



# Building new futures



**temcare**

ANNUAL REPORT 2021

CARING FOR CHILDREN  
SINCE  
**1968**  
& FAMILIES



‘A Bible-based  
Christian  
welfare agency  
committed to  
Jesus’ teachings  
and intent on  
reflecting His love  
to those in need.’

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# Chairman's report



Most of us had hoped that 2021 would be less challenging than the year that preceded it but sadly this was not to be. It is well known that the lockdowns over the past two years have impacted on the physical and mental well-being of many and increased the need for services such as those offered by Temcare.

## Temcare Programs

It is gratifying to report that Temcare is one of the few agencies that has been able to maintain the provision of services in some form to needy families during this past year in spite of Covid. Some services have needed to be delivered via phone or Zoom, there have been periods where staff have been required to work from home, and staff team meetings have also needed to occur electronically on some occasions. We are grateful to all staff for their patience, creativity and commitment to Temcare's clients during this challenging period. Thanks too to all of our volunteers and mentors who have managed to maintain contact with their clients. Your determination to serve is wonderful. We praise God for the numerous clients that have written to describe the blessing and encouragement they have experienced via Temcare staff, and also for the emergence of new service opportunities that have arisen during this past year. It has been frustrating that service delivery has at

times been constrained due to a lack of volunteers and so in September we held a successful Zoom event entitled 'The Importance of Christian Volunteering'. This resulted in several enquiries from prospective volunteers.

We continue to be grateful to the Federal and State Governments for financial assistance via Jobkeeper, Business Support and other programs. With the easing of restrictions our primary funding body has been able to resume our pre-Covid funding levels and for this we are grateful. Churches and individual donors have continued to amaze us with their generosity and we are thankful for our service partners (ie. Prison Fellowship, CYC) for their ongoing support. Urgent requests for specific client needs have on occasions astonished us by exceeding the amount required. Nevertheless, we expect to face an operating deficit this next year.

## Staff News

We continue to be grateful for Neville's leadership, especially during the difficult Covid period. We are also fortunate to have such a cohesive and happy staff and volunteer team. Sadly, Mary has left her Accounts Officer role but we welcome Jessie as she moves into this important position in January. King-Wei joined the team as a second Youth Worker

(complementing Simone) in September and has settled in well. Klaudia will commence maternity leave around early March and so a replacement Respite Care worker will be required.

### **Board Changes**

There have been several Board changes during 2021. Sadly, Geoff Francis vacated the Chair position and retired from the Board in November after several years' service. His quiet, steady and wise leadership was greatly appreciated and his fellowship will be greatly missed. Gordon Hoen was appointed Vice Chair and I welcome his support and enthusiasm in my new position as Chair. Gordon re-joined the Board in February after a brief time away. David Desmond and Trent Osborne also joined the Board bringing with them a breadth of business, IT and other experience which has already proven invaluable. Their enthusiasm and vitality are infectious and their love of the Lord is evident to all. We thank George Morgan and Sue Diggles for their preparedness to continue on the Board. Their contribution and extensive knowledge of Temcare and its history is invaluable and especially appreciated by newer members.

In November a Strategic Planning morning was held and facilitated by an external consultant. In addition to Board members, Neville (as Manager) and Naomi (in her role as a Team supervisor) also attended and provided valuable input. This event provided the Board with the opportunity to reflect, take stock, and discuss goals and priorities over the next three years. The spirit of the morning was very positive and the outcomes provide greater clarity for us all as we move forward into a new year and beyond.

### **The Future Ahead**

In spite of Covid-19 Temcare has, with God's blessing, continued to meet its goal of extending 'the love of Christ to those who are struggling to cope with life'. We know that God will honour those whose faith is in Him, and bless our efforts to be a light in a fallen world by assisting clients to experience new and brighter futures. As Jesus said:

Let your light shine before everyone in such a way that people may see your good works and give glory to your heavenly Father  
Matthew 5:16

Thank you for your continuing support and prayer for the work and staff of Temcare.

### **Tim Morse**

*Board Chair  
Christian Brethren Community Care Ltd*



# Manager's report



At the beginning of 2021, staff and the Board met for a planning day where we reviewed the various levels of impact arising from the 2020 COVID shutdowns and began the process of thinking about the new year. It was a valuable exercise, as we revisited our core foundations, reflected on whether we had been able to achieve any of the goals we had set ourselves for 2020, and reset our focus on what we believed should be our purpose for 2021.

During the discussion we were encouraged to focus on building new futures and hope for both our clients and the agency itself.

**In terms of the former, the focus was on replacing our clients' pasts of feeling rejected, guilty, trapped, lost and defeated with God's future of feeling loved, forgiven, liberated, found and victorious.**

And in terms of the agency, it was about ensuring we had the necessary skilled staff, facilities, partnerships and programs to support vulnerable families within our community.

We understood that to achieve these goals, we had to effectively integrate evidence based welfare practice with our clear Christian principles and our ultimate vision

of seeing people come into a life-changing relationship with our Heavenly Father and His Son, Jesus. We also appreciated the need to build strong partnerships with churches and agencies that shared our vision.

**2021 has been a year where we have seen our God move His people to generously provide for the needs of others at critical times.** It has also been a period when our staff have had numerous opportunities to practically support highly vulnerable families and individuals whilst also directing them to the Grace of our Heavenly Father through prayer and respectful comments when given permission to do so. **It is our prayer that He will use what we do and say as a Christian welfare agency to introduce people to Him and His Son, Jesus.**

I hope you are encouraged by what you read in this Annual Report. God bless.

**Neville Evans**

*Manager, Temcare*



# About Temcare

Christian Brethren Community Care Limited [CBCC], or Temcare, is a Christian welfare agency associated with the Christian Community Churches of Victoria and Tasmania [CCCVAT]. In its various forms, Temcare has been serving families and individuals in Victoria since approximately 1968, and presently operates from an office in Ringwood North.

