

doncare

ANNUAL REPORT

2023



THE WHOLE IS GREATER
THAN THE SUM OF ITS PARTS



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ABOUT doncare



Doncare is a not-for-profit community services organisation that has operated in Melbourne's Inner East since 1969.

In response to the diverse, persistent and emerging health issues that impact the health, prosperity and wellbeing of society, Doncare provides services that build self-efficacy to improve prosperity, access to education and health and wellbeing outcomes.

Doncare provides low-cost or free support to effectively remedy the impacts of financial instability, food insecurity, inequity, family violence and social isolation.

We deliver high quality, person-centred, strength based individually tailored services. This includes flexible and innovative solutions to support families and individuals of all ages through the provision of Counselling, Emergency Relief, Case Management, Family Violence Recovery Services, Family Services and Social Support for Seniors.

Doncare receives funding from local, State and Federal governments to operate some of its programs and utilises the revenue of its two opportunity shops and the support of private donations, philanthropic trusts and the community sector.

PROGRAMS SNAPSHOT

Counselling Doncare offers trauma-informed, recovery-oriented, culturally safe and responsive counselling to children, adolescents and adults. Doncare offers low-cost counselling to assist people to access support where financial circumstances prevent them from engaging with private psychology and counselling. Doncare's services are provided by volunteer counsellors, psychologists and Master of Counselling students.

Information and Emergency Relief Community Support Workers provide financial and material assistance to families experiencing emotional or economic hardship.

Case Management provides short-term generalist casework support to residents of Manningham who are experiencing a crisis. We work closely with people who are dealing with multiple complex issues.

Family Services Doncare is committed to building stronger families and offers services to support, strengthen and empower families. The program works intensively with families in Melbourne's east to promote child safety, development and permanency and to increase parenting capacity and improve family functioning.

Family Violence Recovery Services 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.

Volunteer Visitors Scheme Doncare's Community Visitors Scheme plays a vital role in providing companionship for older people who are experiencing loneliness or isolation living in Residential Aged Care Homes or in their own homes and receiving a Commonwealth Aged Care Package.

Social Support for Seniors Since 1995, the Social Support for Seniors program has provided volunteer supported social and recreational activities to prevent social isolation and provide links for older people with disabilities who are housebound or isolated due to mobility difficulties, lack of confidence, geographic or other factors.

Op Shops The revenue raised through Doncare's opportunity shops fund services to help the most disadvantaged and vulnerable members of the local community. Doncare's op shops are community hubs where people remain connected through volunteerism and our retail volunteers are the program's greatest asset.

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 2022-2023.

A MESSAGE FROM OUR PATRON

Dr Rosie Batty AO

As Doncare Patron it is with great pleasure that I reflect upon another year of achievements for the organisation and the spirit of community service that has continued to thrive within the heart of Manningham.

It has now been eight years since I was invited to become Patron for Doncare and one of the first events I attended as Patron was the launch of the iMatter App. This incredible App was designed by Doncare to help young women identify the warning signs of abusive and controlling behaviour in relationships. I was so impressed by this initiative, together with the wider range of services Doncare provides to support women and children experiencing family violence. My role as Patron was a wonderful fit during my time as Australian of the Year in 2015 and the critically important work that Doncare extends across the community continues to inspire me today.

I have seen Doncare grow and change over the years and also endure various challenges along the way, most notably the long-lasting impacts of the COVID pandemic. Despite these challenges, it has been heartening to witness the collective Doncare team remain focused on providing essential services to people who are facing a range of life crises. Under the leadership and expertise of Ellen, the dedicated team of staff touch countless lives each day and improve the health and wellbeing of not only individuals and families but the wider community too.

One of the most special aspects of the organisation is the blend of long-term volunteers, who have been the backbone of so many of Doncare services, and the newer faces who have brought fresh perspectives and energies. The willingness of these volunteers to give their time and skills so freely is testament to the sense of community that lies at the core of Doncare's values. I am very proud to support the Doncare community as its Patron and look forward to continuing my involvement in the coming year.

BOARD CHAIR'S REPORT



I am pleased to present to you the 54th Annual Report of Doncare, which provides a snapshot of the organisation's services and highlights just some of the year's many achievements.

Doncare continues to build on its strong history of supporting the community across all life stages to play an essential role in supporting the health and wellbeing of individuals and families in Manningham and surrounding communities. People turn to Doncare at moments of peak vulnerability in their lives and it is our continuing strategy to provide a range of carefully developed and targeted services. After over two years of disrupted service provision, it is heartening to return to a more familiar and steady delivery of services and extremely encouraging to see our two opportunity shops steadily rebuild from the lingering impacts of COVID.

Our partnerships continue to be a key feature in our work and enable Doncare to collectively meet the needs of our community. Financial support from the Department of Families, Fairness and Housing, the Department of Health and Ageing, Manningham Council, Bendigo Bank and the Myer Community Fund has allowed us to continue to provide a range of critical services and is deeply valued. We also thank and acknowledge the support of the many individuals, corporate and community groups who support Doncare's work and extend particular thanks to Dr Rosie Batty AO for her ongoing support as Patron.

CEO Ellen Matusko has worked tirelessly during her first year in the role to lead Doncare's operations and to learn about the breadth and depth of our services and work with our partners and key stakeholders. We thank Ellen for her leadership and care and for steering the organisation through another challenging year.

At Doncare, transparency and accountability are paramount. We understand the importance of your trust in our organisation and are committed to maintaining the highest standards of governance and financial stewardship. Throughout this year, we have diligently managed our resources, ensuring that every dollar is utilised efficiently to maximise our impact. Our financial report showcases our responsible fiscal management, reinforcing our commitment to our valued stakeholders, partners and donors. I would like to acknowledge the careful financial stewardship of Doncare's financial resources by Ellen, CFO Nelika Jayasuriya and the executive team.

I would like to thank my fellow Board members for their significant contribution over the past year and acknowledge their important leadership and skills in contributing to Board sub-committees in the areas of finance, policy, quality and risk, as well as stakeholder and marketing engagement. During the year the Board farewelled three directors: Claire Pollitt, Ron Kitchingman

OAM JP and Clare Groves and I would like to take this opportunity to acknowledge their positive contributions to the organisation. Ron served on the Board for over 13 years and we are deeply grateful for his exceptional commitment of wisdom and experience. The Board also bid farewell to former Board Director Laura O'Brien who has remained involved in Board sub-committee activities for the past two years. We thank Laura for this continued support and for so generously sharing her expertise.

The Board is extremely grateful to each and every one of Doncare's highly committed staff and volunteers who choose to work with and contribute to so many Doncare initiatives. Our journey over the years has shown us that the size of the organisation does not define its impact. It is the dedication, passion and commitment of everyone involved that truly makes a difference. Together we have demonstrated that even with limited resources, we can create meaningful change in the lives of those we serve.

During the next 12 months the Board is committed to working with Doncare's staff, volunteers and partners to respond to needs in the community, and work to grow our impact in line with Doncare's strategic plan.

Andrew Asten
Chair of the Board

CEO'S REPORT

Writing this annual report for Doncare provides an opportunity to reflect on the remarkable journey we have undertaken together in making a positive impact on our community over the last 54 years. The theme for this year's annual report is that Doncare is *Greater Than the Sum of its Parts*. Meaning that it is not one, but all of our services combined that make Doncare what it is today.

Throughout this year, we have remained steadfast in our mission to provide compassionate care, support and assistance to those in need and I am immensely proud of the significant milestones we have achieved post-COVID and now in the current economic climate. Doncare supported 1,671 individuals including primary clients and their families this financial year – an increase of 10.8% since 2020.

Despite our volunteer workforce reducing by 30% since COVID, and core service delivery staff numbers down 23%, we delivered over 17,162 hours of support. This demonstrates increased productivity and ultimately a 25% increase in core service delivery since 2020. In addition to this, our op shop revenue has increased, with Mitcham achieving a 98% increase in sales and Templestowe experiencing a 63.75% increase.

With the support of Manningham Council, CareNet, Coles, CISVic, CityLife Church and others we provided 1,952 food parcels, an increase of 38% year on year.

Our counselling services have seen significant growth with child and youth counselling experiencing a 138% increase in supported activity since 2020. The Doncaster East and Templestowe Village branches of Bendigo Bank's support in funding child and youth counselling in 2022 reflects the bank's heart for the community and has assisted us to respond to a mix of mental health needs being experienced by our youth.

