

doncare



ANNUAL REPORT

2025



TABLE OF CONTENTS

About Doncare	3
Our Core Services	4
A Message from our Patron	6
Board Chair's Report	8
CEO's Report	10
Doncare Honour Roll	15
Our Volunteers	16
For the Community, By the Community	18
Partnerships Empowering the Community	19
Treasurer's Report	22
Financial Statements	23
Op Shop Locations locations	32

Doncare Community Services Location

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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, Social Support for Seniors and the Aged Care Volunteer Visitors Scheme (ACVVS).

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

We recognise the inherent dignity and human rights of all people and empower them to achieve prosperity and actively contribute to the community.

Doncare is committed to enhancing inclusive practices and improving access for Aboriginal and Torres Strait Islander people; people from culturally diverse backgrounds, Victorians with a disability, and the LGBTIQ+ community.



OUR CORE SERVICES:



Counselling

Doncare offers trauma-informed, recovery-oriented, culturally safe and responsive counselling to children, adolescents and adults. Doncare offers low-cost or funded 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 qualified professionals and volunteers, Provisional Psychologists and Masters of Art Therapy and Counselling students who are working towards full registration. Extensive professional training, supervision, and support go on behind the scenes to ensure that the counselling our clients receive is professional, effective and of the highest quality.

Family Violence Recovery Services

Since establishing the DAWN mentoring program in 2007, Doncare has become a leading provider of family violence recovery services in Melbourne. We have been at the forefront of offering long-term, holistic support to victim-survivors, including short-term case management, ensuring safety, healing, and empowerment. Ongoing funding from Family Safety Victoria (DFFH) has secured the future of DAWN, providing stability for both clients and volunteer mentors.

Our Therapeutic Family Violence Recovery Groups continue to assist women and children in addressing the traumatic impacts of violence, while the SaSSing choir offers a unique platform for recovery and connection through the universal language of music and friendship.

Doncare also delivers specialist family violence counselling services, supporting individuals and families to rebuild their lives with dignity and resilience.

Emergency Relief

Doncare's Emergency Relief program provides immediate, short-term assistance to individuals and families experiencing financial hardship or food insecurity. Our Community Support Workers respond with care and dignity—offering food parcels, vouchers, and advocacy—while also connecting clients with broader community services to support long-term stability.

Case Management provides short-term, client centred support for individuals and families experiencing crisis. Working alongside clients, our team identifies immediate and longer-term needs, then coordinates access to appropriate services that strengthen overall wellbeing. This may include assistance with housing, financial aid, legal support, or health and social services.

By offering temporary, tailored guidance and advocacy, we help clients navigate complex systems, reduce the impacts of crisis, and build pathways toward stability and resilience.

Family Services

Doncare's Family Services program works with families in Melbourne's Inner East to promote child safety, stability and development. We support parents to strengthen their capacity and confidence, improve family functioning, and create secure, nurturing environments where children can thrive.

Social Support for Seniors

Since 1995, Doncare's Social Support for Seniors program has been enhancing social connection and wellbeing for older adults experiencing isolation. The program offers low-cost, volunteer-supported social and recreational activities designed to foster meaningful interactions and community engagement. Participants are provided with transport and can enjoy a variety of group outings, including lunch gatherings, full-day excursions, local walks, and movie outings.

Aged Care Volunteer Visitors Scheme (ACVVS)

Doncare's ACVVS is funded by the Australian Government and provides meaningful social support to older individuals experiencing loneliness or social isolation. The program matches trained volunteers with eligible seniors, either living independently at home with a Commonwealth Home Care Package or residing in Residential Aged Care Homes, for regular companionship visits. These ongoing friendships aim to enhance emotional wellbeing and improve overall quality of life.



Op Shops

Nestled in the heart of Tunstall Square, Templestowe Village, and Macedon Square, Doncare's op shops are more than retail outlets—they are vibrant community hubs, fostering friendships through volunteerism. Revenue supports Doncare's programs, with our dedicated retail volunteers at the heart of it all.

As a proud member of Charitable Recycling Australia, Doncare champions sustainable shopping by giving pre-loved goods a second life. Through our op shops, we reduce waste, promote circular fashion, and create positive environmental and social impact—proving that shopping with purpose changes lives.

Protecting personal and sensitive information is a key element of Doncare's work. All stories and quotes are de-identified and reflect client experiences from 2024–2025.



A MESSAGE FROM OUR PATRON

Dr Rosie Batty AO

The year 2024-25 has been a reminder of both the ongoing challenges and the glimmers of hope in our work to end family and domestic violence. Thousands of women and children continue to live in fear, and too many lives are forever changed. Behind every number is a story - a mother, a child, a friend - calling us to act with urgency, compassion, and courage.

Some meaningful steps have been taken at a national level. The **Leaving Violence Program**, launching in July 2025, will provide practical support and safety planning for people escaping abuse. The continued implementation and review of **paid family and domestic violence leave** supports workers to seek help without risking their livelihood. These initiatives are not just policies; they are lifelines, proof that change is possible when advocacy and leadership meet action.

Real progress also requires addressing the deeper cultural issues - entitlement, disrespect, and inequality - that fuel violence. We must hold perpetrators accountable, provide consistent and long-term support for frontline services both in the response stage and longer-term recovery, and prioritise early intervention.

Amid these challenges, hope endures - not naïve hope, but determined, stubborn hope. Hope in women rebuilding their lives. Hope in children learning that love should never hurt. Hope in communities challenging harmful attitudes and modelling respect.

I am particularly delighted that **Doncare's DAWN program** has received recurrent funding. This program provides long-term mentoring to women recovering from family violence, helping them build confidence, safety, and connection while navigating practical challenges in their lives. It is a powerful example of how targeted support can help women regain control and rebuild their futures.

We need to walk alongside people in their most vulnerable moments. That is what **Doncare** does every day - offering counselling, practical support, and hope. Your work transforms lives, restores dignity, and nurtures resilience. Families move from crisis to recovery, and children learn that love is never meant to hurt.

To every Doncare staff member, volunteer and student: thank you. Your compassion and commitment remind us that every act of care builds a safer, more compassionate Australia.