Temcare provides a range of services for vulnerable families and individuals within the Victorian community, and primarily within the Eastern and South Eastern regions. These services are grouped under the following program areas:



**Respite Care for children**



**Mates Mentoring for adolescents**



**Family Services support for parents**



## Temcare provides programs that seek to:

- i. Strengthen core intrapersonal and interpersonal life skills for family members.
- ii. Facilitate responsive and positive relationships between parents and their children.
- iii. Reduce sources of stress for children, adolescents and family members.



## These programs are geared towards:

- i. Enhancing an individual's emotional and social development.
- ii. Supporting parents to provide appropriate levels of care for their children.
- iii. Improving social / emotional / educational / outcomes for children and adolescents.
- iv. Facilitating a person's interest in exploring matters of the Christian faith.

## In terms of the latter, and only with the clear permission of the person, Temcare endeavours to assist parents, children and adolescents to:

- i. Develop a personal relationship with Jesus Christ.
- ii. Become connected to and established in a local supportive church of their preference.
- iii. Grow in their Christian faith journey.





Temcare's programs integrate evidence based welfare practice with clear Christian values and a vision to see people experience a life-changing relationship with Jesus Christ and to become connected with a local church of their choice. The programs are staffed by a combination of professionally qualified welfare practitioners and appropriately recruited and assessed volunteers who are committed in their Christian faith.

During 2021, Temcare's programs were again significantly constrained by the COVID-19 pandemic and the associated government restrictions on what could be provided. On this occasion, it was our MATES mentoring program that seemed to be most affected. Many adolescents were reluctant to engage with their mentors, either 'in-person' or 'online', despite the concerted efforts of mentors and staff to engage with them. This dynamic was consistent with reported observations made by various professionals working within the welfare field about a general trend within the adolescent community relating to deteriorating mental health and disengagement from social networks.

Our Respite Care program was not as affected, although a number of cancellations occurred at various times because of; positive COVID cases, adults and children being exposed to potentially COVID positive contacts, or both carers and parents being hesitant to proceed with the scheduled respite because of the pandemic.

The number of respite care placements [314 nights and 84 actual placements] and MATES mentoring 'catch-ups' [101 involving 168 days] for the year were therefore severely impacted.

The Family Services Staff continued to support vulnerable families and individuals throughout the shutdowns. This was in sharp contrast to other family support agencies, whose services tended to withdraw or limit the delivery of services during this period. We were also pleased to introduce a 'Play Therapy' component to our Family Services program following Natalie's training in the area.

**It is a testament to all of our staff and our available volunteers, that they remained in contact with our clients and supported them in whatever way possible.**

We were also fortunate to be able to run our MATES mentoring camp in March, and our Family Camp in April.



The following statistics continue to reflect very different numbers to previous years. Despite this however, referrals continued to be made to all of our programs. We also continued to support a significant number of parents, adolescents and children in our various programs. This has given us confidence that the community views Temcare as a legitimate welfare agency that can provide relevant services to people and families in need.

These included:

26

about possible volunteering.

30

about Temcare's programs.

64

about possible referrals.

9

about signing up for our Newsletter.

129

General enquiries made to Temcare in 2021.

There were specific referrals made to Temcare for the following programs:

35

children for Respite Care.

15

families for Family Services.

20

adolescents for Mates Mentoring.

6

adolescents for the Youth Worker program.

4

for the Play Therapy program.



## During 2021, Temcare HELPED TO BUILD NEW FUTURES for clients by being involved with and actively supporting:

69 parents/families in the various programs [Family Services, Respite Care, Women of Hope, waiting lists].

141 children in the various programs [Respite Care, Play Therapy, Family Services, including waiting lists].

102 adolescents in the Mates Mentoring and Youth Support programs [including waiting lists].

22 volunteers [singles] in the Mates Mentoring program.

39 volunteers [singles and couples] in the Respite Care program.

24 volunteers [singles] for our various camping programs.

### As of 31 December 2021, Temcare's waiting lists involved:

36

individual adolescents in the Mates Mentoring program

4

individual adolescents in the Youth Worker Support program.

48

individual children [involving 23 families] in the Respite Care program.

0

separate families in the Family Services program.



# About our staff & board



**Neville Evans**  
Manager



**Naomi Manderson**  
MATES program  
coordinator & team leader



**Rachel Chan**  
Family Support  
Worker



**Natalie Walton**  
Family Services  
program coordinator



**Simone James**  
Youth Worker



**King-Wei Khoi**  
Youth Worker



**Klaudia Charles**  
Respite Care program  
coordinator



**Mary Chin**  
Accounts officer

During 2021, Temcare employed eight staff in varying capacities, ranging from 38 hours to 15.2 hours per week. These staff provided a range of services for families and individuals residing across the wider Metropolitan area.

In 2021, we experienced a number of significant staff movements. King-Wei Khoi commenced with us in September as a Youth Worker in the MATES program, where his primary focus is to provide casework support for male adolescents. Natalie Walton shifted to a part-time role with Temcare in mid-September, so that she could commence a part-time role with Play Therapy Australia. Naomi Manderson assumed the role of Team Leader in September and now has primary responsibility for supervising all clinical staff. In addition, staffing hours were increased throughout the year for Rachel Chan and Simone James to enable them to meet the growing demands of client needs in their respective programs.

We also advertised 2 part-time positions during 2021; one to cover the gap in our

Family Services program due to Natalie's move, and the other to cover the impending departure of Klaudia Charles who will be on maternity leave from late February until November 2022. Unfortunately, we have still not been able to fill the Family Services position but are hopeful that we will soon find a successful applicant for the Respite Care Co-ordinator role.