Family Services and Intensive Family Services continue to deliver on targets set by the Department of Families, Fairness and Housing

(DFFH) and work tirelessly to support vulnerable children. Our Social Support for Seniors programs have been slow to recover from the impacts of COVID due to the model being predicated on an older volunteer workforce. However, I am pleased to report that the team delivered 3,121 hours dedicated to groupwork and individual support to seniors and is well on the way towards returning to pre-COVID activity levels.

We continue to support women who are recovering from the impacts of family violence through individual, group work and the DAWN family violence mentoring program. Doncare secured a Federal Government grant 16 years ago to start the DAWN program, and it has continued since with funding from a range of philanthropic trusts and most recently Manningham Council and The Ian Potter Foundation. We are thrilled to share that DFFH provided inaugural funding to our DAWN program in 2023-24 to continue this vital support to women and children who are rebuilding their lives after experiencing family violence.

As we navigate the ever-evolving landscape of social support for the vulnerable, Doncare continues to adapt and innovate to address the emerging challenges faced by individuals and families in our community. Our unwavering commitment to excellence has led us to develop and implement several new initiatives aimed at enhancing the reach and efficacy of our services including Couples Counselling, NDIS Counselling, Healthy in Manningham Wellbeing Groups, and a Healthy Young Men program to enable us to reach a wider audience. By collaborating with local partners, government agencies and generous

donors, we have been able to extend our reach and support more individuals in need.

One of the cornerstones of Doncare's success has been the dedication and passion of our team. I extend my heartfelt gratitude to our tireless staff, volunteers, Patron Dr Rosie Batty AO and Board members who work relentlessly to ensure that Doncare remains a beacon of hope for those facing adversity. I am continually inspired by their compassion and determination, and their selfless commitment to our cause has made a significant difference to the lives of countless individuals. One client recently wrote:

"If I know my friends need help with family issues, I will recommend contacting Doncare for support. They are so helpful. I really appreciate I got lots of support from them".

We are excited about the opportunities that lie ahead for Doncare. As we move forward, we will continue to focus on innovation, collaboration and community engagement. Together, we can create an even stronger support system that uplifts people in need and fosters a more compassionate and caring community.

In closing, I extend my deepest gratitude to all of you who have supported Doncare's mission. Your belief in our work and your unwavering support has been instrumental in our success. As we embark on the next chapter, I am confident that with your continued partnership, Doncare will continue to be a force for positive change, transforming lives and building a brighter future for our community.

Ellen Matusko
Chief Executive Officer



TREASURER'S REPORT



On behalf of the Board of Directors, I am pleased to present this report on the financial operations of Doncare for the year ended 30 June 2023.

2023 was a year of strengthening and consolidating our post-COVID recovery. Although Doncare experienced significant financial and operational challenges, we ended the year better than experienced in 2022. There was a revenue drop from 2022 to 2023 due to COVID assistance and other income not recurring in 2023. The operating result is significantly better than the 2022 financial year due to a 20% reduction in total operating expenses (from \$3.34mn in 2022 to \$2.68mn in 2023). It was a year of streamlining work processes and achieving efficiencies in operating expenses by matching staff with funding streams and implementing a leaner but effective staffing structure.

The focus on costs and cashflow resulted in a positive operating cashflow for the year, mainly driven by cost control and new grants received at end of 2023 to fund activities in 2024. This led to an improvement in our cash position by \$129,000 in comparison to 2022. The operating result for FY2023 is a deficit of \$74,221.

The two opportunity shops in Mitcham and Templestowe continue to generate a healthy revenue on a lower operating cost base. It was heartening to see a large volume of volunteers returning which is continuing to have a positive impact on service delivery and activity.

State Government continues to be our most significant funding source supporting families in the inner east, enabling us to provide much needed support to vulnerable women and families. We also gratefully acknowledge the vital impact of our other funding bodies such as the Manningham City Council and Bendigo Bank's Doncaster East and Templestowe Village bank branches as well as the success of the Mayor Ball - which recognised Doncare's contribution to the Manningham community. With support from the office of Keith Wolahan MP, we secured grant funding to enable us to transition to 'the cloud' and upgrade our IT systems in 2023/24.

Doncare continues to focus and prioritise financial sustainability whilst maintaining high quality person-centred service delivery. The focus for 2024 will include growing and diversifying our revenue streams and continued cost vigilance. We will continue to manage the challenge of balancing our goals to support those most in need while ensuring Doncare's financial sustainability.

Finally, I would like to acknowledge the dedicated service of Treasurer, Esther Wan, Acting Treasurer Joseph Hoo and Chief Financial Officer, Nelika Jayasuriya. On behalf of the Board, and the entire Doncare community, I thank them for their contribution, guidance and leadership.

David Lane
Treasurer



EMERGENCY RELIEF

Doncare's Emergency Relief program continued to provide essential frontline support to people facing personal, emotional or financial hardship and in need of immediate assistance.

The program operated on a 50% staffing reduction during the past year and sadly could not offer clinical placements for social work students without the staffing necessary to provide professional supervision. However, despite this, and with the support of our incredible administration staff and volunteers, we were able to provide:

Extended Reach:

Doncare significantly increased its capacity to serve the community, offering 996 emergency relief appointments, marking a substantial 60% rise compared to the previous year.

Enhanced Services:

Face-to-face sessions experienced a notable 39% growth from 2022 and an impressive 53% surge from 2020, providing crucial support to a larger number of individuals.

Increased Assistance:

A total of 1,952 food parcels were provided, an increase of 38% from 2022 and a 104% increase from 2020, significantly contributing to alleviating food insecurity in the community.

Festive Giving:

In partnership with CareNet we generously provided Christmas gifts to 308 children, displaying a heartening 38% growth compared to the previous year.

Winter Support:

Contributions to winter utility bills were significantly boosted by our community partners the Doncaster East and Templestowe Village branches of Bendigo Bank, StreetSmart and CISVic with a remarkable 73% increase in support provided from 2022, demonstrating everyone's commitment to supporting community wellbeing during challenging seasons.

Back-to-School Support:

With support from the Myer Community Fund, Doncare was able to again support student wellbeing by contributing to the costs of activities not covered by schools or other organisations, supporting inclusion in activities such as swimming and music lessons, gymnastics, football and soccer.

Doncare's Emergency Relief Program is supported by:



THE SPIRIT OF GIVING

308 CHILDREN

RECEIVED CHRISTMAS GIFTS AS PART OF DONCARE'S CHRISTMAS GIVING PROGRAM





FUNDED SERVICES

At Doncare we strive to continually improve the way we do things and ensure that we are in line with funding requirements in the best possible way.

A successful completion of the Human Services Standards ISO:9001 – International Organisation for Standardisation Audit was a great opportunity to identify areas where we could further enhance how we work with clients and provide the best possible workplace for our staff. The audit has guided a workplan which enhances quality requirements such as policy work, continuous improvement processes, business processes and structures and the reinvention of staff performance reviews. With the new Child Safe Standards introduced in July 2022, Doncare continues to work towards full implementation. The updating of our Child Safe Policy and development of training has supported this process.

The updating of the Family Violence Policy and finalisation of our Family Violence Workplace Policy ensures contemporary responses and support to victim-survivors, reflecting the importance Doncare places on ensuring family violence is identified and addressed not only within our community but in our workplace, which is a safe place for victim-survivors.

Doncare also continues to promote the issue of family violence and support victim-survivors through its SaSSing Choir. The SaSSing Choir consists of survivors and supporters of family violence. Thanks to Manningham Council, choir members can meet fortnightly for rehearsal within council rooms, enabling them to prepare for performances. Donations from performances are used towards Doncare Family Violence services. If you are interested in joining the choir or having SaSSing attend your function, please contact our office.

Doncare also continues to look at ways to strengthen our organisational culture and acknowledge the diversity within our community. The provision of LGBTIQ+ Family Violence training was provided to all Doncare staff by FAN.



EMERGENCY RELIEF CLIENT DEMOGRAPHICS:



- 90.5% LIVE IN MANNINGHAM
- 59% WERE FEMALE, REPRESENTING A NOTABLE 30% INCREASE FROM 2020
- 25.1% LIVE IN RENTAL ACCOMMODATION.

Diversity and Languages

- 16% LIVE WITH A DISABILITY
- 14.6% WERE FROM ASIAN COUNTRIES
- 24.1% WERE BORN IN AUSTRALIA
- 8.3% WERE BORN IN IRAN
- 1.6% WERE FROM GREECE
- 1.1% WERE FROM CHINA.