FROM PAIN TO PEACE: A COUNSELLING JOURNEY OF HOPE AND HEALING

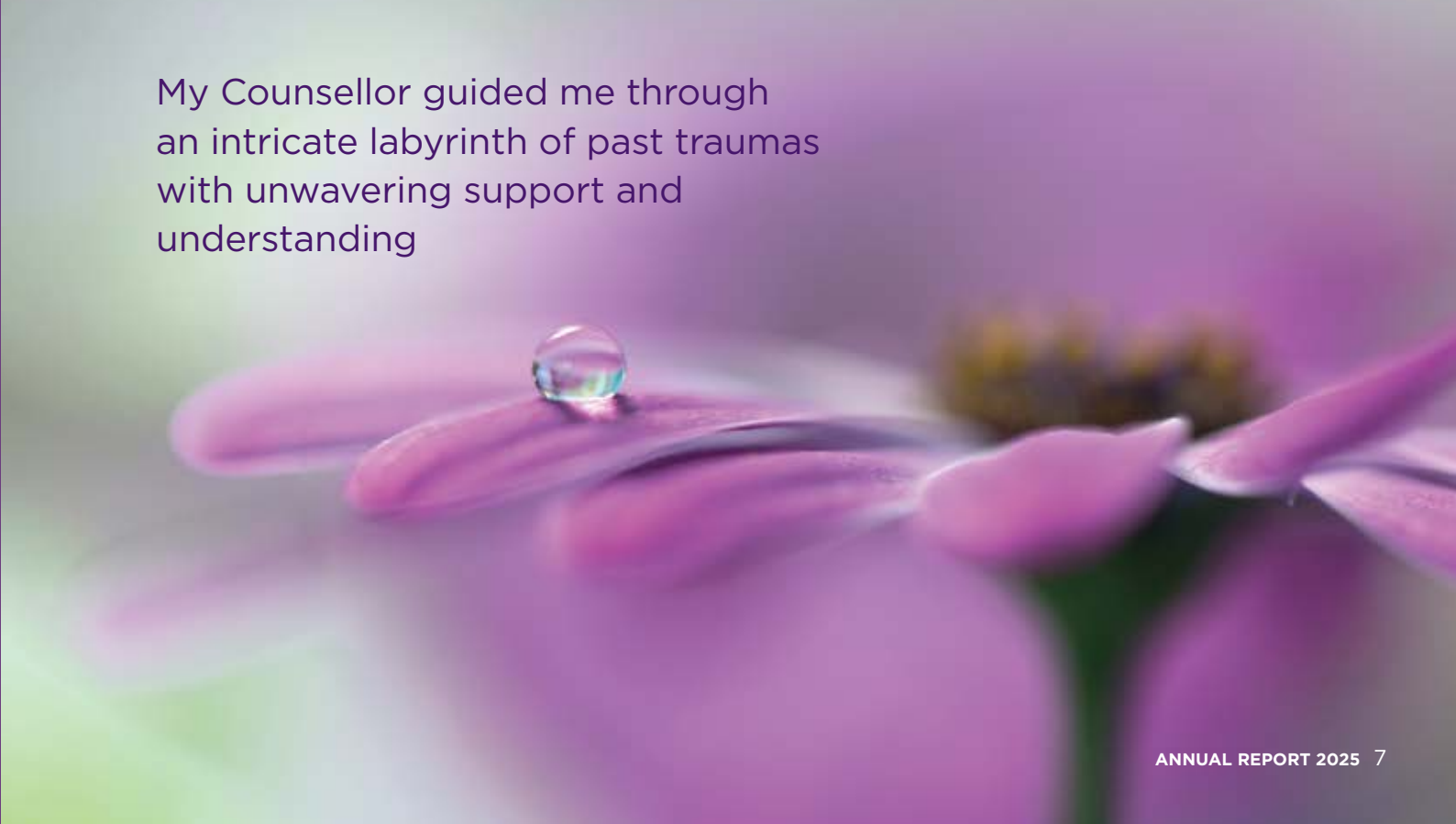
It is with **deep respect** and **immense gratitude** that I offer my **heartfelt commendation** for the **remarkable counsellor**, Georgia. Throughout **forty-six profoundly enlightening sessions**, Georgia displayed an **unparalleled level of dedication** and **compassion**, guiding me through the intricate labyrinth of my past traumas with unwavering support and understanding. The last five sessions proved to be pivotal in my journey of self-discovery and healing, despite the profound loss of my parent before our final meeting.

Georgia's professional demeanor, coupled with her extraordinary capacity for empathy and insight, created a nurturing environment where I felt truly heard and valued. Her commitment to my well-being, combined with her exceptional skills and guidance, equipped me with invaluable tools to navigate the complexities of my childhood traumas and reshape the way I perceive myself and my relationships.

Throughout our sessions, Georgia demonstrated not only her exceptional gift as an active listener and intuitive professional but also her profound dedication to facilitating my healing and growth. As a person of faith, I found solace in discussing my spiritual journey openly, **free from judgment**, thanks to her inclusive and open-minded approach.

Georgia's exceptional character, marked by humility, integrity, deep compassion, and unwavering commitment to her client makes her a beacon of hope and healing in the world of counselling. I say this not only as her client but also as a psychology graduate. I consider myself incredibly fortunate to have had the privilege of working with such an outstanding counsellor, whose impact on my life has been nothing short of transformational. I wholeheartedly recommend Doncare's counselling services to anyone seeking profound transformation and empowerment.

My Counsellor guided me through
an intricate labyrinth of past traumas
with unwavering support and
understanding





CHAIR OF THE BOARD

It is my privilege to present the 56th Annual Report of Doncare, reflecting a year of transition and renewed purpose as we continue to grow Doncare's support for individuals and families through counselling, family violence recovery, emergency relief and community connection.

Leadership Transition and Strategic Continuity

This year marked a significant milestone with the appointment of Kylie Scoullar as CEO in August 2024, following the retirement of Ellen Matusko. The Board acknowledges Ellen's outstanding leadership, under which Doncare strengthened its financial position, program integrity and partnerships. Kylie has brought new energy and strategic vision, grounded in her deep experience in mental health and community services. Kylie has been a fantastic leader for Doncare and in the community over her first year in the role, and the Board looks forward to her continued impact together with the staff and volunteer team at Doncare.

The Board's priority through this transition was ensuring stability, continuity and clarity of direction. Kylie has already engaged deeply with staff, volunteers, partners and funders to shape a renewed strategic agenda and plan, focused on long-term sustainability, evidence-based impact and advocacy for vulnerable members of our community.

Operating Context and Organisational Response

The social and economic pressures across our region remain acute. Rising living costs, persistent housing stress, growing demand for mental health support and the continuing effects of family and domestic violence have driven record levels of community need.

In this environment, Doncare's role as a trusted, locally anchored service has never been more critical. Our work continues to bridge gaps in access to affordable counselling, provide safety and recovery pathways for victim-survivors, and deliver practical relief to those facing financial hardship.

Despite escalating demand, staff and volunteers have maintained a high level of service quality and responsiveness. Their professionalism, care and adaptability reflect Doncare's enduring culture of compassion and excellence. The Board and I continue to be immensely grateful for their dedication, and thoughtful and effective work with Doncare's clients.

Program Impact and Community Engagement

Doncare's program portfolio - spanning Counselling, Family Violence Recovery (including DAWN), Emergency Relief, Family Services and Social Support for Seniors - remains the backbone of our community response, together with our vibrant Op Shops. We have continued to strengthen and increase our impact in the community, and I heartily commend the team for their efforts.