Temcare is very fortunate to have a Board comprising people who are committed to Temcare's Mission Statement. We are very grateful for the service they have provided over many years, and particularly during 2021. A special thanks to Geoff Francis who, in late November, completed a long stint as a Board member and 12 months as Board Chair. We have also appreciated the long-time service of George Morgan and Sue Diggles, and the more recent involvement of Gordon Hoen [a returned Board member], David Desmond and Trent Osbourne. Each person provides a level of expertise that is complementary and we are blessed to have them and to also have Tim Morse at the helm.



# Stories from 2021

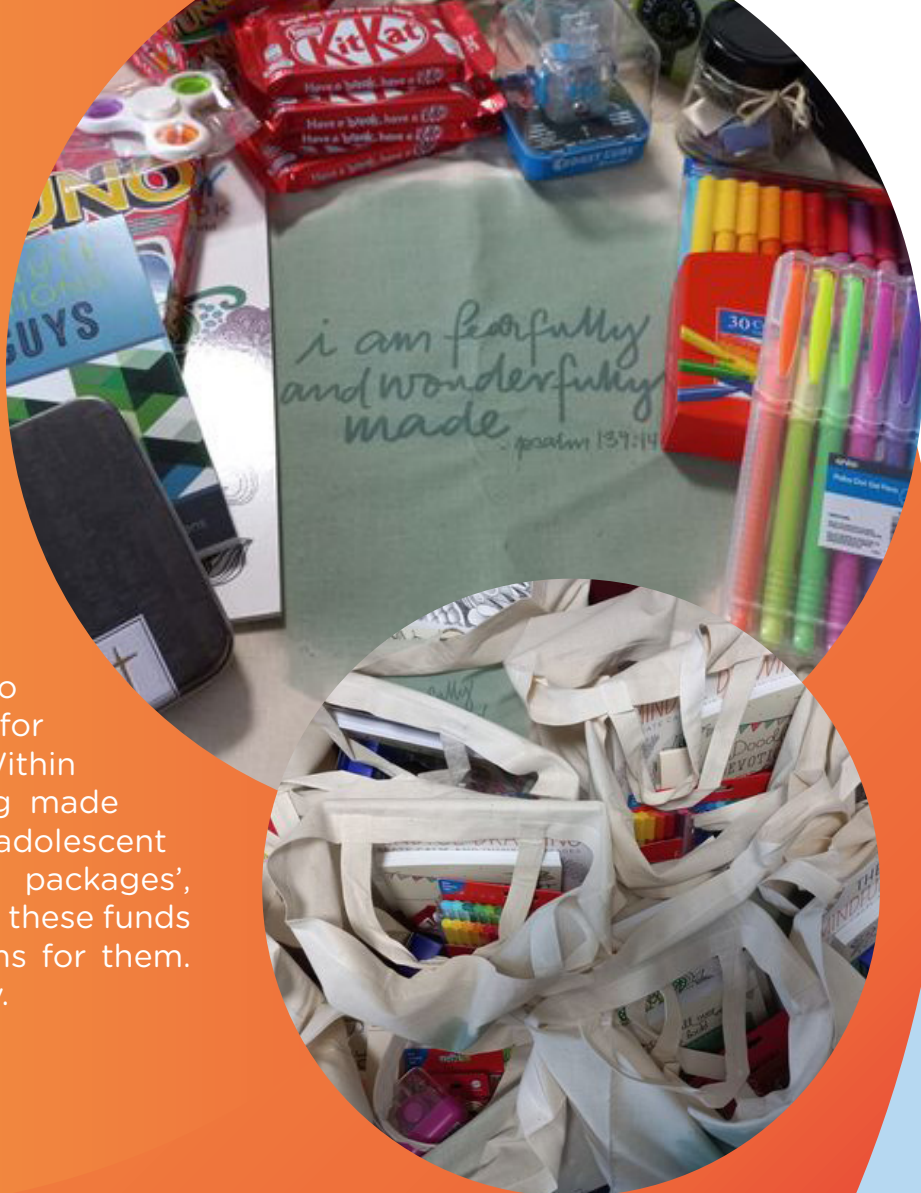
We have been so encouraged by the support shown by our supporters throughout the year. In early 2021, a partner church provided the funds to purchase a laptop for one of our special clients. The mother in question was so grateful. Later in the year another of our partner churches funded the cost of special orthotic shoes for a young client. This was such a blessing for him and his mother.



At various times during the year, our supporters have donated various items for our clients. We are so thankful to have people willing to do so.



During the year we recognised that many of our adolescent clients were struggling with the isolation and shutdowns. Naomi Manderson and Simone James [MATES mentoring staff] decided that they wanted to bless and encourage these special people. We therefore put out the call to our supporters for funds to purchase care packages for them. The response of our supporters to our 'Care Package' program for adolescents was wonderful. Within a week of the request being made to support our vulnerable adolescent clients with special 'care packages', \$3,230 was received. We used these funds to purchase some lovely items for them. Thank you for your generosity.



These are some of the comments we received when we passed on the care packages to our adolescents.

**'OH MY GOSH I LOVE THIS' (in response to each item one of our teens pulled out of the bag)**

**'I just read the card and thank you so much I love you guys so much I'm so blessed to have you's in my life'**

**'Thank you so much for the gifts I can't wait for the next camp I miss u guys sooo sooo sooo much and am looking forward to it'**

**'That's really kind and thoughtful of them, pass on our thanks (to the donors)', 'There's a lot of good people in the world'**



As recently reported, a special fundraising event occurred in late October to support a single mother whose car required significant repairs. Even though we only requested \$3,000, \$6,650 was donated in one day. This meant that the mother was able to meet the total cost of the car repairs without using funds she had set aside for her children's education costs for 2022.

Whilst we were staggered at the size and speed of the response, the mother could not believe the generosity of strangers towards her and felt undeserving of such kindness.

Rachel, her Temcare support worker, simply told her that it was God's doing, as He was showing her His grace and kindness through His people.