OP SHOPS

55
VOLUNTEERS
DEDICATED
18,295
HOURS VALUED AT
\$591,472



To emerge stronger from the impacts of COVID, our focus this year was to enhance retail business value, build strategic resilience for the future and improve volunteer engagement and capacity to empower the op shop team to optimise performance.



We prioritised actions to introduce contemporary digital solutions to transform rostering and point-of-sale systems. Despite some initial trepidation, our volunteers navigated the transition to these dynamic technological landscapes effectively. We also implemented new stock inventory management procedures to improve stock turnover and create a sales compulsive environment.

Our Mitcham team, led by the innovative and charismatic Retail Manager, Sonia Perugini, enjoyed an exceptional result, achieving a 93% increase in average weekly turnover. Whilst the op shop is not located in the vicinity of a high traffic shopping precinct, the destination store has built a reputation for exceptional customer service, good quality furniture, homewares and vintage clothing. Annual sales increased by 98% in 2023, with the Mitcham store exceeding their sales budget by 16% this financial year.

The team at Templestowe Village has also achieved a stellar result despite some challenges. The solidarity of the team and their exceptional service to our loyal customers has resulted in a 63% increase in annual sales since 2022, a 63% increase on average weekly sales and resulted in the store exceeding budget by 18.82%.

CONTINUED OVER...



Of course, the op shops couldn't do what they do without Andrew Nymeyer and the gentlemen who manage inbound and outbound stock logistics. Andrew coordinates furniture collections and deliveries, adapts and responds seamlessly to the day-to-day needs of the individual stores with good deportment and leads the warehouse volunteers extremely well. This year, the team generated \$15,000 in revenue which included base and precious metal recycling and deliveries. The gents also tagged and tested over 1,200 electrical items. Six volunteers delivered 1,523 hours. Doncare is extremely grateful for their flexibility, strength and stamina.

Doncare's Community Support Workers continued to refer clients seeking material aid to the op shops. This year, 62 families were afforded the dignity of choice by personally selecting items from our stores in Templestowe Village and Mitcham. Our warehouse crew also assisted a young woman by collecting furniture from Eastern Emergency Relief and sourcing white goods, homewares and furniture from Mitcham so that she could set up her home.

We aim to promote a thriving, positive culture where our volunteers are engaged, dedicated and fulfilled by their work in the op shops. We pride ourselves on transparent communication to create a solid foundation and a shared vision, so remaining authentic to the values that we espouse as an organisation is paramount. A powerful indicator of whether Doncare does this well can be measured by retention of our volunteer workforce. I would like to acknowledge Marlene Knight for 27 years of service and Barbara Toporkiewicz for 21 years. Robert McDonald (17), Lyn Cowley and Ann Wang (15 years), Chris Barry (14), Barbara Britton (12), Peter Gartner, Sonia Gough and Michelina Fronticcia (11 years) and the wonderful Angela Bonato who received her ten-year service certificate. Their dedication is a testament to the fabulous culture in our op shops which also serve as community hubs for people to stay socially connected through volunteerism.



I would like to congratulate Diep Van and Malcolm Ferguson who were each presented with the prestigious Volunteer of the Year Award in 2023. I am so inspired by both of you and so proud that you were both recognised by Doncare for your contribution to the op shop program. I would also like to thank Helen Rigopoulous who retired after 26 years. I wish Helen the very best for the future.

Across the two physical stores, our volunteers processed

29,246 TRANSACTIONS

TOP SELLERS

21,993 ITEMS OF CLOTHING

5,792 BOOKS

6,802 HOMEWARES AND

530 PIECES OF FURNITURE



Of course, we couldn't do this without the community's support and the generosity of the donors who think of Doncare and the planet when they are clearing out their cupboards! We are highly accountable to the people who donate. They have a big heart for their community and trust us to sell items to maximise profit potential so that the money raised in our op shops can be used to fund Doncare's core services.

Ultimately, the op shops exist to provide revenue for Doncare and in doing so support vulnerable children and adults who are facing some extremely challenging times. I think Ralph Waldo Emerson's words sum up just how vital the work we do is to the health and wellbeing outcomes of our community:

"TO LEAVE THE WORLD A BIT BETTER... TO KNOW EVEN ONE LIFE HAS BREATHED A BIT EASIER BECAUSE YOU HAVE LIVED. THIS IS TO HAVE SUCCEEDED."

It is with this in mind that I express my sincere gratitude to all our wonderful volunteers and to Sabrina, Lisa, Heather, Fiona, Andrew and Sonia for their hard work and compassion throughout the year.

Martine Corbett
Manager, Marketing, Communications and Business Development



FAMILY VIOLENCE RECOVERY

“THE SYSTEM HAS NEVER BEEN FUNDED FOR RECOVERY. WE KNOW THAT RECOVERY IS A LONG JOURNEY AND IT IS NOT LINEAR OR PREDICTABLE. WE NEED TO CONTINUE TO BUILD THE EVIDENCE BASE FOR WHAT SUPPORTS LONG TERM RECOVERY, BUT AT THE VERY LEAST, WE NEED INVESTMENT FOR ONGOING THERAPEUTIC SUPPORT SO THAT VICTIM SURVIVORS CAN ACCESS A RANGE OF OPTIONS BASED ON THEIR INDIVIDUAL NEEDS, WHEN THEY NEED IT.”

CEO, SAFE AND EQUAL

Since 2007, DAWN has relied on philanthropic funding and intermittent support from Manningham Council, however this year funding challenges presented us with the very real possibility of closing the program after 16 years.

Thanks to The Ian Potter Foundation and the Department of Families, Fairness and Housing, Doncare will continue to support women in recovery from family violence throughout the inner east.

As acknowledged in the *Family Violence Reform Implementation Monitor Report: Crisis Response to Recovery Model for Victim Survivors (2022)*, investment has targeted prevention and crisis with minimal funding allocated to long-term recovery solutions since the Royal Commission. The report also identified that there had been an “insufficient focus on recovering from the trauma of family violence and victim survivors often feel prematurely disconnected from support.” The Family Violence Reform

Implementation Monitor Report and the Eastern Regional Family Violence Partnership consultation with Victim Survivor Advocates highlighted the valuable role of DAWN.

With additional funding from The Ian Potter Foundation in late 2022, DAWN was able to extend its service for another 12 months to safely complete service provision to victim survivors engaged in the program, with a plan to close services in September 2023. This was a very difficult time for the program as we had seen the significant impact DAWN had on women and their families since 2007. Reluctantly as we planned service closure, we were fortunate to receive DFFH funding to continue the program for another 12 months. This is very exciting as we are looking to add value to the program to increase its service response to victim survivors. Stay tuned!

DAWN successfully matched 11 new clients with volunteer mentors across six LGAs with most uptake from Manningham, Whitehorse and Boroondara. Over the year, we supported 23 women, impacting 30 children. 26% of our clients were born in Australia, with 22% born

in Iran and 9% from Thailand. We continue to support women from all cultural backgrounds including Iran, China, Thailand, India, Vietnam, Lebanon, Korea and Fiji.

The program has never been short of positive feedback and moving stories, reflecting the unassuming impact this unique and effective program has on victim survivors and their children.

The DAWN program is supported by the Victorian Government and The Ian Potter Foundation

“I just love the DAWN program.... you know, as family violence practitioners, we get them in, quickly reduce immediate risks, try and sort out their lives, but in the end, we close them way too soon and you can see the fear on their faces the day we have to tell them we have to close. Knowing we can call you guys to see if you can take them on is such a relief. It helps me sleep knowing that I've been able to leave the woman in your capable hands.”



Family Violence Therapeutic Recovery Groups

Doncare delivers Family Violence Recovery Groups in partnership with Anglicare Victoria which are funded by Family Safety Victoria. Doncare practitioners have provided 666 hours of support to 57 participants.

ReSPECT is a six-week creative art therapy group for women recovering from family violence and runs each term. The women are no longer in danger and have usually attended specialist family violence counselling. During the sessions, women utilise visual arts, journaling, and mindfulness for self-expression to explore themes relating to strengths, self-care and emotions.

“Participating in ReSPECT has created new connections and given me an opportunity to openly talk about what has happened in my life to other women who get it. The group has effectively provided me with a safe space to disclose information and problem-solve issues with people who understand the complexities of family violence.”

CAREing Connections is a weekly peer support group for women who are no longer in a relationship with a person using violence and have usually attended some family violence counselling and/or have attended ReSPECT. The group offers participants the opportunity to guide the content of the sessions and they appreciate the open nature of the group which means they can attend whenever they are able to. Themes such as healing, self-care, emotions and healthy relationships are explored while supportive connections are built amongst participants.

