Beck Media
- St Vincent de Paul
- Swinburne University of Technology
- Une Parkinson Foundation
- Veneto Club
- Whitehorse Manningham Regional Library Corporation
- Zero 95 Pizza Bar

INDIVIDUALS

- John and Olwyn Alvey
- Anne Baldwin
- Nina Burns

- Nola Christopher
- Keith Creasey
- Linda Crouch
- Anita Daymona
- A Daymond
- Mia,Christian, Dylan Denapoli
- Karen Fabre
- Lillian Fetter
- Terry Fleming
- Angela Forthun
- Des and Sheryl Galgut
- Sofia Georgiou
- Jigna Godhani
- Merle Haggart
- Sandra Higgins
- Kylie Holmes
- Tracey Jarvis-Ball
- Anastasia Kardiakiakis
- Christine Kurz
- Ellen Kurz
- Christine Kurz
- Tiffany Lennox
- Jazzlyn Lennox
- Earle and Christine Ludekens
- Robert and Lyn Lyford
- John Marasco
- Fia Maritto-Moraitis
- Anthony Marsan Campione
- Susan McLean
- Andrew, Clare and Robert Milligan
- G and Rosa Miot
- Holly Moule

- Patrick Murphy
- Vivian Navaratne
- L Newnham
- Carmel O'Brien
- Michael and Penny Phillips
- Annie Pirie
- Amanda Presta
- Kate Quaynor
- Lauris Sandles
- Diane Seneviratne
- Perry and Liz Setford
- Lauren Skinner
- Leah Smallman
- Kathryn Tandy
- Steve and Therese Tankey
- Roslyn Thompson
- Sandra Thurtell
- Nicole Tripett
- Jean Webb
- Mary Wooldridge
- Maureen White

WORKPLACE GIVING

- Lizette Atterbury
- Loli Dowdell
- Pam Forbes
- Kat Georgakopolous
- Lia Henry
- Helen Mackenzie
- Nitika Maharaj
- Kerrie McMahon
- Doreen Stoves
- Diana Sze-Hong
- Cheryl Watt

HOW CAN YOU 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 disadvantaged 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 the support of a program of your choice or the organisation as a whole.

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.



“ Quality improvement continues to be a focus of the organisation

CORPORATE SERVICES

The end of a financial year provides an opportunity to reflect on the achievements and efforts of a small but effective Corporate Services Team and to celebrate our ability to provide a consistently effective service.

Ensuring the effective operation of the back office functions of a dynamic organisation such as Doncare requires much skill in time management, awareness of statutory and legislative requirements and the ability to multi-task in an environment of constant change.

Teamwork is vital at Doncare and whilst the Corporate Services program is small in number the output is extensive. With Loli Dowdell and Uma Malipatil, a highly skilled volunteer, the Corporate Services team manages the functions of Finance, Human Resources and Quality and does so without fuss and hopefully without making mistakes. The team touches every single program from early decision making as to potential grants and funding opportunity or the advertising for new staff through to the acquittal to funding bodies and the payment of hundreds of suppliers and employee payments each year.

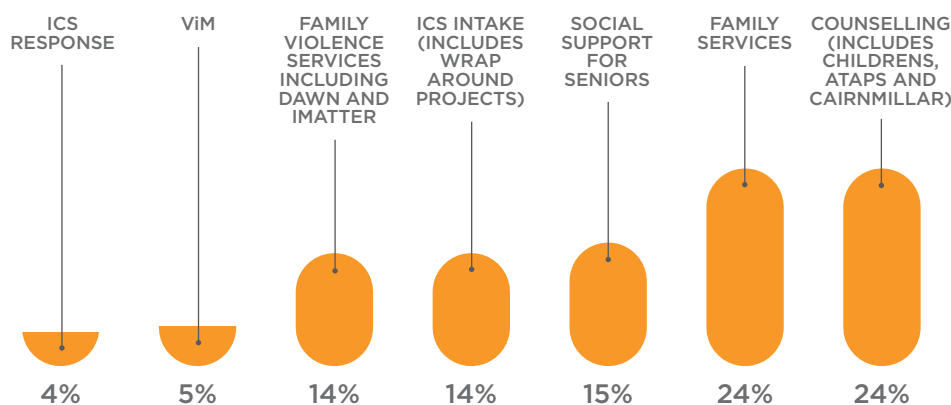
Cost pressures will continue to place pressure on our operations and has required us to have a strong hold on the expenditure whilst also participating in innovative ways to increase revenue. During 2016-17 Loli, Uma and I were all involved in additional duties to increase revenue whether that be volunteering in the shops, assisting at the very successful garage sale, running jewellery sales both in house and at the volunteer function or providing our services to run the Ebay program which has proven a wonderful way to increase the return for donated items of a very high quality.