Alongside our other achievements, we are delighted to look forward to the opening of Doncare's newest Op Shop on Macedon Road, Lower Templestowe, planned for mid July 2025. The new Shop has received incredible support from the local community, and even before it officially opens, it is making a meaningful difference in Doncare's broader work.

Partnerships, Funders and Sector Leadership

Doncare's effectiveness relies on robust partnerships across government, philanthropy, business and community. We are deeply grateful to the Department of Families, Fairness and Housing (DFFH), Manningham City Council, the Australian Department of Health, Disability and Ageing and Department of Social Services, Community Information & Support Victoria (CISVic), and our local supporters including Bendigo Bank, the Myer Community Fund, and Local Federal Members of Parliament (Keith Wolahan then Gabriel Ng) whose contributions underpin our reach and resilience.

We also acknowledge the generous support of Noel Jones Real Estate, which awarded Doncare a Community Support Grant this year - recognition of our trusted local leadership, the East Doncaster Cricket Club who generously held a successful fundraising lunch on our behalf, Rotary Manningham City and Myer Doncaster who have regularly supported our work in the community.

Our engagement with key funders and networks has strengthened Doncare's voice in sector forums, enabling us to advocate for policy change on issues including the long-term funding of community counselling and recovery programs, and the essential role of local services in early intervention.

Governance and Organisational Strength

The Board remains committed to strong governance, sound financial stewardship and organisational learning. Over the past year, we have focused on:

- Overseeing leadership transition and renewal of strategic direction.
- Strengthening risk and compliance frameworks.
- Partnering with Doncare's Management Team in the development of a new 2026-2030 Strategic Plan, focussed on growing Doncare's impact.
- Deepening stakeholder engagement and community visibility.

These measures ensure Doncare remains positioned for sustainable growth and continued relevance in a challenging funding landscape.



Congratulations to the **2024 Volunteer of the Year Award Recipients**, Maree and Frank Quattrocchi from the Op Shops and Ange Bishop from the Counselling program

Acknowledgements

On behalf of the Board, I extend heartfelt thanks to our staff, volunteers and partners for their extraordinary commitment and compassion. I would like to congratulate 2024 Volunteer of the Year Award recipients, Frank and Maree Quattrocchi from the Op Shops and Angela Bishop from the Counselling program.

I also extend a huge thank you to outgoing Deputy Chair, Amelia De Angelis, who has been an incredible source of wisdom and support over the last five years.

To Kylie Scoullar and the senior leadership team, thank you for your clarity, energy and focus through this pivotal year. To my fellow Board members, thank you for your governance, wisdom and partnership.

Finally, to our funders, donors and the many individuals who contribute time, expertise and resources—your confidence enables Doncare to keep responding with empathy, professionalism and hope.

Together, we remain committed to strengthening lives and building a more connected, equitable and compassionate community.

Andrew Asten

Chair of the Board



CEO REPORT

“At Doncare, we meet need with compassion, respect and practical support - walking alongside our community through whatever challenges they face.”

As I reflect on the past year, I feel deeply privileged to lead this remarkable organisation. I am continually inspired by the warmth, generosity, resilience and commitment of our community - from our dedicated volunteers, staff and students to our loyal supporters and partner organisations. Doncare's strength lies in our people and this community, who make possible everything we set out to do.

This year's theme reminds us that every act of care creates a ripple of change. When one young person donates a gift through our Christmas Giving Program, that small act of kindness extends far beyond one family - it can inspire an entire school community to learn the power of generosity, empathy, and looking out for others.

Responding to the Challenges We Face

The challenges facing our community have not eased; in many respects, they have intensified. At Doncare, these growing pressures are not statistics, they are the lived experiences of the people who walk through our doors each day. Our role is to meet that need with compassion, respect, skill and practical help.

- **Family violence** remains a distressing reality in Victoria: incidents increased by 6% statewide, with a 41% rise in those involving children in Manningham¹. At Doncare, we saw a **32% increase in women and children attending specialist family violence counselling, 32 women** supported in their recovery journey by our unique DAWN program, and a further **51 women and children** participated in group recovery sessions. A heartfelt thank you to Lyn Thomas and SaSSing for raising their voices in song and in solidarity - your support raises much needed funds for Doncare and brings hope to those impacted by family violence.
- **Mental health distress** is worsening, particularly among young people: nearly 40% of Australians aged 16-24 reported a mental-health condition last year^{2,3}. At Doncare, our Counselling Service supported **558 individuals** through **2,867 appointments**, helping individuals and families build resilience and wellbeing. This included **105 children and young people - a 30% increase** on the previous year.

- **Financial and housing stress** continues to climb. Nationally, 3.4 million Australian households experienced food insecurity last year, the highest level on record⁴, and over 122,000 Australians are homeless⁵ - figures that echo what we see daily at Doncare. As demand surged, our Emergency Relief program was able to respond with agility, backed by generous partnerships with Bendigo Bank, St Hilary's Hope, CityLife Church Manningham and others. We were thus able to support **797 individuals** - a **19% increase** on last year - providing urgent help with food, essentials and utility bill relief. Alarming, **there was a 43% increase in new clients**, many relying solely on the **Aged Care Pension (10%)** or **Disability Support Pension (14.5%)**, and **20% were sole parents with dependants**.
- For children and families, pressures continue to mount. Nationally, one in 31 children came into contact with the child-protection system in 2023-24, with 45,000 in out-of-home care⁶ - a reminder of the critical need for early intervention and family support. Our five **Family Services** practitioners provided **5,369 hours of support to 70 families**, addressing complex needs and strengthening families with tailored, trauma-informed care.
- For older Australians, the National Seniors Social Survey 2024 reported increasing isolation and financial stress, alongside a strong desire for meaningful connection, use of time, and freedom from ageism⁷. We see this locally too - people wanting to stay active, valued and connected, but needing support and opportunity to do so. In response, our **Social Support for Seniors** provided **188 group sessions** facilitated by **25 volunteers** - contributing an extraordinary **5,495 hours, a 15% increase**. Our **20 volunteer visitors** with the Aged Care Volunteer Visiting Program (ACVVS) supported **32 socially isolated seniors**, reducing loneliness and strengthening community connection.
- **Op Shops:** Our shops and their 64 volunteers continued to represent the heart of Doncare in the community - generating vital funds, providing sustainable clothing and other goods, and building community connection.

Together, these programs provide wrap around care that reflects Doncare's essence: practical help when it's needed most, pathways to recovery and resilience, and a steadfast commitment to walk alongside our community through whatever challenges lie ahead.