This is what Naomi had to say to everyone who helped her out:

“Hi. I am Naomi. A lot of you donated money to help me fix my car. I have 4 kids; 12, 9, 5 and two year old. This is my car that you wonderful people helped repair because I was not going to be able to afford it. And I just wanted to say thank you to each and every one of you and hope you have a wonderful Christmas and a great new year and I wish you all the best for your future and I just cannot thank you all enough from my heart . Yeah, you are all incredible, amazing people and it just, and I can't even explain, I don't have enough words for it, so yeah thank you so much.”





We were also very grateful for the support provided by Edge Community Church, Canterbury Gardens Community Church, Neuma Church, Full Gospel Assembly Box Hill, and Belmore Road Church of Christ for our Christmas giving program.

\$7,500 was donated for the Christmas gifts and approx. 75 food hampers were provided. As a result of their generosity, we were able to provide every parent, child, and adolescent with a \$50 gift voucher, and every family with at least one Christmas hamper. We have included some photos of clients receiving their Christmas hampers. What a privilege and joy it is to share the generosity of God's people with others in the hope that they will begin to understand the amazing Grace of our Heavenly Father.



Here is a response from a grateful parent about the gift vouchers received for her family, and some responses from clients about the support and gifts they have received from their worker.



Good morning, I was shopping a simple Xmas gift for King but was late yesterday afternoon, Thanks Temcare & King for sending these gifts to us, Justin was very excited and already planned for his games for Xmas and school holiday. Thank you for your work it's very meaningful to us specially Justin, he loves to see King, and your generosity also light our hearts with Christmas spirit and joy. A very Merry Christmas and Happy New Year to you, Temcare staff and your families! ❤️💕💙 love from Justin Shirley and Lewis



'I'm so happy i got to see you today, thankyou so so much for the hamper and the bag! i love it so much! also i read ur card and started crying im so blessed to have you apart of my life simone thank you so very much💕'

"Simone has been involved with our 12 year old boy for a year now and even the little kids have come to look forward to her visits! She's been a great support not only to our young man but our whole family too! The practical supports have been great, but for our guy, being in foster care, it's just knowing he has another person in his corner who really believed in him has meant the world!" Laura





## The Value of Christian Volunteering



In September we had the privilege of conducting an online event titled, 'The Value of Christian Volunteering'. During this event, we were able to speak with past and current clients, as well as current volunteers, about the value of Temcare's volunteering programs. It was inspiring to hear the insights provided by volunteers and the comments made by clients about the benefits they had received from being cared for by others.

I would leave you with some of the comments made by those who attended. I hope you are also inspired and challenged to think about volunteering with us, as you read what they had to say.

### David

**Temcare Board member**

'These are stories around building new hope ... we are about building new hope into the lives of people ...

you bring what you can and through that a past is replaced with God's future ... the eternal benefit that emerges through the mentoring and respite relationships ... growth has been for the people receiving care but growth has also occurred for those giving care ... God is interested in your story as a person ... What is it Lord that I can give now?

... you may be the person who is the lynchpin in rescuing someone who has had a heck of a year.'



### Terence

**A past client**

'At the time I just wanted to escape home ... I was hoping to be understood and accepted ...'

'Andrew [my carer] made a big impact on me ... [he] was just a positive role model ... I really looked up to Andrew ... I saw a glimpse of how he lived his life and I wanted that for myself ...'





## Tony

### A past client

'I just wanted to be accepted and loved ... most of all I just wanted to be in a safe environment ...'

'They [my carers] never pre-judged me ... To this very day they [the girls in the family] still call me brother ... it was just the love and everything else the family showed me over all these years ...'

'Be very patient because they [people thinking about volunteering] need to understand that some of these kids come from very rough backgrounds ... You know without that connection between the love of them and who they were looking after, and also to the love that God gives us, I think if you haven't got that right then I think you know, I think you're gonna be in for difficult times ahead ...'

'My [Temcare] mother would say if you strongly believe that you've been called by God to do what you are about to do then go for it ...'

'My [Temcare] mother said, hello beautiful [to me when I came out of court], let's go home ...'

'My [Temcare] mother said to me [on her deathbed], Anthony, I love you ... you know folks, without your help and support, children like me, we would never have a chance to live. All we want is to be loved, to have a safe and secure home ... my question to you folks is how much love have you got to give? Temcare is a good organisation ... my advice to you folks is just to love people, love us kids, and be patient with us. The rewards will be there for you.'

## Neville

### Temcare manager

'One of the breakthroughs for a lot of these kids is just being a part of normal life, of normal experiences ... nothing dramatic, it's just the simple things of seeing normal things occur in their lives ...'

'She [Tony's Temcare mum] saw value in you [Tony] and her home was your home ...'

'And in seeing that love from his Temcare mum and dad, he [Tony] also discovered God's love. And that is what we want to do at Temcare. **We want to see you as volunteers displaying love to the kids and young people that we are working with, but we also want them to see God's love through you.**

## Simone

### Staff Member

'Being consistent, being regular ... being a constant was such a big thing for her [Simone's mentee] ... be yourself ... for her that was really different to the other people around her and **it meant I had a lot of opportunities to speak into her life about God ...**



# Meet some of our volunteers and clients

Our clients are the reason why we do what we do. We are committed to serving them and providing them with services that meet their needs. Our desire is to see them not only develop in every aspect of their lives and relationships, but also to understand more of the Grace and Mercy of our

Heavenly Father. We are privileged to have been able to assist many clients throughout 2021. Please meet some of them here and listen to what they have to say.

## Steph

**A current client in the MATES mentoring program**

'Since joining the MATES programme I think my life has changed for the better.'

'The program is really good and has really helped me.'



## Simone

**The mother of a respite care child**

'In his [her child] time with Terence [his current carer] he has been able to be part of the family and he has been able to feel acceptance and understanding which has then built his confidence.'



## Our volunteers

Volunteers are the life-blood of what we do at Temcare. They are the ones who provide the direct care and support for vulnerable children, adolescents and parents. They are also the ones who become the direct representatives of Jesus for our clients.