Quality improvement continues to be a focus of the organisation and we are now in cycle to transition over two years from international quality standard ISO 9001:2008 to the new standard ISO 9001:2013 – essentially the same standard but one that is more focused on risk recognition and management. The first stage of the transition was achieved very successfully with all requirements being met. The second stage will take place in February 2018.

The Corporate Services team was also able to assist the Social Support Staff as they undertook a quality audit against the Federal Government’s Standards. The work of the staff in Social Support resulted in a perfect result and the assessors commented on the high standard of service delivery that this program provides to senior members of the community.

The constant pace and output can only be achieved when a team is fully aware of nearly every aspect of the organisation. I am grateful to the constant communication from the Board of Directors, the CEO, Doreen Stoves and the Executive and Management teams for the constant theme of providing an open and transparent organisation that embraces communication and robust discussion. This provides us with the pleasure of coming to work in a rewarding environment and enables us to perform our duties, meet targets and keep the wheels turning in an extremely diverse organisation.

Kerrie McMahon
Manager, Corporate Services



DELIVERY OF SERVICES

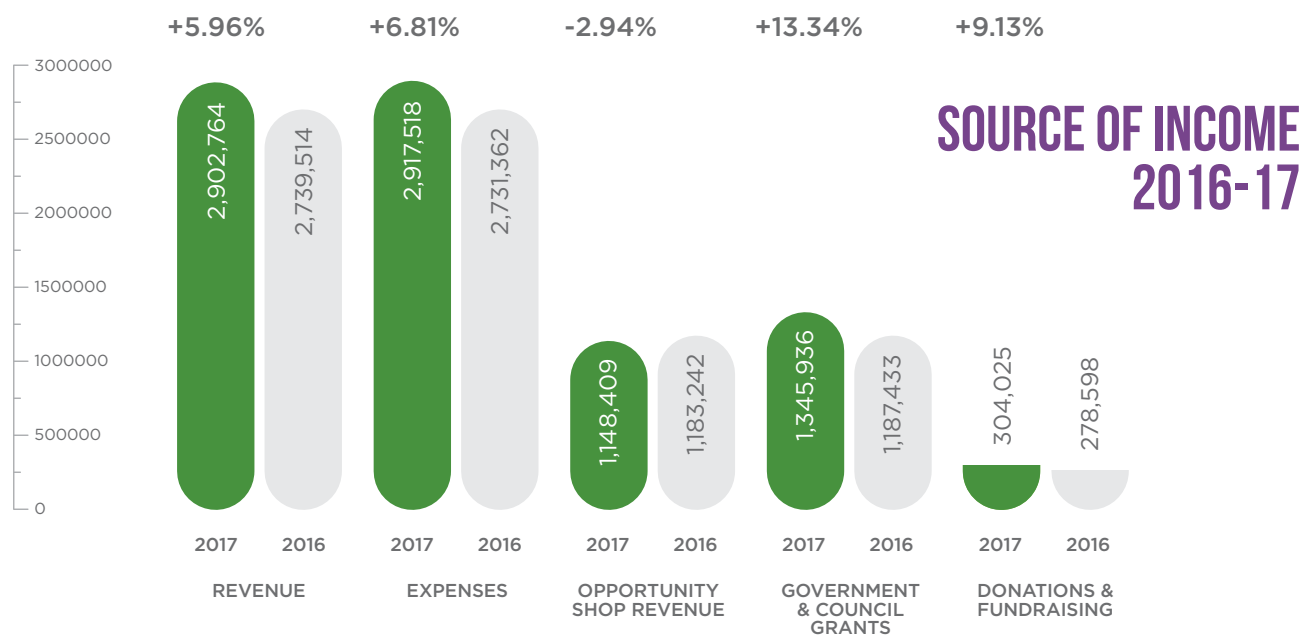


TREASURER'S REPORT

I have pleasure in presenting this report for the financial year ended 30 June 2017.