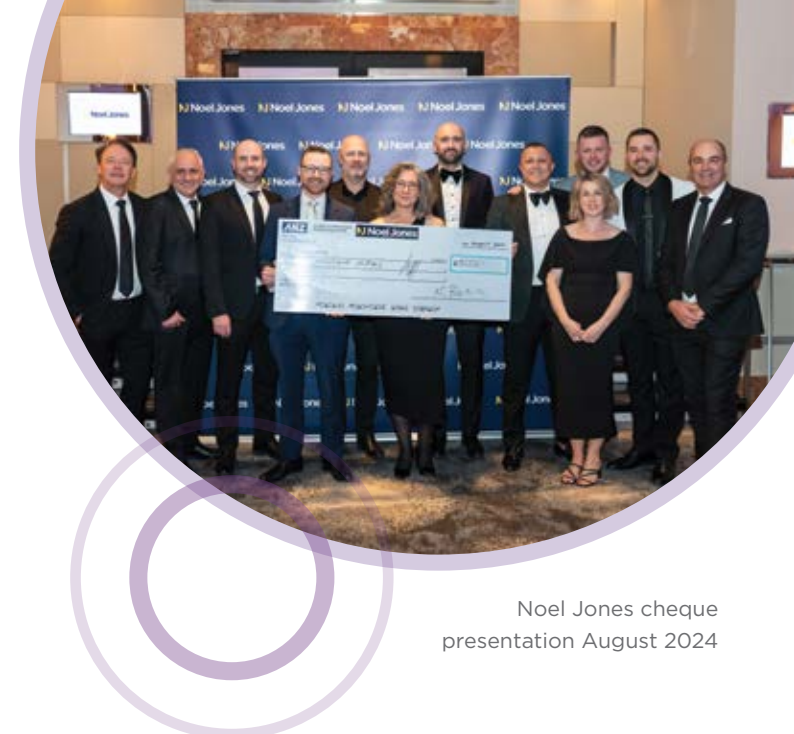
Highlights and Progress

This year has been one of renewal, momentum and strengthened partnerships.

- I met with many stakeholders and leaders of organisations across the East, and I thank you all for your collaboration and warm welcome.
- We pursued new funding with determination, securing with our thanks:
 - Confirmation of recurrent State funding (\$150,000 pa from FY 2026) for our DAWN program to continue its life changing work;
 - \$25,000 Myer Community Fund grant (for children and youth affected by family violence);
 - \$10,000 Stronger Communities grant through our Federal Member of Parliament - supported by Mr Keith Wolahan former MP and Mr Gabriel Ng MP (for website upgrade);
 - \$10,000 Commonwealth Department of Health, Disability & Ageing grant (for client data upgrades).
- Bendigo Bank's Doncaster East & Templestowe Village Community Bank Branches generously provided a 9-seater Hyundai Staria for our Seniors Program and a van for our Op Shops, improving inclusion and our capacity to grow activity levels.
- Community donations increased through support from Myer Doncaster, Noel Jones, the East Doncaster Cricket Club, Rotary Manningham City, the Chinese Fellowship of Victoria, Whitefriars Catholic College, Aesop, generous anonymous donors and many community members.
- Internally, we undertook our **first engagement survey**, setting a baseline for staff, volunteer and student connection which is already shaping improvements in induction and connection. Informal initiatives such as "Coffee & Cake with the CEO" allow me to hear directly from people across programs.
- We strengthened our risk-management frameworks, refined budgeting and cost analysis systems, and progressed our strategic plan, to be launched at the 2025 AGM.
- We closed the year with an exciting milestone - relocating our warehouse and preparing to open a new Op Shop in Macedon Square, laying the groundwork for future growth.

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7. **National Seniors Social Survey 2024** National Seniors Australia. (2024). *Older People's Financial Wellbeing and Preferences*. Retrieved from <https://nationalseniors.com.au/uploads/2024-NSA-Challenger-report-FINAL.pdf>



Noel Jones cheque presentation August 2024

With Gratitude

To our funders, donors and community partners - thank you for your unwavering belief in Doncare's purpose. To our Patron, **Dr Rosie Batty AO**, your advocacy and compassion continue to inspire all we do.

To Chair Andrew Asten and our dedicated **Board of Directors**, thank you for your support and guidance as I stepped into his role and your ongoing commitment to Doncare - your skills, expertise and time are most appreciated.

To our **Senior Leadership Team**, and to every **staff member, volunteer and student**, thank you for your warmth, professionalism, and wholehearted welcome as I commenced as CEO. Your commitment and care make Doncare the wonderful organisation it is.

"Doncare's heart is its people - and together, we continue to build a community where everyone is supported to belong, recover and thrive."

Kylie Scoullar
Chief Executive Officer

doncare

2025

HIGHLIGHTS

OUR
TEAM
34
STAFF

OUR
VOLUNTEERS

228
Volunteers

 **22,521**
volunteer hours
contributed

OUR CLIENTS

 **2,069**
Total no. people supported
34% increase



Country of Birth:
57.4% Australia
24.7% Asia
6.5% Iran
5.3% China

FAMILY
SERVICES

5 
practitioners provided

 **5,369**
hours of support to
70 families

COUNSELLING



2,867
appointments provided

53 counselling
volunteers &
students

558 individuals
supported

INCREASE IN CLIENTS:

 **32%**
women & children attending
specialist family violence
counselling
30%
children and youth (105)


FAMILY
VIOLENCE RECOVERY

36
DAWN Mentors supported
32
women providing a total of
792
hours of support

51 women and children
attended family violence
recovery groupwork
sessions

SOCIAL SUPPORT
FOR SENIORS

126 **188**
seniors attended group sessions

 **20** volunteers facilitated
5,495 hours of group activities

20 volunteer
visitors supported
32 ACVVS
recipients

OP SHOPS

64 volunteers delivered
11,874 hours valued at
\$452,318


\$402,354
revenue

31,436
transactions

 **18%**
increase in average
monthly sales

EMERGENCY RELIEF

1,544 emergency
relief services
provided

 **43%**
increase in new
clients accessing ER

 **797**
individuals supported
19% increase



921
food vouchers distributed

20.1%
sole parents
with dependants

151
families supported
by Winter Warmth

% CLIENTS RELY SOLELY ON:
Aged Care Pension Disability Support Pension
10% **14.5%**



Community Bank Doncaster East and Templestowe Village Supporting Doncare

We are proud long-term supporters of Doncare.

And when you belong to one of Australia's biggest banks, good things happen with your banking too.

Feel good about who you bank with.

Find out more. Search Bendigo Bank near me.