Children in Grades 4, 5 and 6 who have experienced family violence are encouraged to Shine and Thrive through Art and Relaxation in the **STAR Kids** program, while young people aged 13 to 18 can do the same by attending the **You Matter** group. The groups run for 6 weeks in alternate terms. Creative arts are used to offer the children and young people opportunities to explore their identity, including their strengths, to make sense of their experiences and emotions and to develop social connections.

“I was expecting to have to argue to get the girls there, but [was] happily surprised that they would nag me to hurry up.”

When participants attend a group in their lunch break or using time-in-lieu, express the desire to attend a group again or wish that it would continue for longer, and when the parents of teenage participants want them to attend again, it is clear that the groups are having a positive impact!

My Mentor and Me

The DAWN program was a light in the dark for me during a difficult time of isolation, fear and overwhelm. A compatible mentor was carefully chosen to match my needs. She was a steady hand to guide and encourage me along my path to rebuild my life. Her words of wisdom and shared stories provided me with new perspectives to help me adjust to my changing situations. Our regular meetups provided consistent stability, which was much needed in the turbulent life circumstances I found myself. During this time where my capacity was very low, she helped me navigate some difficult areas of the system to help me reach my goals, including that of a new and safe new home.

My mentor gave me connection at a time when my world was so small and helped expand it. I enjoyed her company, her smiles and her caring nature. We went for nature walks to cafes for coffee. We shared laughter and interesting conversations. I was able to talk to her without concern of having to hide what I had been through, as I would have felt I had to with others. This brought about a sense of freedom and liberation. She brought a sense of normality to my life; we were out and about in the community doing things that other people were doing. I felt like I was re-joining life and society. She was very supportive and acknowledged all my efforts in moving forward.

A DAWN Mentor's reflection

It has been a privilege to share part of your journey. You have confronted so many challenges with resilience, good grace and effective strategies, from securing a safe home, to navigating the labyrinth of NDIS, family violence and health systems, to juggling the demands of caring for your son.

I admire the energy you have found to pursue your goals to expand your horizons. You have tapped into your creativity and found the joy of art, writing, singing and dancing – go girl!!!

We have shared some emotional conversations, laughter and many fun times.

You are an inspiration. Thank you.



Families,
Fairness
and Housing



COUNSELLING

Doncare's Counselling program supports people with a wide range of life crises or ongoing issues including family violence, depression, anxiety, trauma, sexual abuse, parenting difficulties, workplace issues, grief and loss and suicidal ideation.

In response, this year we provided crucial mental health support through counselling, with a total of 2,087 appointments offered. These appointments comprised 1,784 general counselling sessions and 303 sessions addressing family violence issues. Our dedication to offering comprehensive care extended beyond the direct counselling sessions as our staff invested time in intake, assessment, care team meetings, case discussions, consultation with other

professionals, clinical supervision and communication with child protection services. Doncare also provided support to local community members as part of the council's Critical Incident Response to the tragic incident at Jackson Court.

During the year a total of 378 clients were supported, recognising the diverse needs of individuals seeking assistance. Our commitment to inclusive and accessible mental health services was evident, as 46% of our clients were male, 51% were female and 3% identified as transgender. Additionally, we are proud to report the increasing engagement of men and couples in our Healthy Young Men and Couples Counselling programs, as well as growth in our support for clients under the National Disability Insurance Scheme (NDIS).

A significant portion of clients, 41%, referred themselves to our counselling services, indicating a recognition of their needs and a willingness to seek support proactively. Additionally, 18% of clients were referred to us by external agencies and 15% came from within Doncare, highlighting the trust and recognition of our organisation's expertise in mental health support. Most of our clients live in the Manningham Local Government Area, showcasing the deep-rooted connection and trust we have built within the community.

Children and teens represent a vital part of our clientele, with 74 children receiving counselling, an increase of 59% compared to last year. This growth was enabled through the generous support of the Doncaster East and Templestowe Village branches of Bendigo Bank, which collaborated with Doncare to address the mental health issues identified

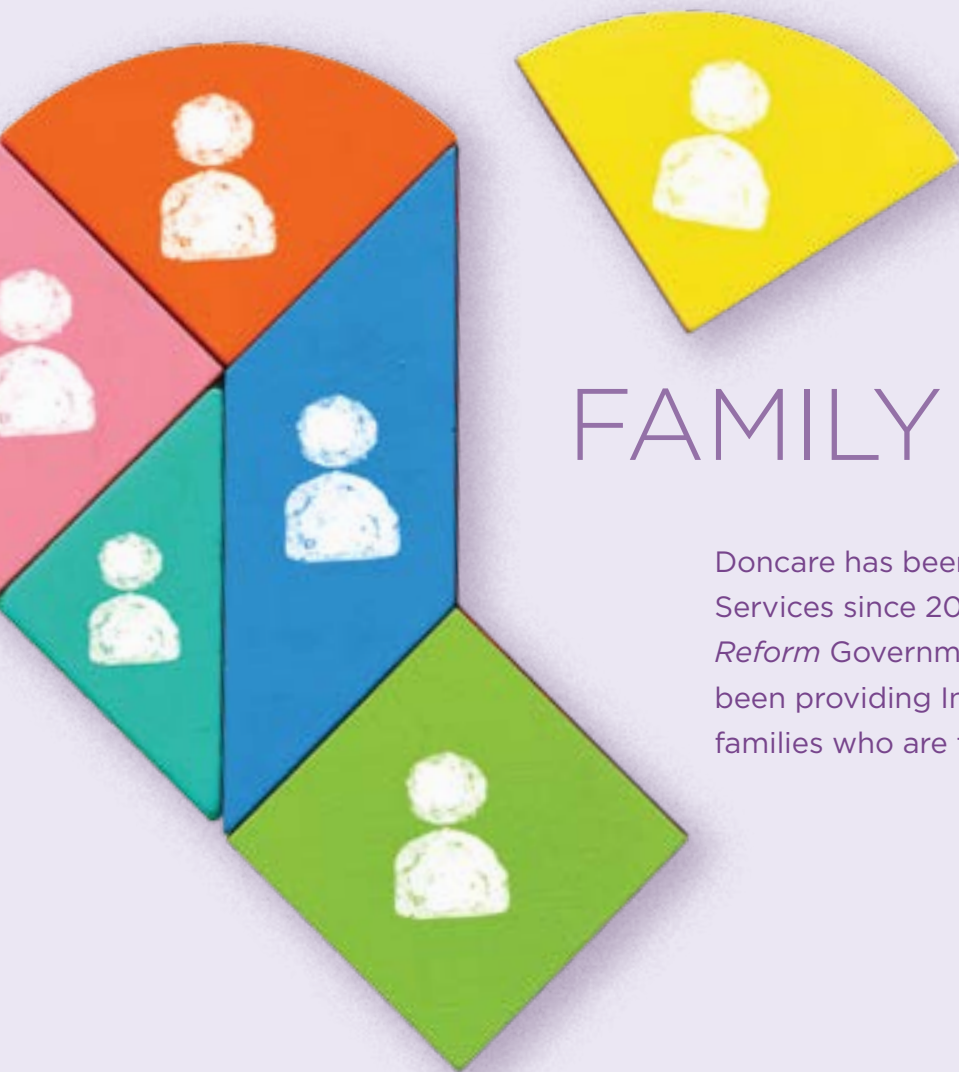
during the transition out of the COVID pandemic. Our counsellors worked diligently with children and teens, tackling issues such as anxiety, parental separation, family violence, self-harm and school refusal, recognising the importance of early intervention and support.

62% of child and youth counselling appointments were for children aged 6-12 years and 38% for those aged 13-17 years. Alarming, boys aged 6-12 years presenting for counselling has increased by 155% since 2021. The majority live in Manningham and were referred by their families or through internal programs within Doncare.

Understanding the importance of cultural competence, we observed that 56% of our clients were born in Australia, while the next highest group, 16% were born in Asia. We ensured that counselling services were accessible to all, regardless of their primary language, though the majority of our clients were proficient in English.

These annual figures highlight the paramount importance of providing and receiving mental health support. Our counselling services have had a profound impact on individuals and their families, their schools or workplaces, emphasising the positive ripple effect of local mental health care. We are grateful for the unwavering support of the Bendigo Bank, which has enabled us to expand our services and reach more individuals in need in our community. As we move forward, we remain committed to promoting mental wellbeing and creating a compassionate and inclusive community. We understand that mental health support is interconnected and by assisting one individual, we positively impact multiple people and facets of their life.