We ended the year with an operating deficit of \$14,754 (2016 surplus \$8,152) in line with our budget.

Salient features of the operating results are as follows:



We were very well supported by our funding bodies and donors, which together with our Op Shops saw our revenue increase by \$163,250.

Our seven Op Shops performed very well again this year and despite very difficult trading conditions our revenue was marginally lower (\$34,833) than the previous year. As alluded to in last year's report we have employed a retail manager to ensure our Op Shops have the ability to effectively compete with other retail outlets. We are confident that the correct strategies are being put in place to ensure continued growth in this vital part of our organisation. As always we are extremely grateful for the dedication and commitment of our Op Shop managers and volunteers.

Our expenditure was well maintained in line with our budget, with cost increases in salaries as a result of the Equal Remuneration Order made by the Fair Work Commission being largely offset by the increased revenue.

Cash reserves were \$782 699 on hand at 30 June 2017 (2016: \$776,418), ensuring that we have at least 3 months cash reserves to fund monthly operating expenses.

Doncare forms an integral part of our local community and has been able to help those in need through our various support programs. Through responsible financial management and with the generous support of funding bodies, philanthropic organisations and private donors we look forward to continuing our vital work within our community.

As always I wish to thank our finance manager, Kerrie McMahon and her team for their diligence and professionalism in managing our finances.

Des Galgut
Treasurer

INDEPENDENT AUDITOR'S REPORT

for the Year Ended 30 June 2017

DAVIES CLYNE

CHARTERED ACCOUNTANTS

Suite 4, Level 10, 221 Queen St, Melbourne VIC 3000

Tel: 9642 2205 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 statement of financial position as at 30 June 2017, and the statement of profit and loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Report

The management is responsible for the preparation and fair presentation of financial reports that are appropriate to meet the financial reporting requirements of the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) that are appropriate to meet the needs of the members. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud and error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. These policies do not require the allocation of all Accounting Standards and other mandatory financial reporting requirements in Australia.

Auditor's Responsibility

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

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, we consider internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee of management, as well as evaluating the overall presentation of the financial report.

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

Independence

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

Opinion

In our opinion, the financial report of Doncaster Community Care and Counselling Centre Incorporated is in accordance with the *Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)*, including:

- i giving a true and fair view of the entity's financial position as at 30 June 2017 and of its performance for the year ended on that date; and
- ii complying 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 and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)*. 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
31 August 2017

FINANCIAL REPORTS

for the Year Ended 30 June 2017

Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2017

	Note	2017	2016
		\$	\$
Revenue	2	2,902,764	2,739,514
Employee benefits expense		(1,971,490)	(1,815,102)
Client expense payments		(99,553)	(106,096)
Opportunity shop costs		(444,321)	(443,296)
Depreciation		(56,839)	(44,160)
Occupancy expenses		(34,400)	(27,386)
Repairs and maintenance		(86,033)	(101,724)
Audit fees		(10,985)	(8,641)
Telecommunications		(59,399)	(62,702)
Other expenses		(154,498)	(122,255)
Surplus/ (deficit) for year before income tax		(14,754)	8,152
Income tax expense	1g	-	-
Surplus/ (deficit) for year		(14,754)	8,152