 Doncaster East 9840 2028 · Templestowe Village 9846 1455



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DONCARE HONOUR ROLL

(Over 10 Years of Service)

Years Served

26	Julie Yu	SaSSing	14	Neil Harvey	Social Support
24	Debbie Wong	Social Support	13	Micheline Fronticcia	Op Shops
24	Marlene Knight	Op Shops	13	Penny Phillips	SaSSing
23	Barbara Toporkiewicz	Op Shops	13	Peter Gartner	Op Shops
23	Dorothy Pearson	Social Support	13	Sonia Gough	Op Shops
23	Frank Johnston	Social Support	12	Angela Bonato	Op Shops
23	Sue Kerchhoff	Staff	12	Lizette Atterbury	Staff
19	Robert McDonald	Op Shops	12	Rhonda Watts	SaSSing
18	Carmel Schofield	Social Support	11	Glenda Deoki	Op Shops
18	Christine Crawford	Social Support	11	Kathleen Rehe	Op Shops
17	Lois Savage	Administration	11	Leanne Nguyen	Op Shops
17	Lynette Cowley	Op Shops	11	Pam Prakash	Op Shops
16	Chris Barry	Op Shops	11	Rosie Batty	Patron
16	Fred Jurgelait	Social Support	10	Brenda Humphreys	Op Shops
16	Julie McDonald	Staff	10	Debra Brown	Op Shops
15	Barbara Hall	Emergency Relief	10	Hetty Verspay	Op Shops
15	Megan Holden	Staff	10	Noelle Eaton	Op Shops
15	Sandra Thurtell	Staff	10	Sarita Mirchandani	Op Shops
14	Barbara Britton	Op Shops	10	Susan Cheung	Social Support
14	Carol Harvey	Social Support	10	Susan Porter	ACVVS
14	Des Galgut	Op Shops			

OUR VOLUNTEERS

OUR PATRON

- Dr Rosie Batty AO

BOARD

- Amelia De Angelis
- Andrew Asten
- David Hong
- David Lane
- Joseph Hoo
- Julie Blacker
- Michael Doherty
- Rosanne Bell

ADMINISTRATION

- Kathryn Tandy
- Lois Savage
- Ruth Rankin

COUNSELLING

- Amy Dowsett
- Andrea de Rauch
- Ange Bishop
- Belinda Wickens
- Brigit Pattak
- Callum Mintzis
- Carla Russo
- Catherine Nott
- Clara Giraldo
- Coco Lin
- Darce Lovely-Roelofs
- Dina Aouad
- Elizabeth Laffargue
- Equa Foot
- Faye Zhong
- Felicity Ahern
- Frank Lee
- Franziska Sethi

- Frieda Rowland
- Gabriella Mayer
- Gavin Chung
- Iva Pfeiffer
- Jacinta Jayanetti
- James Aviaz
- Jane Steel
- Jan-Louise Godfrey
- Jeff Trika
- Jennifer Fagarasan
- Kai Tanimoto
- Kammy Chan
- Karen Newman
- Kate Mulvey
- Kathrin Pentke
- Konjit Yimer
- Linette Etheredge
- Lucy Russell
- Manuela Heise
- Michelle Dubrowin
- Mila, Kleiman
- Miriam Johnson
- Olena Dyachkova
- Orla Cook
- Ozlem Mehmet-Radji
- Pauline Leow
- Pinnie Pojanalawan
- Quyen Ha
- Roula AbuGhazaleh
- Sam Lynzaat
- Samantha Dong
- Sofia Riveroll
- Suzanne Pata
- Tracy Wang
- Zayana Ellikka

DAWN MENTORS

- Aida Copcic
- Amy Dowsett
- Antoniella Donia
- Asha Ayyappan
- Caitlen Tuohey
- Carmel Arnold
- Carol Poole
- Caroline Pedder
- Catherine McRobert
- Felicia Semple
- Ginia D'Arcy
- Hiranthi Chamika
- Huan Yu
- Jasmine Ohri
- Jenny Galloway
- Joanne Bailey
- Kaylie Cain
- Leah Bishop
- Leanne Whitehead
- Louise Theunissen
- Maria Aloï
- Melisa Allen
- Nikky Kirin
- Pamela Campbell
- Rajie Ramalingam
- Rhonda James
- Shahrzad Seirafi
- Shareen Hansen
- Sharon Phillips
- Sonja Schulze
- Talla Yakoub
- Thena Hennadige
- Yasenur Dincer

SASSING CHOIR

- Angela Wilson
- Beth Bolton
- Elizabeth McConchie
- Fiona Chiang
- Julie Yu
- Karen Dew
- Kathy Doherty
- Lyn Thomas
- Lynne Lloyd
- Marlene Oppenheim
- Marquerite McConnell
- Penny Phillips
- Rhonda Watts
- Sharyn Cambridge

SOCIAL SUPPORT FOR SENIORS

- Carmel Schofield
- Carol Harvey
- Catherine McCaffrey
- Charles Cheung
- Christine Crawford
- Debbie Wong
- Diana Sze-Hong
- Dorothy Pearson
- Emy Raquel
- Frank Johnston
- Fred Jurgelait
- John Round
- Judy Moore
- Judy Walton
- Julie Martyn
- Liz Nash
- Maggie Falconer
- Mike Sloan
- Mohammed Din
- Neil Harvey

- Pauline Ng
- Peter Brilliant
- Stan Pasztetnik
- Susan Cheung
- Zhen Ling Pan

ACVVS

- Amy Knox
- Astrid Mbani
- Belinda Ahyick Wong
- Carol Huang
- Cheng So Fanny Ching
- Frank Hoang
- Hang Li
- Jeffrey Wang
- Leung Nyan Fong
- Liz Nash
- Meg Downie
- Michael Li
- Ngan Leung
- Robert Fairweather
- Sin Ming Lai
- Somitra Momtazian
- Susan Porter
- Vahid Ashnaei
- Vic Lin
- Wai Flora Lam

SOCIAL WORK STUDENTS

- Yanhuan Sun
- Yao Wen

EMERGENCY RELIEF

- Angela Wilson
- Barbara Hall
- Claire Ryan
- Jan Hunter
- Lynne Lloyd
- Sharon Phillips

OP SHOPS

TEMPLESTOWE VILLAGE

- Angela, Bonato
- Barbara Toporkiewicz
- Brenda Humphreys
- Cathy Camerino
- Debra Brown
- Doulla Field
- Frances Anderson
- Frank Quattrocchi
- Glenda Deoki
- Greg Godfrey
- Iga Zietara
- Lynette Cowley
- Maggie Yong
- Maree Quattrocchi
- Margaret Thompson
- Marlene Knight
- Maryanne Deeming
- Michelina Fronticcia
- Ming Xiao Zhang
- Noelle Eaton
- Pam Prakash
- Priscilla Tam
- Sallie Hobson
- Sammy Nguyen
- Sonia Gough
- Thomas Kennedy
- Vera Recinella
- Vicky Godfrey
- Zahra Zamanian