FAMILY SERVICES

Doncare has been delivering Integrated Family Services since 2001. In response to the *Roadmap to Reform* Government initiative in 2017, Doncare has also been providing Intensive Family Services, supporting families who are the subject of Children's Court Orders.

Our Family Services Practitioners worked with 59 families and 124 children and youth, delivering over 3,400 hours of support. Child Protection referred 18 families including 31 children and youth for an intensive response. Intensive Family Services Practitioners delivered 1,650 hours of support.

- One family received well over the 200 hours of support designated for Intensive Family Services, resulting in significant improvements in the children's safety and wellbeing and the mother's mental health and support system.
- Several children and young people who weren't attending are now going to school and others attending sporadically are now going every day; parents have become more confident in their engagement with schools and schools have been willing to accommodate children's and young people's needs. Asked about the most helpful aspect of our service:
"The number one thing was [the Family Services Practitioner] being the mediator and the liaison person when communicating with schools and other services."

- Parents are feeling more capable and confident in their parenting skills and able to implement positive parenting strategies.
[The FSP] "gave me good strategy to talk to my son and draft a good safety plan for us."
- Family relationships and communication have improved.
"My mum [now] talked soft. If my mum was angry, her voice would sound ruff (sic). My mum knows better than before about our feelings."
 A young person described the Family Services Practitioner as *"some sort of magician who was able to change her mother's behaviour."*
- Parent and child mental health has improved; many are no longer experiencing thoughts of self-harm or suicide. A father previously opposed to mental health support successfully engaged with our service.
- Families are less isolated and more involved in the community, for example in playgroups and story times at local libraries.

- Families have increased support, with referrals made to other services such as Doncare Counselling, Emergency Relief and therapeutic groups.
- Collaboration with other professionals including in joint home visits and care team meetings has been essential and brought great benefit to families. Collaboration with NDIS providers and Family Violence Services continues to be an important part of the support provided as well as the involvement of interpreters when needed.
"Lauren is the best support worker I've come across. She has helped me a lot. Thank you for your genuine support."*
- Chinese families have appreciated being able to communicate with their Family Services Practitioner in their native tongue, making it easier to express themselves and be understood.
"Worker could relate to our culture."
- Flexible Support Packages have been used to assist families to achieve their goals including paying for eye tests, hearing tests, paediatric appointments, and cognitive and behavioural assessments that the parents could not afford and when the extended waiting time in the public system would have adversely impacted the child's development and wellbeing. One Family Services Practitioner helped a mother get her young son to have a blood test she had been trying to get done for nine months, delayed by the child's fears, amongst other barriers. Afterwards, the child proudly announced,
"I am the bravest boy of all!"
- Family Services Practitioners provided positive experiences of relationships with professionals for many who have previously felt judged and thus hesitant to engage.
"To any women with kids struggling, I would suggest Doncare so that they can [get help] with building their selves and kids back up ... They are amazing and very supportive and useful."

Doncare Family Services is supported by the Victorian Government



It is always much appreciated when families contact us years later and tell us:

"I HOPE YOU KNOW WHAT A HUGE DIFFERENCE YOU MAKE TO THE LIVES OF THOSE YOU HELP. IN MY VIEW, YOU WERE THE ANGEL IN DISGUISE SENT FROM ABOVE AT THE RIGHT TIME TO MEET MY NEEDS THEN. I CAN NEVER THANK YOU ENOUGH."

"JORDAN* PASSED WITH HIGH DISTINCTION AND IS NOW A QUALIFIED DENTIST. SHE TURNED HER ADVERSITY INTO JOY!"

* 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 2022-2023.



REVIVING SOCIAL SUPPORT AND STRENGTHENING OUR COMMITMENT

In the wake of an unprecedented global challenge, Doncare continues to demonstrate its unwavering commitment to supporting seniors within the Manningham community.

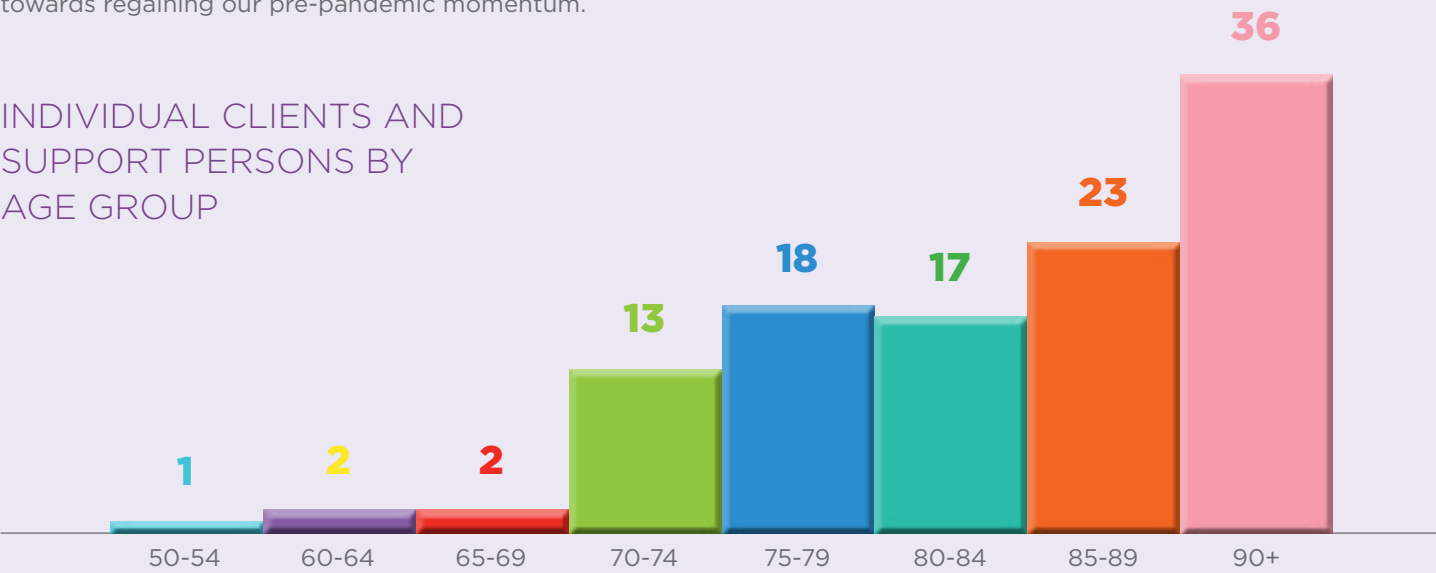
The 2022-2023 annual report highlights the remarkable achievements, challenges and aspirations of our organisation as we diligently work towards revitalising our Social Support for Seniors program and reaffirming our vital role in the community.

Social Support for Seniors Program:

The past year saw Doncare’s Social Support for Seniors program deliver 3,121 hours of dedicated care to 105 clients despite the hurdles posed by the pandemic. We had 91 female clients and 14 male clients benefitting from our services, with most of our clients being above the age of 80.

The diligent efforts of our 31 volunteers have been invaluable in restoring a sense of companionship and support for our seniors. While the volunteer numbers faced a temporary setback due to the pandemic, we are delighted to report a heartening revival in volunteer engagement. With the pandemic-induced uncertainty gradually dissipating, the return of volunteers to our social support program signifies a beacon of hope and progress. Our community’s resilience and determination in overcoming challenges truly shine through as we move towards regaining our pre-pandemic momentum.

INDIVIDUAL CLIENTS AND SUPPORT PERSONS BY AGE GROUP



Quality Audit Success:

In April, our Social Support for Seniors program underwent a thorough quality audit conducted by the Aged Care Quality and Safety Commission. The audit affirmed our compliance to all seven quality standards that we were assessed against, showcasing our dedication to delivering services of the highest calibre. The absence of any areas requiring improvement underscores our relentless pursuit of quality and exemplifies our commitment to seniors’ wellbeing.

Community Visitors Scheme:

The tumultuous period brought about by the pandemic led to challenges for our Community Visitors Scheme. However, we are excited to be part of the evolution of this initiative into the Aged Care Volunteer Visitors Scheme (ACVVS) from July 2023. Supported by Australian government funding, ACVVS stands poised to play a pivotal role in alleviating social isolation among older individuals residing in aged care homes or their own residences. We are humbled to facilitate companionship and support for those who receive government-subsidised residential aged care or Home Care Packages, ensuring that no one feels alone during their journey.