Statement of Financial Position as at 30 June 2017

	Note	2017	2016
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash & cash equivalents	3	782,699	776,418
Other current assets	4	107,985	137,004
TOTAL CURRENT ASSETS		890,684	913,422
NON-CURRENT ASSETS			
Plant, equipment & motor vehicles	5	77,330	91,582
TOTAL NON-CURRENT ASSETS		77,330	91,582
TOTAL ASSETS		968,014	1,005,004
LIABILITIES			
CURRENT LIABILITIES			
Payables	6	236,677	280,051
Provisions	7	249,762	214,654
TOTAL CURRENT LIABILITIES		486,439	494,705
NON - CURRENT LIABILITIES			
Provisions	7	25,312	39,282
TOTAL NON-CURRENT LIABILITIES		25,312	39,282
TOTAL LIABILITIES		511,751	533,987
NET ASSETS		456,263	471,017
EQUITY			
Accumulated surplus		50,451	65,205
Reserves		405,812	405,812
TOTAL EQUITY		456,263	471,017

Statement of Changes in Equity for the Year Ended 30 June 2017

	General Reserve	Retained Surplus	Total Equity
	\$	\$	\$
Balance at 1 July 2015	405,812	57,053	462,865
Surplus for year		8,152	8,152
Balance at 30 June 2016	405,812	65,205	471,017
Surplus/ (deficit) for year	-	(14,754)	(14,754)
Balance at 30 June 2017	405,812	50,451	456,263

Statement of Cash Flows for the Year Ended 30 June 2017

	Note	2017	2016
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants and donations		1,580,562	1,529,125
Receipts from opportunity shops		1,148,409	1,183,242
Interest		11,853	12,692
Other receipts		121,560	34,081
Payments to suppliers and employees		(2,811,604)	(2,669,101)
Net cash flow from operating activities	8	50,780	90,039
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for plant & equipment		(42,587)	(39,801)
Net cash flow from investing activities		(42,587)	(39,801)
CASH FLOWS FROM FINANCING ACTIVITIES			
Payments for lease repayments		(1,912)	0
Net cash flow from financing activities		(1,912)	0
Net increase in cash held		6,281	50,238
Cash at beginning of year		776,418	726,180
Cash at end of year	3	782,699	776,418

NOTES TO THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2017

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) and the Australian Charities and Not-for-profits Commissions Act, 2012 (ACNC Act) and associated regulations. The accounting policies adopted are appropriate to meet the needs of the members of Doncaster Community Care and Counselling Centre Inc. The Board of Management has determined that the association is not a reporting entity.

The financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1031 'Materiality', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

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 depreciated 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 Health and 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 Health and Human Services or Manningham City Council will not continue to support Doncare.

NOTE 2: Revenue

	2017	2016
	\$	\$
Government grants and subsidies	865,033	729,357
MCC grants and subsidies	480,903	458,076
Donations and fundraising activities	304,025	278,598
Opportunity shop revenue	1,148,409	1,183,242
Interest	11,853	12,692
Sundry income	92,541	77,549
Total revenue	2,902,764	2,739,514

NOTE 3: Cash and Cash Equivalents

	2017	2016
	\$	\$
Cash at bank and on hand	553,466	547,185
Bank Term Deposits	229,233	229,233
Total	782,699	776,418

NOTE 4: Other Current Assets

	2017	2016
	\$	\$
Prepayments	22,011	21,578
Sundry debtors	15,413	45,175
Security deposits	70,561	70,251
Total	107,985	137,004

NOTE 5: Plant, Equipment and Motor Vehicles

	2017	2016
	\$	\$
Plant, equipment and motor vehicles at cost	410,870	368,284
Less: Accumulated depreciation	(333,540)	(276,702)
Total	77,330	91,582

NOTE 6: Accounts Payable

	2017	2016
	\$	\$
CURRENT		
Trade creditors & other creditors	69,685	41,748
Income received in advance	131,003	200,402
Car leases	35,989	37,901
Total	236,877	280,051

NOTE 7: Provisions

	2017	2016
	\$	\$
CURRENT		
Employee entitlements	249,762	214,654
NON-CURRENT		
Employee entitlements	25,312	39,282
Reconciliation of cash flow from operations with net surplus / (deficit).		
Net surplus/ (deficit)	(14,754)	8,152
Non cash flows in net surplus/(deficit)		
- Depreciation	56,839	44,160
Changes in assets and liabilities		
- Decrease (Increase) in other current assets	29,019	(43,468)
- Increase (decrease) in payables	27,937	(14,938)
- Increase (decrease) in income in advance	(69,399)	63,094
- Increase (decrease) in provisions	21,138	33,039
Cash inflow from operations	50,780	90,039