TUNSTALL SQUARE

- Amy McDonald
- Anne Harrison
- Barbara Britton
- Chris Barry
- Daphne Laity
- Denise Lah
- Des Galgut
- Dianne Sawyer
- Diep Van
- Donna Fung
- Elsa Bertazzon
- Glenda Deoki
- Grace Douth
- Hetty Verspay
- Iris Ong
- Kathleen Rehe
- Kaye Davies
- Leanne Nguyen
- Linda Wight
- Maria Skidmore
- Maureen Prior
- Moussa Bittar
- Oldrich Kozak
- Pek Ong
- Penny Chow
- Raymond Leung
- Robert McDonald
- Rodney Fried
- Rupal Anand
- Sarita Mirchandani
- Waffa Takla

MACEDON SQUARE

- Welcome to our new volunteers*
- Anna Buzzelli
 - Betty Nasser
 - Bich Kha
 - Carol Hutchison
 - Effie Spence
 - Jade Yang
 - Jenny Beckman-Wong
 - Judy Baker
 - Linda Zhang
 - Maria Maglitto
 - Mary Psaros
 - Ming Xiao Ji
 - Subhi Pania
 - Tracey Sam

WAREHOUSE

- Brian Corbett
 - Bruce Young
 - Carlos Varsavsky
 - John Skofic
 - Malcolm Ferguson
 - Peter Gartner
- Special thanks to Mark Handmer, Genevieve Handmer, Gene Blackley and David Corbett for their assistance in helping relocate the op shop warehouse.*



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

- ACAP University College Melbourne
 - Access Health and Community
 - Ajani Neighbourhood House
 - Albert Park College
 - Andrew Asten
 - Applewood Retirement Village Social Committee
 - Aquarena Aquatic & Leisure Centre
 - Asha Ayyappan
 - AVEO Domain Age Care
 - Bendigo Bank
 - Cairnmillar Institute
 - Calvary Age Care
 - CareNet
 - Centre for Excellence in Child and Family Welfare
 - Charlie Bears
 - Chinese Fellowship of Victoria
 - Christine Kurz
 - CityLife Church Manningham
 - Cloe, Mieta and Nate Miller
 - Coles Balwyn North
 - Coles Forest Hill
 - Coles The Pines
 - Coles Tunstall Square
 - Coles Westfield Doncaster
 - CWA Donvale Branch
 - CWA Victoria
 - Deep Creek Child Care Centre
 - Des and Cheryl Galgut
 - Donburn Primary School
 - Doncaster East Daycare and Kindergarten
 - Doncaster Secondary College
 - Doncaster View Club
 - Donvale Netball Club
- Donvale Primary School Cubs Club
 - East Doncaster Cricket Club
 - East Doncaster Secondary College
 - Eastern Region Family Violence Partnership Group
 - Funds in Court, Supreme Court of Victoria
 - FVREE
 - Grill'd Doncaster
 - Gurpreet Singh
 - Helen Bartlett
 - Holy Trinity Doncaster
 - Inner East Family Services Alliance
 - Ironman Fitness Group - Aquarena
 - Jai Sharma
 - Janet van Leerdam
 - Jennifer Anne Davies Estate
 - KARA Family Violence Services
 - Kathy Monley
 - Kay Schroer
 - Ken & Mitzi Hosking
 - L & L Orthodontics
 - Latrobe University Art Therapy Program
 - LinC Manningham Inc
 - Lois Savage
 - Mackillop Family Services
 - Mannacare Doncaster
 - Manningham Business Network
 - Manningham City Council
 - Manningham Community Enterprises Ltd
 - Manningham Food Relief Network
 - Manningham Municipal Emergency Management Planning Committee
 - Manuela Heise
 - Mark My Words Trademark Services Pty Ltd
- Martin Lau
 - Martine Corbett
 - Milgate Primary School
 - Monash University
 - Mr Gabriel Ng MP
 - Mr Keith Wolahan
 - Mrs Nicole Werner MP
 - Ms Sonja Terpstra MP
 - Myer Doncaster
 - Patricia Stomann
 - Patrick and Heidi Shawcross
 - Pauline Smit
 - Penny Phillips
 - Pines Learning
 - Precision Electronic Technologies
 - RMIT University
 - Rosie Batty
 - Rotary Manningham City
 - Roz Thompson
 - Scout Group Doncaster
 - St Hillary's Hope for Boroondara and Beyond
 - St Vincent de Paul
 - Swinburne University of Technology
 - Templestowe College
 - Templestowe Grove Age Care
 - Templestowe Heights Primary School
 - Templestowe Park Primary School
 - The Honourable Matthew Guy MP
 - The MIECAT Institute
 - The University of Melbourne
 - U3A
 - Uniting (Victoria and Tasmania) Ltd
 - Whitefriars College

And many Individual donors who prefer to remain anonymous

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.



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

THE RIPPLE EFFECT

ONE ACT OF KINDNESS

ripples into a family

ONE VOLUNTEER HOUR

ripples into community connection

ONE MOMENT OF SUPPORT

ripples into healing and healthier relationships

ONE MEANINGFUL CONVERSATION

ripples into restored dignity and hope

ONE FOOD PARCEL

ripples into stability for an entire household

ONE DONATED GIFT

ripples into a whole school learning the power of generosity

ONE YOUNG PERSON GIVING

ripples into a culture of compassion among peers

ONE EMERGENCY RELIEF APPOINTMENT

ripples into a family feeling less alone

ONE REFERRAL OR ADVOCACY STEP

ripples into long-term wellbeing

ONE MENTORING SESSION

ripples into a woman rebuilding her life with confidence

ONE SUPPORTIVE MENTOR

ripples into safety, independence, and hope

ONE SUPPORTED CHILD

ripples into healthier futures for families

ONE MOMENT OF SAFETY

ripples into lifelong resilience

ONE SUSTAINABLE PURCHASE

ripples into reduced waste and a healthier planet

ONE PRE-LOVED ITEM SAVED

ripples into mindful living across the community

ONE DONATED GARMENT

ripples into support for families rebuilding their lives

donate now

www.doncare.org.au/donate



TREASURER'S REPORT

It is my pleasure to present the Treasurer's Report for the financial year ended 30th June 2025.

The financial statements provide an overview of Doncare's financial performance and position. The organisation recorded total revenue of \$3,028,421 for the year, representing a 4.6% increase compared to the prior year. This growth reflects continued community support, careful stewardship of funding sources and the successful operations of Doncare's social enterprises.

State Government continues to be Doncare's most significant funding source supporting families in the inner east- enabling us to provide much needed support to vulnerable women and families. We also acknowledge the continued support of our other funding agencies including the Manningham City Council, the Australian Government, Bendigo Bank, the Myer Community Fund and the many philanthropic partners who contribute to our work. Their generous support enables Doncare to deliver high-quality, person-centred services that create a lasting impact in the communities we serve.