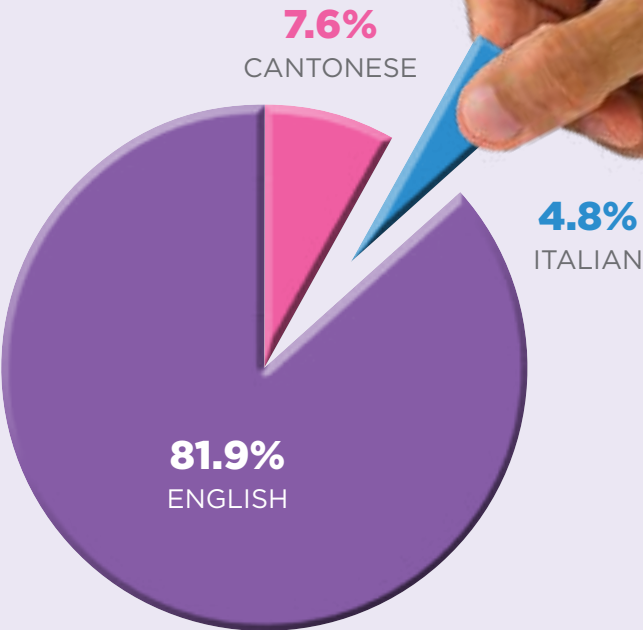
Renewed Service Agreement and Forward Momentum:

As we work in concert with the government, we are confident in our ability to expedite the revitalisation of both the Social Support for Seniors program and the ACVVS scheme. Our collective goal of returning these programs to their pre-pandemic levels and working with a diverse range of people stands as a testament to our commitment to social inclusion.

The 2022-2023 annual report encapsulates Doncare’s triumphant journey over the past year. As we reflect on our achievements, navigate challenges and chart a course toward the future, we remain steadfast in our commitment to seniors’ wellbeing. The return of our programs to full capacity and the integral role of Doncare in this resurgence are powerful testaments to our enduring mission. With the unwavering support of our community, volunteers and partners, we are poised to continue our transformative work, making a positive impact on the lives of seniors in Manningham.

Doncare’s Social Support for Seniors program is supported by the Australian Department of Health and Aged Care.

MAIN LANGUAGE SPOKEN





NATIONAL VOLUNTEER WEEK

THE CHANGE MAKERS

National Volunteer Week is Australia's largest annual celebration of volunteering. The week-long event recognises the vital support millions of volunteers in our country provide to their communities and encourages people to consider volunteering.

The official theme for National Volunteer Week 2023 was The Change Makers and this year over 90 people attended Doncare's annual event at Manningham Function Centre.

Doncare has been predicated on volunteerism since its inception in 1969 and whilst its volunteer workforce has diminished considerably since the pandemic, it was fantastic to gather the Social Support for Seniors volunteers, community support workers, counselling and clerical volunteers, DAWN mentors and op shop retail workers to celebrate the amazing contribution the organisation's volunteers make to transforming the lives of vulnerable families in the community.

Today, I want to take a moment to recognise and thank each and every one of you for your hard work, dedication, and commitment to Doncare. You are the change makers, the ones who are making a positive difference in the world around us. Your selflessness and generosity inspire us all to be better and to do more for others. At Doncare, you, our volunteers, are the backbone of our organisation. Without your tireless efforts, we would not be able to provide the range of services and programs that we do. From providing emergency relief and support to individuals and families in crisis, to delivering meals to those who are isolated and vulnerable, your contributions are truly life changing.

ELLEN MATUSKO, CEO

Board Chair Andrew Asten acknowledged Joan Middleton for her 25 years' service, as well as Farzad Maghami who has dedicated 20 years. Both women volunteer in Doncare's Social Support for Seniors program. Clerical volunteer, Lois Savage and retail assistants, Ann Wang and Lyn Cowley from the op shops were also presented certificates for 15 years of service.

During the event CEO, Ellen Matusko paid tribute to Ron Kitchingman OAM. In March, Ron retired from Doncare's Board after voluntarily serving as a director for 14 years "Ron has been a constant source of wisdom for current and past directors and staff" Ellen said.

Ellen also announced Doncare's Volunteer of the Year during the celebrations. Huge congratulations were in order and a big applause for Diep Van and Malcolm Ferguson, who were both deserving recipients. Doncare would like to congratulate all of the wonderful individuals who were nominated for the prestigious award including Community Support Worker, Lynne Lloyd (runner up); DAWN Mentor, Louise Theunissan; Maggie Falconer from Social Support; SaSSing Choir Music Director, Lyn Thomas (runner up) and Counselling volunteer, Lynn Flynn.



Winner, Volunteer of the Year 2023 – Malcolm Ferguson

Malcolm has been volunteering in the op shop warehouse since 2019. As a volunteer, he drives the truck to pick up and deliver furniture to our op shops.

Beyond his role at the warehouse, Malcolm offered to use his skills and talents to lead the initiative to install security systems in the op shops. He explored options and analysed the market and not only provided invaluable feedback on cost and a product that was fit for purpose but lead the team of volunteers in collaboration with Andrew to install the system. This involved setting it up at home and rolling it out in-store, as well as providing training to me. It also involved crawling through dusty roof cavities with John. Malcolm also set up screens at Mitcham for viewing.

In addition to this, Malcolm saw an opportunity to repurpose and recondition electronic devices that were donated by Box Hill Train Station. Malcolm assesses and modifies devices and then sells them on eBay to generate income. He handles customer enquiries and represents Doncare at an e-commerce level.

Malcolm also worked with John to design and install the additional changeroom at Templestowe recently. By being a creative thinker, Malcolm has been able to inspire other volunteers to come up with solutions to complement his ideas. This has led to increased teamwork in implementing them.

If Andrew asks Malcolm to stay for extra tasks that have just arisen, he is only too willing to stay back and help out. Malcolm spends a lot of time outside his volunteering hours researching and preparing solutions.

Malcolm is always happy and eager to help. Going out of his way building shelving for the office and making sure printers are working and in sync. He is a great problem solver and knowledgeable about electronics and computers, and his input for pricing certain donations is very helpful. A genuine and good person/friend to have on our team! Malcolm is diligently carrying out his job responsibilities with great attention to detail and professionalism.



Winner, Volunteer of the Year 2023 – Diep Van

Diep started volunteering at Doncare in 2020 and has been a great reference point for other volunteers, as she is always willing to help and explain processes and is a very positive person and helps keep the team spirit strong. She has a wonderful way with customers and is always ready to serve.

Diep's commitment to her role as a volunteer and to Doncare can be seen through her availability and ability to adapt to change. She does this with humour and grace and is a great team player.

Until recently, Diep has worked every Saturday for over two and a half years at our Mitcham store. She initially agreed to help until we found more volunteers. We still don't have enough!

Diep's commitment to keeping the store open by giving up her weekends to volunteer every Saturday has been commendable.





DONCARE HONOUR ROLL

(Over 10 Years of Service)

Years Served

OUR PATRON

11 Dr Rosie Batty AO

BOARD

14 Ron Kitchingman
OAM JP

STAFF

21 Sue Kerchhoff
18 Mary White
14 Julie McDonald
13 Helen Mackenzie
13 Megan Holden
13 Sandra Thurtell
10 Lizette Atterbury

CLERICAL

15 Lois Savage
13 Barbara Hall

OP SHOPS

26 Helen Rigopoulos
27 Marlene Knight
21 Barbara Toporkiewicz
17 Robert McDonald
15 Lynette Cowley
15 Ann Wang
14 Chris Barry
12 Barbara Britton
11 Peter Gartner
11 Michelina Fronticcia
11 Sonia Gough
10 Angela Bonato

COUNSELLING

28 Lynn Flynn

DAWN

13 Susan Porter

SOCIAL SUPPORT

27 Geraldine Bloom
25 Joan Middleton
22 Debbie Wong
22 Shirley Monahan
21 Dorothy Pearson
21 Frank Johnston
20 Beverly Schurmann
20 Dorothy Ranyard
20 Farzad Maghami
18 Janet Handley
18 Jenny Round
16 Carmel Schofield
16 Christine Crawford
14 Fred Jurgelait
12 Carol Harvey

12 Hanne Blake
12 Lorraine Cahill
12 Marilyn Thompson
12 Neil Harvey
11 Colleen Chan
11 Mooi-Sim Ng
10 Bill Matthewson

SASSING

11 Penny Phillips
10 Rhonda Watts

A TRIBUTE TO RON KITCHINGMAN OAM JP

Ron is truly one of life's gentlemen – a wonderful husband, father and grandfather, an exceptional local resident and community leader who is passionate about supporting the most vulnerable and disadvantaged in our community. A retired printer, Ron has lived in Manningham for most of his life and at 87, continues his community and dedicated interests.