Whilst only small in number, we are nevertheless blessed to have such a wonderful and committed group of volunteers who provide; respite care for children in our Respite Care program, mentoring for adolescents in our MATES Mentoring program, and support for our clients at our various camps. I am therefore delighted to introduce some of them to you and to express our gratitude for the support they provided for our clients during this year. Please listen to some of the insights they have about the value of being a Temcare volunteer.



## Terence

**A past Temcare client who is now a respite carer in the RESPITE CARE program**



‘Never under-estimate the role they [carers] can play in a child’s life ... You may never see the breakthrough while they are in your care ...’

‘[my expectations when I first commenced having a child in my care] I was sort of more concerned about not scaring my wife ... I just wanted [respite care] to go smoothly ...’

‘The challenges came as we had our own kids because it was difficult balancing all the kids’ needs ... I found it really challenging on how to split the time [between the children] and how I could meet their needs ...’

‘Just doing activities where we can all participate ... we just do activities together ... just the consistency and showing and inviting the people into your daily life, event and birthday parties. Making them feel very important ...’

‘If someone can commit and provide that consistency and show love and really believe in that child, then do respite ... I would be totally lost without what Andrew [his carer] has done in my life ... I often ask myself the question, where would I be if he wasn’t around ...’

## Jenny

**A current mentor in the MATES mentoring program**

‘The first few visits [with the young person] were really challenging ... all she wanted was consistency ... once I had that fifth visit it was a different story ... we got there eventually ... every fortnight I committed myself to seeing this person ... that person needed that consistency, that reliability, that security ... just being myself, just mucking around ... having a bit of fun because that kid did not know what fun was’

‘Have a whole lot of fun because these kids don’t know that that means really ...’

**‘I would certainly recommend mentoring ...’**



## Salome

**A current respite carer in the Respite Care program**



‘All I was looking forward to was meeting this young person ...’

‘Yes, we do get a lot of information from Temcare when the child comes into our care ... The family all jumped in and they all made sure the children felt comfortable ...’

‘What contributed towards the breakthrough was showing respect and love for their parents and that was very significant for the children ... by adding a lot of value to their parents that brought a lot of breakthrough ...’

‘All children just want to feel comfortable and accepted and loved. That’s all they are looking forward to when they come into a home ...’

‘I would like to encourage all the viewers out there to just, if they feel that I am not quite sure how I am going to do this, just go with what you feel is in your heart, and just give it a try and speak to the team. It doesn’t matter what your background is ...’

‘I would like to recommend to anyone who is out there to contact the Temcare team. They are very helpful and will give you all the help and support and all the necessary information for you to follow what God has put in your heart ... follow the desire that God has put in your heart’.

## Vanessa

**A current respite carer in the Respite Care program**



‘We just wanted to be able to show some children a different way to do family and just make an influence even if it was only once every few weekends. We could definitely see the impact that it had on them.’

‘And for our children, who are a little bit older, definitely was great for them to see what it is to share their life, their heart, their toys with other children and to really see them be great role models as well.’

‘We just have felt really blessed to be with these children and have them in our lives and be able to just, yeah, just make an impact, have a lot of fun, show them experiences they might not have had before, and you know, give them love and Christ into their lives, and we definitely would recommend it to anybody.’

‘Yeah, you gotta step out of your comfort zone and it is a bit uncomfortable at times but that’s what’s worth it because you’re actually making sure that these children really see life how it can be in a different kind of way.’





## Respite Care

Short-term respite care provides a much-needed break for families while offering children a loving and caring environment. It is available for children, aged between 0-15 years, for 1-2 nights every 6 weeks, although these arrangements are negotiable depending on the availability of the respite carer and the needs of the family. Temcare connects families-in-need with Christian carers.

Children can be placed with couples, singles or families, and wherever possible and appropriate, siblings will be kept together. All Temcare respite carers are comprehensively assessed and are required to obtain a current 'Working with Children Check' and to submit to a 'National Criminal History Check'.



## Family Services

Integrated family support is available for parents and/or their children, and seeks to address parenting difficulties and those factors that contribute to stress and breakdown within the family unit. Professionally trained staff members work closely with professional networks and supportive local churches to provide families with stability, safety and care.

Within a supportive environment, a monthly support group ['Women of Hope'] explores important personal and parenting

issues that impact on women. A 'Play Therapy' program is also available for a limited number of children.

At various times during the year, education programs are conducted to assist parents with relevant parenting matters. A family camp is also run for families already involved in Temcare's programs.



# Building New Futures



**Rachel Chan**

*Family Services Worker*

Supporting clients in the Family Services program this year has been very similar to last year given the amount of lockdowns we've had. We've had to be creative in the way we supported our clients in 2021 but by the end of the sixth lockdown, we (staff and clients) were all just trying to ride this wave with our heads above water and survive. However, as we pass another year of dealing with the various waves of covid and all the associated stresses of these waves, it appears that there is a silver lining as we approach the end of 2021. With our high vaccination rates, life is slowly returning back to "normal" although there is always the risk of covid throwing another curve ball, like the new variant Omicron that has emerged in recent weeks, to throw everything back to chaos, fear and despair. However, as Christ followers, we need not fear or despair as those who have no hope for our home is not this world and we have another home to look forward to. Our desire as staff at Temcare is to give this same message of hope to our clients and help them build new futures in a covid normal world with Christ as the foundation.

One of the clients whom I've helped to build a new future is a single father who has a 5 year old son. This father has struggled to access NDIS service for his disability due to a lack of understanding of the system and how to navigate it. With Temcare's support, the client was able to see a neuropsychologist so he can be assessed for acquired brain injury due to long term substance abuse and an injury to the head and back he sustained as a victim of an armed robbery. By God's grace and providence, this client was able to be assessed and diagnosed with an acquired brain injury within a couple of weeks and an NDIS application submitted and approved a couple of weeks later. Having access to NDIS funding and services will assist this client to have a better and new future with his son after many many years of struggle and suffering.