Total expenses for the year were \$3,019,520, a 6% increase from 2024. The main drivers of this increase were:

- Employee benefits expense: \$2,328,983 (an increase of \$183,389), due to annual pay revisions and statutory employee benefits increases and investment in staff capacity and support services.
- Programs and client costs: \$234,963 (an increase of \$31,759), aligning with our commitment to delivering services and material relief to the community. Doncare continues to advocate for funding for community needs and has been successful in giving out more to those in need during the financial year through our emergency relief program. In addition to grant funding, we acknowledge the strong community support during the year that enabled greater outreach.

After expenses, the organisation achieved a net surplus of \$8,901. While the surplus is modest, it reflects a balanced financial outcome during a year of increased program delivery to meet community needs and rising operating costs. The organisation remains financially stable, enabling us to continue serving the community with confidence. The Board and management continue to balance operational demands with sustainable financial practices to ensure the long-term delivery of services to our community.

During the financial year, Doncare successfully secured grants from the Bendigo Bank's Doncaster East & Templestowe Village Community Branches to fund the financing of two vehicles. These vehicles will support both the Social Support for Seniors program and the Op Shop operations. This initiative enhances Doncare's service capacity and reflects our ongoing partnership with Bendigo Bank in supporting the community.

The 2025 financial year has been one of both consolidation and planning for considered growth in key areas. In keeping with this growth strategy, Doncare expanded its retail operations with the opening of a third store in Macedon Road in July 2025, with store set up and lease agreements costs being incurred in the 2025 financial year. While the expansion of the Op shop program strengthens Doncare's financial sustainability and resources to support the community, it also enriches community presence, social connections and volunteer engagement.

I would like to thank staff, volunteers, and supporters for their contributions and commitment over the past year. Their dedication ensures that we not only remain financially sustainable but also able to deliver meaningful services to those who need them most.

David Lane
Treasurer



FINANCIAL STATEMENTS

for the Year Ended 30 June 2025

rdl.

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PO Box 1088, Blackburn North 3130
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 RESPONSIBLE PERSONS 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 2025 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.

03 October 2025
Blackburn, Victoria

CA
CHARTERED ACCOUNTANTS
AUSTRALIA - NEW ZEALAND

Liability limited by a scheme approved under Professional Standards Legislation

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2025

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 2025

	Note	2025 \$	2024 \$
Revenue	4	3,028,421	2,896,515
Depreciation expense		(34,608)	(22,544)
Employee benefits expense		(2,328,983)	(2,145,594)
General and office expenses		(207,994)	(211,783)
Opportunity shop costs		(161,548)	(206,063)
Other expenses		(22,993)	(19,241)
Professional fees		(11,119)	(15,414)
Programs and client costs		(234,963)	(203,204)
Volunteer and fundraising expenses		(17,312)	(25,239)
		(3,019,520)	(2,849,082)
Surplus/(deficit) before income tax		8,901	47,433
Income tax expense		-	-
Surplus/(deficit) after income tax attributable to the members of Doncaster Community Care and Counselling Centre Inc		8,901	47,433
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		8,901	47,433

Statement of
Financial Position
As at 30 June 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	157,822	446,024
Trade and other receivables	6	95,710	133,241
Prepayments		27,437	15,641
Term deposits		538,831	422,019
TOTAL CURRENT ASSETS		819,800	1,016,925
NON-CURRENT ASSETS			
Property, plant and equipment	7	152,162	70,386
TOTAL NON-CURRENT ASSETS	1	52,162	70,386
TOTAL ASSETS		971,962	1,087,311
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	220,845	199,014
Borrowings	9	20,820	
Employee benefits	10	179,551	170,252
Income received in advance		154,204	373,490
TOTAL CURRENT LIABILITIES		575,420	742,756
NON-CURRENT LIABILITIES			
Borrowings	9	59,239	
Employee benefits	10	4,629	20,782
TOTAL NON-CURRENT LIABILITIES		63,868	20,782
TOTAL LIABILITIES		639,288	763,538
NET ASSETS		332,674	323,773
EQUITY			
Retained earnings		332,674	323,773
TOTAL EQUITY		332,674	323,773

The accompanying notes form part of these financial statements.

FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2025

Statement of
Changes in Equity
For the Year Ended
30 June 2025

2025	Retained Earnings \$	Total \$
Balance at 1 July 2024	323,773	323,773
Surplus/(Deficit) attributable to members	8,901	8,901
Other comprehensive income for the year, net of tax		
Total comprehensive income for the year	8,901	8,901
Balance at 30 June 2025	332,674	332,674
2024	Retained Earnings \$	Total \$
Balance at 1 July 2023	276,340	276,340
Surplus/(Deficit) attributable to members	47,433	47,433
Other comprehensive income for the year, net of tax		
Total comprehensive income for the year	47,433	47,433
Balance at 30 June 2024	323,773	323,773

Statement of Cash
Flows
For the Year Ended
30 June 2025

	Note	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from sales, grants and other revenue		3,003,932	3,009,152
Payments to suppliers and employees		(3,195,513)	(2,992,937)
Interest received		27,016	21,296
Net cash provided by/(used in) operating activities	14	(164,565)	37,511
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of property, plant and equipment		29,500	
Payments for property, plant and equipment		(116,384)	(43,017)
Purchase of investments		(216,812)	(8,155)
Receipt from term deposits		100,000	
Net cash provided by/(used in) investing activities		(203,696)	(51,172)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Proceeds from borrowings		80,059	
Net cash provided by/(used in) financing activities		80,059	
Net increase/(decrease) in cash and cash equivalents held		(288,202)	(13,661)
Cash and cash equivalents at beginning of year		446,024	459,685
Cash and cash equivalents at end of financial year	5	157,822	446,024

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2025

The financial report covers Doncaster Community Care and Counselling Centre Inc as an individual entity. Doncaster Community Care and Counselling Centre Inc is a not-for-profit Association, registered and domiciled in Australia.

The principal activity of the Association for the year ended 30 June 2025 was to provide welfare services to the community. The functional and presentation currency of Doncaster Community Care and Counselling Centre Inc is Australian dollars. Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those charged with Governance, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not-for-profits Commission Act 2012* and the significant accounting policies described below, which the Responsible persons have determined are appropriate to meet the needs of members.

Compliance with Australian Accounting Standards

These financial statements do not comply with all the recognition and measurement requirements in the Australian Accounting Standards.

The material accounting policies adopted in the special purpose financial statements are set out in note 2 and indicate where the recognition and measurement requirements in the Australian Accounting Standards have not been complied with.

2 Summary of Material Accounting Policies

(a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

(b) Revenue and other income Grant revenue

Grant revenue is recognised at fair value when the association obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Grant revenue is generally deferred upon receipt and not recognised as revenue until the related expenses are incurred, and not assessed for compliance with the recognition and measurement requirements in the Australian Accounting Standards.

Where a grant has been received to fund a program for a particular period of time, grant revenue is recognised progressively over that period of time, regardless of any other specific enforceable performance obligations.