In March, Ron retired from Doncare's Board after voluntary serving as a director for 14 years. Since 2009, Ron has been a dedicated Board member, serving on several subcommittees over the years, representing the Board at a myriad of Doncare and community events. Ron has been a constant source of wisdom for current and past directors and staff.

Ron was honoured for his contribution and outstanding service to the community at a ceremony at Manningham Council in July 2019 when he was presented the Key to the City in recognition of his distinguished history spanning 57 years.

Ron was a Councillor of the City of Doncaster and Templestowe for two terms in the 1970s and Mayor in 1978-79. He served as a Manningham City Councillor from 2005-08 and as Mayor of Manningham in 2006. He is also the recipient of the 1998 Menzies Australia Day Award and was Manningham's Citizen of the Year in 2004. In the Queen's Birthday Honours List 2013, Ron was awarded the Medal of the Order of Australia (OAM) for his dedicated work to the Manningham community.



In addition to his contribution to Doncare, Ron has held many roles with Manningham organisations including positions on the Board of Management of the Manningham Recreation Association for 23 years, MannaCare for 36 years, and the Whitehorse Manningham Regional Library Corporation. Ron was instrumental in establishing the Beverley Hills Kindergarten and was Chairman for many years during the 1960s. He was also the President of Beverley Hills Primary School, President of East Doncaster Secondary College for 8 years and a committee member for 15 years.

Ron is an active Justice of the Peace and is currently on the roster at the Document Signing Station at Doncaster Police Station. He was also an honorary Bail Justice for 15 years and it was during this time that he was amazed and appalled by the prevalence of domestic violence here in Doncaster and the number of

times he had to remove a child from their home due to domestic violence. It was when Ron was elected for his third term as councillor that he met the late Doreen Stoves and after completion of his term at council, she invited him to join the Board.

FOURTEEN YEARS LATER, WE WOULD LIKE TO THANK RON FOR HIS PASSION AND DEDICATION AND WE WISH HIM THE VERY BEST.



OUR VOLUNTEERS

OUR PATRON

- Dr Rosie Batty AO

BOARD

- Amelia De Angelis
- Andrew Asten
- Claire Pollitt
- Clare Groves
- David Hong
- David Lane
- Esther Wan
- Joseph Hoo
- Ron Kitchingman OAM JP

MARKETING SUBCOMMITTEE

- Laura O'Brien

CLERICAL

- Ava Diamante
- Barbara Hall
- Kathryn Tandy
- Lois Savage
- Lucy Hunt

COMMUNITY SUPPORT WORKERS

- Claire Ryan
- Jan Hunter
- Lynne Lloyd
- Sharon Phillips

COUNSELLING

- Amanda Grant
- Amber Gul
- Ange Bishop
- Asiyeh Graham
- Bharati Susarla
- Cathy North
- Catherine Nott
- Dina Aouad
- Equa Foot
- Iva Pfeiffer
- Jens Berkan
- Jessica Innes Irons
- Jessica Palmer
- Joanne Oliver
- Kate Culy
- Kirrily Mitchell
- Kristy Wong
- Lucy Russell
- Lynn Flynn
- Madeline Kretschmer
- Merilee Bennett
- Michael Zoupa
- Natalie Evans
- Nidhi Khanna
- Pauline Leow
- Rebecca Wade
- Sonja Schulze
- Sue Chandrasekaran
- Suzanne Pata

- Vongai Nzenza
- Xanthia Gregory
- Yvonne Carey

DAWN MENTORS

- Amber Gul
- Amy Dowsett
- Cathy McRobert
- Carol Poole
- Jodi Mitchell
- Louise Theunissen
- Priyani Withanarachi
- Rajie Ramalingham
- Rhonda James
- Shahrzad Seirafi
- Sharon Phillips
- Sonja Schulze
- Susan Porter
- Susie Xu
- Ushvinie Murugesu

OP SHOP WAREHOUSE

- Brian Corbett
- Bruce Young
- John Skofic
- Malcolm Ferguson
- Peter Gartner
- Rahmatollah Bagheri

MITCHAM OP SHOP

- Alex Jahn
- Ann Wang
- Barbara Britton
- Chris Barry
- Christy Kan
- Des Galgut
- Diep Van
- Donna Fung
- Fay Afshar
- Frances Anderson
- Glenys le
- Hetty Verspay
- Helen Angelaras
- Iga Zietara
- July Dobson
- Kathleen Rehe
- Kaye Davies
- Leanne Nguyen
- Linda Wight
- Lyn Cowley
- Maria Hancock
- Maria Skidmore
- Moussa Bittar
- Oldrich Kozak
- Pam Prakash
- Penny Chow
- Raymond Leung
- Robert McDonald
- Rodney Fried
- Sarita Mirchandani
- Waffa Takla

TEMPLESTOWE OP SHOP

- Alex Jahn
- Angela Bonato
- Barbara Toporkiewicz
- Brenda Humphreys
- Cathy Camerino
- Carmen Mignani
- Debra Brown
- Elahe Honarkar
- Elisa Alviano
- Fiona Edwards
- Frank Quattrocchi
- Glenda Deoki
- Glenys le
- Hanida Alakhdar
- Helen Rigopoulos
- Karin Candy
- Lydia Chia
- Lyn Cowley
- Maggie Yong
- Mai Nguyen
- Maree Quattrocchi
- Margaret Thompson
- Marlene Knight
- Maureen Pascual
- Michelina Fronticcia
- Ming Xiao Zhang
- Noelle Eaton
- Sallie Hobson
- Sammy Nguyen
- Sonia Gough
- Vera Recinella
- Windy Huang

SASSING CHOIR

- Angela Krstic
- Beth Bolton
- Elizabeth McConchie
- Jan McDermott
- Juanita Seester
- Julie Yu
- Karen Dew
- Kathy Doherty
- Lyn Thomas
- Lynne Lloyd
- Marlene Oppenheim
- Marquerite McConnell
- Penny Phillips
- Rhonda Watts
- Sharyn Cambridge
- Sue Stephens

SOCIAL SUPPORT FOR SENIORS

- Carmel Schofield
- Carol Harvey
- Catherine McCaffrey
- Cheryl Hawkins
- Christine Crawford
- Debbie Wong

- Diana Sze-Hong
- Dorothy Pearson
- Elizabeth Nash
- Emy Raquel
- Farzad Maghami
- Frank Johnston
- Fred Jurgelait
- Geraldine Bloom
- Gurpreet Singh
- Helen Jurgelait
- Ian Smith
- Janet Handley
- Jenny Round
- Judy Moore
- Loo-Ching Loh
- Maggie Falconer
- Margaret Sell
- Michael Sloan
- Mohammed Din
- Neil Harvey
- Peter Brilliant
- Prea Maghami
- Stan Pasztetnik
- Susan Cheung
- Suzy Moustakas

SOCIAL WORK STUDENTS

- Hafsa Ahmed
- Jasmine Lu
- Jason Lau

FOR THE COMMUNITY, BY THE COMMUNITY

At Doncare, we foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence-based and innovative programs.

We identify emerging trends and work with the community to develop, implement, and improve a range of programs that respond to the diverse, persistent and emerging challenges that impact our community. We couldn't do what we do without our supporters and donors.