**Natalie Walton**

*Family Services worker  
and Play Therapist*

**The idea of building a new future, whether it be for ourselves or supporting someone else to do so, comes from a position of hope and is filled with possibilities.** But what many of us realise as we begin this journey, is that there are important factors that contribute to the success of building a new future. There needs to be commitment, time invested, and a resilience to handle disappointment and setbacks that will inevitably come.

Typically, individuals and families who connect with Temcare need us, workers and volunteers to be that supporting person in their journey to build a new future. Because the journey is tough. And what a privilege it is for us to be that hope and encouragement they need at this time in their lives.

This year I have had the privilege of working on Temcare's newest program, Counselling for Children through Play Therapy. This therapeutic work is all about the building of a new future, even though these kiddos are only at the beginning of their life. In action, this looks like; showing up week after week, a commitment to

the process which proceeds at the child's pace, unconditional positive regard for the child, genuine and authentic empathy and attunement to each child every time we meet and persistence through those setbacks that are out of our control. In summary it says to the child, you matter, you are loved and I believe in you.

Hopefully like me you can see how this really is all about authentic relationships, which is what Temcare does best, with Jesus Christ our constant reminder of how this should be done.





**Klaudia Charles**

*Respite Care Coordinator*

It was another challenging year for the respite care program. Constant changes to the restrictions meant we had to adjust the way we delivered our program many times. Luckily, the respites that were happening pre pandemic restrictions were allowed to continue. This was a welcome allowance for the families I work with. Once again, the carers committed themselves to supporting their respite child even if it meant an outside catch up instead of a home stay, or a zoom call to keep in touch. Having this regular contact was a huge help for the mums and something to look forward to for the kids who had lost a lot of their usual outlets.

One mum reported that her pre-teen son, Adam, was having a lot of behavioural problems since he couldn't play basketball due to the restrictions. When his carer heard this, he took it upon himself to regularly take Adam to play basketball with him at the local park. The mum was so grateful and reported that Adam's behaviour improved drastically, which made the whole household enjoy each other a little better.

Another example of a carer being creative in their role is Sue who came up with many inventive ways to keep the 2 kids she cared for entertained when there was little they could do outside of the home. She had bake off challenges, an array of crafts, face painting, and many other games. The kids were always so eager and excited for their respite weekends and I can see why.

Even if things were a little challenging at times, I found that we all tried our best

to build a new future for the Temcare families. We continued to support them through the programs we delivered, advocated for them when they couldn't do it themselves, showed empathy and kindness when it was most needed, and we made sure the family didn't go without because they couldn't afford things that many of us take for granted, such as fresh food and access to electronic devices.

We are truly blessed with the amazing carers that God brings to us here at Temcare. Without them the future of some of the kids would be challenging but with them it is truly a bright light. What the carers do for the kids through simply showing them God's love and giving them undivided attention is invaluable.

In the year ahead I am excited to see many Christians become interested in the Respite Care program and I can't wait to see new relationships and futures flourishing over the years ahead.

### Psalm 46:1

"God is our refuge and strength, an ever-present help in trouble".

God Bless





# Mates Mentoring

Temcare connects an adult Christian volunteer mentor with a young person [aged between 10 & 15 years] for regular organized activities. The volunteer brings his or her life experiences to the mentor/mentee relationship and seeks to assist the young person with; general life skills, forming positive social networks, exploring constructive lifestyle options, and making positive career choices.

All Temcare volunteer mentors are comprehensively assessed and are required to obtain a current 'Working with Children Check' and to submit to a 'National Criminal History Check'.



The Mates program also provides individual support for vulnerable and at-risk youth from 2 qualified Youth Workers.

An annual camp is organized for adolescents and their mentors. This event provides opportunities for mentors and mentees to further consolidate their relationships and to explore matters of faith for those interested in doing so.





**Naomi Manderson**

*Team Leader and  
MATES Coordinator*

Who would have thought that this year was going to be another challenging year? I'm sure no one knew that heading into 2021. However, one thing I have learnt is that when required, we are able to pivot and come up with ways of still servicing our clients and trying our best to meet their needs.

I decided that another tough year meant that I needed to really think of a new way to encourage our clients, particularly our teenagers. I was getting feedback that they were struggling, so I decided to come up with the idea of providing a "care package" specifically tailored to them. We did a call out to our wonderful supporters who also seemed to capture my vision and went above and beyond, and we were able to provide some wonderfully encouraging gifts in the packages. We put in bible studies, chocolates, games, smelly things for the girls, and socks for the boys. Our precious teenagers understood that we were thinking of and praying for them.

What is also wonderful, is how encouraging this is for us as workers. When we have an idea and put a call out, it's so humbling and exciting to see the generosity of our supporters come through time and again. Please know that this encourages us hugely and helps to remind us that our work is valuable.

I have continued to support the volunteers, adolescents and some of their mothers who have been struggling. One family I have been supporting has a young person who is part of the Mates Program. She has been matched with an amazing mentor, and it's perfect timing as her mother is struggling with cancer and all the complications that go with this. The

adolescent also has two younger siblings with complex diagnoses that makes home life even more challenging.

We had continued to provide fresh food hampers as her immune system was compromised, and she was so appreciative of this. She often sent messages of appreciation saying how exciting it was to get the hamper, as it then created a chance for her to cook with her teenage daughter and have chats whilst doing this. She said that it also has created a family tradition where every Sunday they would sit down and have a meal together as a family. I was also able to encourage the family that we were often holding their family up in prayer. She so appreciated our support and prayers.

So, as well as building new futures, we are also helping families build new family traditions. This is so encouraging and so valuable for the family unit. It was also something I didn't even think about when organising this for the family. I remember a saying I heard one time from a Christian speaker - **"you do what you can do, and God will do the rest"**. Multiple blessings came from a simple idea.