DIRECTORS' DECLARATION IN RELATION TO THE FINANCIAL REPORT for the Year Ended 30 June 2017

The Board of Management has determined that the association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in Note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Associations Incorporation Reform Act 2012 (Victoria) and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and associated regulations;

The attached financial statements and notes comply with the Accounting Standards as described in Note 1. to the financial statements.

The attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2017 and of its performance for the financial period ended on that date.

At the date of this statement there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

The statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

Signed:

Anthony Monley
President
Dated: 31st August 2017

Signed:

Des Galgut
Treasurer
Dated: 31st August 2017

ADMINISTRATION AND MARKETING

Administration

To keep pace with the continued demands on program staff and the ever increasing fast paced electronic world that we operate within, Doncare's administration team are consistently looking for ways to improve the operational systems across the agency.

One such improvement undertaken this year was the implementation of a fully integrated Practice Management software system to support client appointments and client data. The system has allowed administration staff to track client appointments effectively and allows the production of detailed reports each month.

We also supported the purchase and implementation of iPads for use by program staff. The iPads have become an integral part of the work undertaken by the iMatter team and by the children's counsellor. Their usefulness for external presentations and for client related work has been highly valued by staff.

The administration team have also been instrumental in supporting the implementation of the requirement for all volunteers and staff to hold a current Working with Children's Check. This requirement was implemented to ensure we uphold the Child Safety Standards to the highest level.

However, by far the biggest change to the administration team this year, has been the recruitment of a dedicated marketing and communications team member. This has enabled Doncare to improve its communication strategies and offered opportunities for us to effectively highlight the important work that we do in our community.

The work undertaken by our dedicated and skilled team forms the backbone of Doncare. We perform the types of tasks necessary for programs to function; allowing program staff to focus on tasks directly related to supporting our clients.

Marketing and Communications

Our aim is to achieve a consistent and clear voice across the organisation and increase target audience communication, increase brand awareness, improve philanthropic funding opportunities, increase volunteerism and ultimately, continue to maintain service delivery.

We have undertaken significant improvements across our website and social media platforms and have developed more effective ways to communicate with our volunteers and stakeholders.

We would like to take this opportunity to express our sincere gratitude to Professional Cinematographer and Editor Steven Beck of Steven Beck Media who donated endless hours of his time pro bono to capture a visual story of Doncare.

Susan O'Connor

Manager, Administration



5676
client
appointments
managed via
reception



84%
increase in email
subscription



12,557
Website visitors¹



1,744
Facebook followers²

¹ Website analytics available since May 2017

² Facebook page launched October 2016

OUR PEOPLE

Doncare's Board



Tony Monley
President



Raymond Burnett
Vice President



Des Galgut
Treasurer



Dale Nielsen
Secretary



Ron Kitchingman
Member



Laura O'Brien
Member



Brian Tooth
Member



Maree Bowman
Member



Michele Kerrigan
Member



Presentation of the Manningham Business Excellence Awards
(Left to right) Kerrie McMahon, Helen Mackenzie, Lia Henry, Tony Monley, Nitika Maharaj, Raymond Burnett, Maree Bowman



Anzia Awards
(Left to right) Carmel O'Brien, Paula Boulton, Dominique Dolcetta, ANZIA representative, Nitika Maharaj, Susan Orr



Official Launch of the Information Warrandyte Partnership
(Left to right) Manningham Cr., Paul McLeish, Manningham Mayor, Michelle Kleinert, Doncare's Patron, Rosie Batty, President, Information Warrandyte, John McMahon, Doncare CEO, Doreen Stoves, AM PSM JP

OP SHOP LOCATIONS

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

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

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

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

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

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

doncare

Doncaster Community Care
and Counselling Centre Inc.

www.doncare.org.au

SUPPORT

STRENGTHEN

EMPOWER