DONORS AND SUPPORTERS

- Access Health
- Amelia De Angelis
- Aquarena Aquatic and Leisure Centre
- Aveo Domaine
- Bev Fletcher
- Beverley Hills Junior Football Club
- Brian Tooth
- Bulleen Plaza Shopping Centre
- CityLife Church Manningham
- Coles Box Hill
- Coles Forest Hill
- Coles Mitcham
- Coles The Pines
- Coles Tunstall Square
- Coles Westfield Doncaster
- Concept Logistics
- Deep Creek Child Care Centre
- Deep Creek Pre-School
- Despina Kardiakakis
- Dodi Collins
- Doncaster Cricket Club
- Doncaster District Community Youth Club
- Doncaster View Club
- EACH
- FVREE
- Grill'd Doncaster
- Gurpreet Singh
- Harcourts Glen Waverley
- Joan Marshall
- John O'Brien
- Julie Yu
- Karen Denadic
- Kiosk Domaine Village
- Liz Phillips
- Lorraine Hocking
- Madeleine Zachariou
- Martine Corbett
- Maydeena Jameson
- Manningham Business Network
- Manningham City Council
- Manningham Civic Centre
- Melanie Petridis
- Milgate Primary School
- Mitcham Bowling Club
- Mums Supporting Families in Need
- Myer Doncaster
- Natasha & Alexandra Limneos
- The Orange Door
- Patricia Stomann
- Penny Phillips
- Peter Norman
- Philip Webb Doncaster
- Probus Association of Victoria
- Probus Club of Donvale Hill Inc.
- Probus Templestowe
- Rex Chan
- Rosslyn Thompson
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Serpell Primary School
- St Clement of Rome Primary School
- Stockland the Pines
- Susan McLean
- Templestowe Heights Primary School
- Templestowe Park Primary School
- Templestowe RSL
- The Learning Sanctuary Park Orchards
- The Loan Room
- Vivian Patsis
- Warrandyte Library
- Whitehorse Manningham Libraries Bulleen
- Woodcraft Manningham



PARTNERSHIPS EMPOWERING THE COMMUNITY

Doncare is enormously grateful for the support we receive from all tiers of government, corporate and community groups, philanthropic trusts and foundations. We prioritise the establishment and strengthening of collaborative partnerships that best equip us to collectively meet the needs of our community.



Doncare’s Social Support for Seniors program is supported by the Australian Department of Health and Aged Care.

How healthy is your home loan?



Book in for a home loan health check today!

With interest rates on the rise, there’s never been a better time to review your home loan.

And there’s never been a better bank to do it.

We’ll give your home loan a full check-up, making sure the loan you have is still right for you and your current needs. We’ll look at your interest rate, your term, your repayment options, and if relevant, your equity.

Then if we can add value to what you already have, we’ll talk you through:

- our competitive rates
- 100% offset on fixed or variable loans
- how LVR (your loan to value ratio) works
- and of course, our fantastic customer service

Everyone’s welcome

Whether you’re an existing customer or you’re new to Bendigo Bank, we’re here to help you get the most out of your home loan.

So don’t delay!

Enquire online at [bendigobank.com.au/healthcheck](https://www.bendigobank.com.au/healthcheck) or visit your nearest branch.

- Community Bank · Doncaster East 9840 2028 or Templestowe Village 9846 1455



*Source; Roy Morgan Single Source Australia, December 2022. All loans are subject to the bank’s normal lending criteria. Fees, charges, terms and conditions apply. Please consider your situation and read the Terms and Conditions, available online at www.bendigobank.com.au or upon request from any Bendigo Bank branch, before making a decision. Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879 (1786419-1837660) (02/23)

2022 Mayoral Ball *Let's have a ball!*

Manningham Mayor, Michelle Kleinert nominated Doncare as the recipient of the 2022 Mayoral Ball. Raising funds for Doncare's Emergency Relief and Child and Youth Counselling programs, the event attracted over 300 attendees and it was fabulous to see so many business, community and political representatives come together to celebrate and give so generously. Doncare's Board and leadership team are extremely grateful to Cr Kleinert and to Daniel D'Assisi from Noel Jones who was the Platinum sponsor for the event.



Your home deserves the very best agency by your side.

Sell or lease your property with **Noel Jones Doncaster** and take advantage of our limited time offer.



SELLING

\$1000

DONATION TO DONCARE

FREE professional
Photography and **FREE**
board for your property

LEASING

\$500

DONATION TO DONCARE

3 months **FREE** property
management

To claim this offer make sure to tell us
that you want to support Doncare

NJ Noel Jones

702 Doncaster Road, Doncaster | 9848 7888 | noeljones.com.au

FINANCIAL STATEMENTS

for the Year Ended 30 June 2023

rdl.

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T. +61 3 9878 1477
rdlaccountants.com.au
ABN 84 164 947 290

AUDITOR'S INDEPENDENCE DECLARATION UNDER DIVISION 60 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF DONCASTER COMMUNITY CARE AND COUNSELLING CENTRE INC

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023 there have been:

- no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

Matthew Hung, CA
rdl.accountants

21st September 2023
Blackburn, Victoria



Liability limited by a scheme approved under Professional Standards Legislation

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2023

Doncaster Community Care and Counselling Centre Inc
ABN 61 321 463 378

Statement of Profit
or Loss and Other
Comprehensive
Income

For the Year Ended
30 June 2023

	Note	2023 \$	2022 \$
Revenue	4	2,606,454	2,978,125
Depreciation expense		(21,333)	(26,603)
Employee benefits expense		(2,083,594)	(2,661,821)
General and office expenses		(205,051)	(183,858)
Opportunity shop costs		(190,451)	(274,845)
Other expenses		(15,327)	(6,549)
Professional fees		(16,088)	(23,697)
Programs and client costs		(139,646)	(163,044)
Volunteer and fundraising expenses		(9,185)	(1,425)
		(2,680,675)	(3,341,842)
Surplus/(deficit) before income tax		(74,221)	(363,717)
Income tax expense		-	-
Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc		(74,221)	(363,717)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members of Doncaster Community Care and Counselling Centre Inc		(74,221)	(363,717)

Statement of
Financial Position
As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	459,685	330,598
Trade and other receivables	6	123,202	185,964
Prepayments		2,011	30,590
Term deposits		413,864	301,139
TOTAL CURRENT ASSETS		998,762	848,291
NON-CURRENT ASSETS			
Property, plant and equipment	7	49,913	66,750
TOTAL NON-CURRENT ASSETS		49,913	66,750
TOTAL ASSETS		1,048,675	915,041
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	148,897	109,836
Employee benefits	9	172,391	172,619
Income received in advance		451,047	273,323
TOTAL CURRENT LIABILITIES		772,335	555,778
NON-CURRENT LIABILITIES			
Employee benefits	9	-	8,702
TOTAL NON-CURRENT LIABILITIES		-	8,702
TOTAL LIABILITIES		772,335	564,480
NET ASSETS		276,340	350,561
EQUITY			
Retained earnings		276,340	350,561
TOTAL EQUITY		276,340	350,561

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2023

Statement of
Changes in Equity
For the Year Ended
30 June 2023

	2023	Retained Earnings \$	Total \$
Balance at 1 July 2022		350,561	350,561
Surplus/(Deficit) attributable to members		(74,221)	(74,221)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(74,221)	(74,221)
Balance at 30 June 2023		276,340	276,340
	2022	Retained Earnings \$	Total \$
Balance at 1 July 2021		714,278	714,278
Surplus/(Deficit) attributable to members		(363,717)	(363,717)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(363,717)	(363,717)
Balance at 30 June 2022		350,561	350,561

Statement of Cash
Flows
For the Year Ended
30 June 2023

	Note	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from sales, grants and other revenue		3,066,990	2,966,603
Payments to suppliers and employees		(2,823,511)	(3,543,199)
Interest received		2,829	2,909
Net cash provided by/(used in) operating activities	12	246,308	(573,687)
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payments for property, plant and equipment		(4,497)	(18,920)
Purchase of investments		(112,724)	-
Receipt from term deposits		-	98,861
Net cash provided by/(used in) investing activities		(117,221)	79,941
Net increase/(decrease) in cash and cash equivalents held		129,087	(493,746)
Cash and cash equivalents at beginning of year		330,598	824,344
Cash and cash equivalents at end of financial year	5	459,685	330,598

THIS IS AN ABRIDGED VERSION OF DONCARE'S ANNUAL FINANCIAL REPORT. TO VIEW THE COMPLETE FINANCIAL REPORT INCLUDING NOTES TO THE FINANCIAL STATEMENTS, PLEASE VIEW THE DIGITAL VERSION OF THE 54TH ANNUAL REPORT ON OUR WEBSITE.



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DONCASTER COMMUNITY CARE AND COUNSELLING CENTRE INC

Report on the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Doncaster Community Care and Counselling Centre Inc (the company), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the committees' declaration.

In our opinion the financial report of Doncaster Community Care and Counselling Centre Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2023 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the *Australian Charities and Not-for-profits Commission Act Regulation 2013*.

Basis for Opinion

We have conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the company in accordance with the ethical requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Directors for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the accounting policies described in Note 2 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee members are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.



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Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Matthew Hung, CA
rdl.accountants

21st September 2023
Blackburn, Victoria



OP SHOP LOCATIONS

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