Although this year has had its challenges, it has also been so encouraging to be creative in our outreach and interaction, and to find ways to stay connected and the big thing for me is the encouragement and generosity of our supporters. It's been truly humbling and such a blessing.

I'm so looking forward to the year ahead and with such anticipation, praying that we can continue to sow and build new futures for our adolescents and families.



# Youth Support Program



**Simone James**

*Youth Worker*

2021, what 1 year! I feel like I started last year's report in a very similar way too. Little did we know that this year would turn out looking frustratingly similar to last year. As once again we quickly became intimate with zoom. Once again we were dropping off food on people's doorsteps, hoping for a brief interaction through their flyscreen. And once again I was reminded of just how much we need our God, when our life is full of so much uncertainty.

This year, God has put on my heart time and time again the verse from Esther (4:14) which says 'perhaps you were created for such a time as this'. I have found incredible reassurance in the fact that the God of the universe could have put my life and your life into any period of history or times to come but he chose to put us here 'for such a time as this'. Would we have chosen this for ourselves, possibly not, but knowing that this is where God has chosen to place us should give us huge amounts of confidence to step into every interaction believing it's a divine appointment! And we have seen many divine appointments this year.

This year, once again, I have been in awe of the resilience shown by the teens I work with. And their desire to build new futures for themselves. While it seems that the whole of Australia was on pause again, it was incredible to see the steps that these young people kept taking forwards.

One of my clients who has only attended 2 weeks of school in the last two years has just decided she wants to enrol at an alternative school and will start back in term 1 of next year. One of my other incredible clients has just taken a huge step towards independence by applying for her own private rental as an 18-year-old. She's also about to start her Certificate 4 in Youth Work next year, which is an incredible achievement given she left school in year 9 and had to come back later to complete a Certificate 2 in Adult Education. She is also in the process of applying for part time jobs and slowly building up her learner driving hours.

I'm also regularly blown away by the faith of some of the young people in our program. One of my young clients had just had his mum pass away after a long health battle and I asked him how he was doing. He responded with such precious faith. He said he knew his mum was in heaven with God and so he was doing okay because he would get to see her again soon.

This year was also an exciting time for the youth work program, as we expanded our team to welcome a new male youth worker on board. As our waitlist consisted of many young males who do not have a father present, we believe this will be an incredible step moving forward in being able to provide a positive male role model for these teens.





**King-Wei Khoi**

*Youth Support Worker*

Starting a new job is always interesting. Starting a new job during lockdown was even more interesting. I started off this year finishing off my studies and not knowing where I would end up, trusting God that I would be led to a place where I could belong and use my skills.

This year has been tough, as it has been challenging and hard. It's easier to acknowledge the hardships because we've all been experiencing it. Starting out during the most recent lockdown was slow, but it gave me time to grow and understand the role and the responsibilities tied to my role as a youth worker.

Meeting my clients has been an exciting and nerve-wracking experience, especially during the lockdown period. Despite this, it has been a genuine joy being able to be part of their lives. Learning to adapt to a new situation is always stressful but being able to overcome obstacles is even more satisfying.

Helping plan a family camp has been an exhilarating challenge. It has provided an excellent chance of getting to know my co-workers and to feel welcomed on the team. We have used our time to completely revamp the camp and are looking forward to it running in the coming year.

The feedback from clients and families have been highlights and a genuine reminder of why the programs we run are so important. They have an impact that goes further than what we can see and are instrumental in helping to build a 'new future' for them. One client family expressed their joy in a message saying that our work was meaningful to them and that our generosity as an organisation lights their hearts with joy. Whilst knowing the impacts that have come from such a short time of support, I am confident that there will be more places to grow in the future for these families.

Although my time here has been short so far, I am looking forward to making an impact with my clients by encouraging and supporting them to reach their potential. This is a new chapter for all of us. New challenges are ahead of us and the only way to get through it is to pray and give it into God's hands.





# Financial Report

Temcare continues to be primarily reliant upon financial donations from individuals, churches and Charitable Trusts to fund our various welfare programmes. The decision to be thus reliant enables Temcare to provide flexible services to the community that are not constrained by the stipulations associated with formal funding arrangements. This is unique within the 'welfare world'. It also means however, that Temcare is dependent on the generosity of individuals, churches and charitable trusts that share our vision.

We continue to be very grateful for the generosity displayed by a consistent group of financial supporters, whose sacrificial giving has enabled us to continue our ministry. This was particularly important during the 2020/21 financial year, as our primary funder was unable to continue its usual level of funding due to the impact of COVID shutdowns. To some degree, this reduced level of funding was ameliorated by Federal and State government financial assistance for agencies impacted by COVID. The result of these factors meant that CBCC experienced a significant operating loss for the 2020/21 financial year.

The second half of 2021 has been more positive however, as we have seen the return of funding from our primary funder, including the reintroduction of the co-matching arrangement for all donations made to Temcare. We have also seen God use His people to give generously towards a number of special fund-raising events.

During 2022, we will again be looking to our Heavenly Father and His people to provide the financial resources we will need to serve our clients. We hope that you will see the potential for supporting vulnerable families and the opportunities this support provides us as an agency to demonstrate our Heavenly Father's grace and mercy to those in need.