This does not comply with the recognition and measurement requirements of AASB 15 *Revenue from Contracts with Customers* and AASB 1058 *Income of Not-for-profit Entities*.

Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Donations

Donations are recognised as revenue when received.

Interest revenue

Interest is recognised when received.

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

Compliance with Australian Accounting Standards

The association does not, as a matter of policy, consider whether income from donations, grants or sales has any enforceable performance obligations to transfer a good or service to a third party which are sufficiently specific to know when the performance obligation has been satisfied. This does not comply with the recognition and measurement requirements of AASB 15 *Revenue from Contracts with Customers* and AASB 1058 *Income of Not-for-profit Entities*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

Compliance with Australian Accounting Standards

This is consistent with UIG Interpretation 1031 *Accounting for the Goods and Services Tax (GST)*.

(d) Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Association, commencing when the asset is ready for use.

The estimated useful lives used for each class of depreciable asset are shown below:

Fixed asset class	Useful life
Motor Vehicles	5-7 years
Office Equipment	5 years
Computer Equipment	3-5 years
Opportunity Shop Assets	6-7 years

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2025

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

Compliance with Australian Accounting Standards

This policy complies with the measurement and recognition requirements of AASB 116 *Property, Plant and Equipment*.

(e) Financial instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets. Currently all of the Association's financial assets are measured at amortised cost.

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the Statement of Financial Position.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Compliance with Australian Accounting Standards

This policy does not fully comply with AASB 9 *Financial Instruments* because it does not classify assets on the basis of the Company's objective and the characteristics of the contractual cash flows.

Financial liabilities

The Association measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost.

The financial liabilities of the Association comprise of trade and other payables.

(f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments maturing within 3 months or less, which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(g) 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 wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

(h) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Compliance with Australian Accounting Standards

This does not comply with AASB 16 Leases, which requires the right-to-use assets and lease liabilities connected with most leases to be recognised on the Statement of Financial Position.

3 Critical Accounting Estimates and Judgements

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Key estimates - useful lives of assets

The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Key estimates - employee benefits provision

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2025

4 Revenue

	2025	2024
	\$	\$
Government grants and subsidies	1,571,281	1,408,267
MCC grants and subsidies	540,790	526,528
Donations, fundraising and other funding	240,412	271,126
Opportunity shops and other sales	377,920	386,255
Interest income	27,016	21,296
Counselling and client fee income	240,005	254,501
Other income	30,997	28,542
	3,028,421	2,896,515

5 Cash and Cash Equivalents

	2025	2024
	\$	\$
Cash at bank	157,672	445,874
Cash on hand	150	150
	157,822	446,024

6 Trade and Other Receivables

	2025	2024
	\$	\$
Trade debtors	30,830	73,519
Security deposits	53,739	35,974
Other receivables	11,141	23,748
	95,710	133,241

7 Property, plant and equipment

	2025	2024
	\$	\$
Motor vehicles		
At cost	164,167	124,336
Accumulated depreciation	(79,593)	(124,336)
Total motor vehicles	84,574	
Office equipment		
At cost	116,675	115,883
Accumulated depreciation	(108,507)	(104,469)
Total office equipment	8,168	11,414
Computer equipment		
At cost	221,648	198,134
Accumulated depreciation	(162,228)	(139,162)
Total computer equipment	59,420	58,972
Total property, plant and equipment	152,162	70,386

8 Trade and Other Payables

	2025	2024
	\$	\$
Trade payables	45,447	24,240
Accruals	101,881	111,739
Other payables	73,517	63,035
	220,845	199,014

9 Borrowings

	2025	2024
	\$	\$
CURRENT		
Bank loans	20,820	
	20,820	
NON-CURRENT		
Bank loans	59,239	
	59,239	

During the financial year ended 30 June 2025, the Association entered into finance agreements to fund the purchase of two new vehicles for the Op shop program and the Social Support for Seniors program. These borrowings are fully supported by external grant funding, which has been applied in accordance with the respective grant conditions to settle the related obligations. As a result, the borrowings are effectively covered by these grants.

10 Employee Benefits

	2025	2024
	\$	\$
(a) Current liabilities		
Annual leave	117,077	121,326
Long service leave	62,474	48,926
	179,551	170,252
(b) Non-current liabilities		
Long service leave	4,629	20,782
	4,629	20,782

11 Auditors' Remuneration

Remuneration of auditors for the following services:

	2025	2024
	\$	\$
RDL Accountants		
- External audit services	9,650	9,250
- Assistance with preparation of financial statements	1,160	1,110
Total	10,810	10,360

12 Related Parties

(a) The Association's main related parties are as follows:

Key management personnel
Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

(b) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.
No other related party transactions occurred during the year.

NOTES TO THE FINANCIAL STATEMENTS CONTINUED

for the Year Ended 30 June 2025

13 Capital and Leasing Commitments

	2025	2024
	\$	\$
(a) Operating Leases		
Minimum lease payments under non- cancellable operating leases:		
No later than one year	142,441	122,671
Between one and five years	282,207	104,911
	424,648	227,582

14 Cash Flow Information

Reconciliation of net surplus for the year to cash flows from operating activities

	2025	2024
	\$	\$
Net (deficit)/surplus attributable to members	8,901	47,433
Non-cash flows in profit:		
- depreciation	34,608	22,544
- net gain on disposal of property, plant and equipment	(29,500)	
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	37,531	(10,039)
- (increase)/decrease in prepayments	(11,796)	(13,630)
- increase/(decrease) in income in advance	(219,286)	(77,557)
- increase/(decrease) in trade and other payables	21,831	50,117
- increase/(decrease) in employee benefits	(6,854)	18,643
Cash flows from operating activities	(164,565)	37,511

15 Events Occurring After the Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

16 Statutory Information

The registered office and principal place of business of the Association is:

Doncaster Community Care and Counselling Centre Inc\
Suite 4, Level 1, MC2
687 Doncaster Road
DONCASTER VIC 3108

COMMITTEE'S DECLARATION

The committee declares that in the committee members' opinion:

- the incorporated 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 *Australian Charities and Not-for profits Commission Act 2012* 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 2025 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2022*.



Board Chair
Andrew Asten



Treasurer
David Lane

Dated this 27th day of October 2025



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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 association), which comprises the statement of financial position as at 30 June 2025, 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 material accounting policies and other explanatory information, and the responsible persons' 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 association's financial position as at 30 June 2025 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in notes and complying with Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

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 association 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 the notes to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee members' 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 Committee members for the Financial Report

The committee members of the association 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 the notes 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 committee members' responsibility also includes such internal control as the committee members 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 association'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 committee members either intend to liquidate the association 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 association'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 association'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 association 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

27 October 2025
Blackburn, Victoria

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TEMPLESTOWE VILLAGE

Rear Shop 126A James Street
Templestowe 3106
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TUNSTALL SQUARE

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TEL: 0415 206 722



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