**Christian Brethren Community Care Ltd (Temcare)**  
**Income & Expenditure Statement**  
**For The Year Ended 30 June 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Camp Receipts and Sponsorships	10,563	4,785
Client Payments	4,670	150
Donations		
Individuals	73,556	51,864
Church Groups	10,822	3,253
Others	93,682	485,388
Fundraising	2,400	6,015
Government Income	139,260	20,224
Interest received	2,327	8,127
Other Income	18,000	12,000
<b>Total Income</b>	<b>355,280</b>	<b>591,806</b>
<b>Expenditure</b>		
Advertising	0	13,318
Camp & School Holiday Program Expenses	34,766	33,421
Carers' Expenses	21,889	15,730
Computer Services & Support	4,644	9,703
Depreciation	8,484	8,464
Fees - Professional	4,185	3,825
Insurance	4,832	5,846
Motor Vehicle & Travelling Expenses	11,336	11,634
Printing, Postage & Stationery	2,215	2,237
Repairs & Maintenance	5,861	412
Rent	5,444	6,894
Salaries & On-Costs	467,041	390,750
Subscriptions & Memberships	2,031	2,117
Sundry Expenses	379	933
Telephone	2,606	2,166
Training	1,584	2,393
<b>Total Expenditure</b>	<b>577,297</b>	<b>509,843</b>
<b>Operating Surplus / (Defecit)</b>	<b>(222,017)</b>	<b>81,963</b>



# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CHRISTIAN BROTHERS COMMUNITY CARE LIMITED

## Report on the Financial Report

### Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Christian Brothers Community Care Limited (the company), which comprises the statement of financial position as at 30 June 2021, 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 directors' declaration.

In our opinion the financial report of Christian Brothers Community Care Limited 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 2021 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 confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the committee members, would be in the same terms if given to them as at the time of this auditor's report.

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.

### Emphasis of Matter - Economic Dependence

We draw attention to Note 11 to the financial report, which provides information on the economic dependence of the company on support from the Christian Brothers Trust. 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 are appropriate to meet the requirements of the *Australian Charities and Not-for-profits*

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*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 directors 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.

#### *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

2 December 2021  
Blackburn, Victoria



Let all that you do



be done in love.

1 Corinthians 16:14



ACW is blessed to support the important ministries of Temcare. ACW is a family-owned facility services business, providing commercial cleaning, maintenance, licensed trades, solar, cleaning products and more. Please get in touch if the ACW Team can assist you.

1300 134 659  
thinkacw.com.au

## Acknowledging our supporters and volunteers

2021 has been a year where we continue to be grateful for our faithful prayer and financial supporters, our incredibly committed volunteers, and the vital partnerships we have with churches and organisations. Despite the challenges faced by everyone, our faithful supporters and volunteers have nevertheless continued to support Temcare's ministry in various ways. We are blessed to have numerous regular donors whom I know give sacrificially.

A special thanks goes to the following groups:

- 'A Cleaner World'
- Alined Design
- Ballarat [Peel Street] Gospel Chapel
- Balwyn Gospel Chapel
- Belmore Road Church of Christ
- Canterbury Gardens Community Church
- Christian Brethren Trust
- DB Cupcakes
- Edge Community Church
- Full Gospel Assembly Melbourne

- Glen Hill Community Church
- Glenroy Gospel Chapel
- Montmorency Community Church
- Mulgrave Reserve Gospel Chapel
- Neuma Church
- Ringwood Community Church
- Wattle Park Chapel

Temcare would like to make special mention of;

- **Belmore Road Church of Christ for the regular food hampers they provided for clients throughout the year,**
- **Full Gospel Assembly Melbourne for their generous Christmas hampers,**
- **Neuma Church for its partnership through its Neuma App program, and**
- **Edge Church, Canterbury Gardens and Neuma Church for their support in providing Christmas donations for our families.**

In addition, we are grateful for the generosity displayed by 2 churches associated with the Christian Community Churches of Victoria and Tasmania in providing Temcare with substantial donations following their respective closures.



# Why not consider partnering with Temcare in 2022?

There are numerous opportunities for you to volunteer your services with us. For example, you could join with us as a:

Respite carer in the **Respite Care** program.

Mentor in the **Mates** program.

**Financial** supporter.

If you are interested in one or more of these roles, please provide us with the following details and either email the information to [office@temcare.org.au](mailto:office@temcare.org.au) or post it to: P.O. BOX 2624, RINGWOOD NORTH, VIC, 3134. You can also register your interest in receiving our newsletters or volunteering with Temcare by visiting our website, [www.temcare.org.au](http://www.temcare.org.au)

One of our staff will then contact you to discuss how you might become a partner with us. Please note however, that all volunteers who have any contact with a child must; undergo a comprehensive assessment, provide evidence of a current Working with Children Check, and submit to a National Criminal History Check.

Name:

Address:

Email:

Phone:

Area of interest/service:



Address  
3 Tamar Street,  
Ringwood North, Vic, 3134

Postal Address  
P.O. Box 2624,  
Ringwood North, Vic, 3134

☎ 03 9877 7729

🌐 [www.temcare.org.au](http://www.temcare.org.au)

✉ [office@temcare.org.au](mailto:office@temcare.org.au)

📘 [facebook.com/temcarefamily](https://facebook.com/temcarefamily)



## Becoming a financial sponsor of Temcare

As Temcare does not receive any Government funding and is primarily reliant upon the financial generosity of Christians, churches, interested individuals and charitable trusts, it is only through your support that Temcare is able to be a source of hope to people in need.

If you would like to financially support Temcare, you can do so by making an online donation from our website, [www.temcare.org.au](http://www.temcare.org.au). Alternatively, you can indicate your financial commitment below and forward the information to the Temcare office at P.O. BOX 2624, RINGWOOD NORTH, VIC, 3134, or email it to [office@temcare.org.au](mailto:office@temcare.org.au). All donations over \$2 are tax deductible and will be issued with a receipt upon request.

### Cheque/Direct Deposit

Name:

Address:

Email:

Phone [mobile or landline]:

- ☐ Please find enclosed my cheque / money order for: \$
- ☐ I intend to deposit a direct credit to Temcare's account of: \$

Bank: **ANZ** BSB: **013328** Acc: **484168802**

### Credit Card

- ☐ I would like to make a payment of: \$

#### Frequency

- ☐ A once off payment on: / /
- ☐ Monthly payments that will commence on: / /  
and are to cease on: / /

*I authorize Temcare to charge to my credit card the amount noted above. The following are my credit card details:*

Cardholder name:

Credit card number:

Card type:

Card expiry date:

/

Authorized Signature:

Date: