



# Supporting those who feel lost



**temcare**

ANNUAL REPORT 2020



‘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

A challenging year indeed! COVID 19 has made this year difficult and challenging for everyone. At the very time when families and young people have been under exceptional stress, our ability to offer help through our programs has been severely restricted by the COVID 19 lockdown.

The Respite Care and Mates mentoring programs had to be closed, and staff were forced to limit direct contact with clients. Like the rest of Victorian employees, they have mostly been forced to work from home, and to continue supporting clients and volunteers through phone and social media, and to engage as a team through Zoom meetings. We acknowledge the efforts of those carers and mentors who were able to maintain contact with those they support during the lock down. We applaud the staff for their efforts to encourage and support our clients and volunteers, and to use their time well

through this frustrating time. Our regular programs are now slowly gearing up again, and we thank all our volunteers as they commit to rebuilding their caring relationships.

We are grateful to the Federal and Victorian Governments for financial assistance through the Jobkeeper and several State support programs. These grants enabled us to continue employing our staff through the lockdown period, and to keep our team together. As the financial impact of the pandemic flows on, our major funding body has been unable to commit to the usual level of funding for the current year. We have appreciated the continuing support of individual and corporate donors, churches, and gifts in kind from several supporting Churches. This year we will be facing a significant operating deficit.

### Staff changes

In the middle of the lockdown, the staff completed a shift to the new office at 3 Tamar St, Ringwood North, which we share with Christian Community Churches of Victoria and Tasmania [CCCVaT]. We thank the Christian Brethren Trust for their investment in buying and renovating this property. We welcomed Klaudia's return from parental leave, and congratulate Simone on her marriage last March.

### Board changes

There were a number of changes at Board level during the year. Tim Morse joined the Board, bringing his experience as a psychologist, corporate governance and working in the Family Court. George Morgan stepped down as chairman after many years at the helm of Temcare and CBCC Ltd. We acknowledge his strong leadership and his continuing contribution. Rawle Watson-Jones stepped down from the board after two years, having worked with the board and the staff on our goals and our methods, including looking forward to increased use of social media.

We thank Rawle for his thoughtful and challenging input. Sue Diggles continues to bring her social work experience and female perspective to our deliberations. I am now the new chairman and Tim is vice-chairman, and we are in the process of seeking to appoint three new board members. We are organising a staff / board planning day in late February, to take stock, share ideas and plan for the future.

## Trends

The challenge of finding new volunteers continues. Our advertising through Light FM has brought some positive responses.

We have been subsidising young people to attend CYC camps with the help of grants from the Trust, and we are continuing to build our partnership with our staff and the staff of CYC. We also have an ongoing ministry partnership with Prison Fellowship.

As we remember our calling to show the Love of God to vulnerable families, children and young people, and minister to their needs in the name of Jesus, we can be encouraged by the prayer of St Francis;

“Lord, make me an instrument of your peace:  
-where there is hatred, let me sow love;  
-where there is injury, pardon;  
-where there is doubt, faith;  
-where there is despair, hope;  
-where there is darkness, light;  
-where there is sadness, joy.”

We value your continued prayer and support for the work of Temcare.

## Geoff Francis

**Board Chair, Christian Brethren  
Community Care Ltd**





## Manager's report

For those of you who read our 2019 Annual Report, you may have noted that the theme had been 'Connection'. Our focus during that year was to 'connect' people with their families and communities, and where given permission by a person, to also help people connect with the Christian faith and a church of their choosing.

2020 has been a year where 'disconnection' has again been prominent because of the issues that have arisen due to the COVID-19 pandemic. In many respects, the level of disconnection experienced by people within our community has escalated and resulted in them feeling emotionally, physically and spiritually lost. As has been well documented, concerns about the impact of social isolation on individuals and families have been particularly significant, leading many professionals to become alarmed about the mental health wellbeing of people weathering the storms of life. It has also resulted in State and Federal governments pouring money into programs to support vulnerable people.

We know that our clients have struggled physically, emotionally and spiritually during 2020, and that they have not been able to receive the normal level of support from either Temcare or other welfare services. Government requirements and concerns about the pandemic have placed restraints on the capacity and ability of our professional staff and volunteers to serve our clients. For significant periods, our Respite Care and MATES mentoring programs were effectively shut down and our Family Services and Youth Support staff were unable to have face-to-face contact with clients.

And yet despite all of these obstacles, Temcare continued to provide vital services for some of the most needy and vulnerable families and individuals within the Victorian community with staff being very creative in how they supported their clients. In addition, financial support continued to come from committed and faithful individuals, despite their own financial challenges. The practical support offered by various churches was also inspirational and much appreciated.

Temcare has therefore been able to do what we set out to do in 2020; namely, to 'assist those who feel lost'. I hope you are encouraged and inspired as you read how our Heavenly Father has been using Temcare to achieve this goal during this year.

**Neville Evans**  
Manager, Temcare

Temcare has been serving families and individuals in Victoria since approximately 1968...



# 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's 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.

During 2020, our programs were significantly constrained by the COVID-19 pandemic and the associated government restrictions on what could be provided. Consequently, our Respite Care program was effectively shut down for nearly 6 months and various limitations placed on what our volunteer mentors were able to do in the MATES mentoring program.

The number of respite care placements [110 nights and 46 actual placements] and MATES mentoring 'catch-ups' [82] for the year were therefore severely impacted.

We were also unable to run the MATES mentoring camp in October, although this event has been rescheduled to occur from 19-21 March 2021. Unfortunately, the uncertainty about allowable numbers for events resulted in us not being able to run our traditional client Christmas party in December.

In late April, we introduced our Youth Worker program, but it was also affected by the pandemic and never really commenced until later in the year when some of the restrictions around face-to-face contact were removed.



The following statistics therefore reflect very different numbers to previous years. Despite this however, referrals continued to be made to all of our programs, particularly in relation to Family Services. 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.

101

**General enquiries made to Temcare in 2020. These involved:**

16

about signing up for our Newsletter.

45

about possible referrals.

14

about Temcare's programs.

26

about possible volunteering.

64

**Specific external referrals made to Temcare for the following programs:**

28

children for Respite Care.

16

adolescents for Mates Mentoring.

2

adolescents for the Youth Worker program.

18

families for Family Services.

## During 2020, Temcare supported:

40 families in the Family Services program, including Women of Hope.

16 adolescents and parents who received individual support in the Mates Mentoring program.

26 adolescents in the Mates Mentoring program.

25 volunteers in the Mates Mentoring program.

11 adolescents in the Youth Worker program.

25 children and 25 parents in the Respite Care program. 3 families were provided with more intensive casework support.

39 volunteers in the Respite Care program.

## As of 31 December 2020, Temcare's waiting lists involved:

54

adolescents in the Mates Mentoring program.

4

adolescents in the Youth Support program.

51

children in the Respite Care program.

1

family in the Family Services program.



# About our staff



**Neville Evans**  
Manager



**Natalie Walton**  
Family Services  
program coordinator



**Rachel Chan**  
Family Support Worker



**Naomi Manderson**  
MATES program  
coordinator



**Simone James**  
Youth Worker



**Klaudia Charles**  
Respite Care program  
coordinator



**Mary Chin**  
Accounts officer

During 2020, Temcare continued to employ seven part time staff in varying capacities, ranging from 34 hours to 20 hours per week. These staff provided a range of services for families and individuals residing across the wider Metropolitan area.

In March 2020, Klaudia Charles returned from parental leave and resumed her role as the Respite Care coordinator. In late April, Simone James [nee Beattie] commenced as our new Youth Worker.

On an informal and non-employed basis, Nancy Price [a previous principal social worker for Temcare] and Sue Diggles [a current board member] continued to provide support for several past and current clients with whom they have historically developed close associations. We are very grateful for the important role they have had in supporting these women.

In early December 2020, Natalie Walton [Family Services Coordinator] and Naomi Manderson [MATES mentoring Coordinator] officially commenced supervisory roles within the organisation for other Temcare staff.

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 2020.

During 2020, we posted a number of interviews with staff on Facebook, which may give you some insight into who we are. I would encourage you to visit our Facebook page and enjoy the read. In the meantime, have fun with some more relaxed photos of our front line staff.



# Stories from 2020

One of the biggest things to happen to Temcare in 2020 was our move to a new office. This was necessitated because our Blackburn premise became unavailable in late 2020, as it was to be used for other purposes. We are very grateful to the Christian Brethren Trust for the provision of a renovated venue that we are renting and sharing with staff from Christian Community Churches of Victoria and Tasmania [CCCVAT]. Although we informally moved into the office in early October, staff continued to primarily work from home. The full use of the office will occur in early 2021.

The other major story has obviously been the various levels of lockdown associated with the COVID-19 pandemic. I would take this opportunity to congratulate our staff on how they personally and professionally managed the challenges of this year. They maintained a high standard of professional practice despite the frustrations associated with not being able to support their clients in a manner they would have preferred and felt was needed. They have also been able to admirably navigate the personal challenges of working from home and living with their own restrictions.

We also continue to be inspired by the families, parents and children whom we have served and supported. Their personal stories during this year have in many cases been difficult, at times traumatic, but in all instances empowering and inspiring. Their gratitude for the support provided by staff has also been humbling; but it is their determination to survive that has been uplifting. We hope you are also encouraged as you hear some of their stories.



The response of individuals to our 'Fresh Food' program in early 2020 was amazing. Within 2 weeks of the call going out for financial support to purchase fresh food for those of our clients who were unable to get out to purchase such items, we received just over \$6,000. Both us and our clients were so grateful.

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. Just over \$4,100 was donated for gifts, 43 gift cards were given and approx. 75 food hampers were provided.

In late 2020, we decided to launch a program to encourage church people to support our families in practical ways. Rachel Chan [one of our Family Services program workers] is heading up this program and would be keen to hear from those interested in this vital ministry. A copy of the 'Church Helper Flyer' can be seen in this report on page 29.



2020 was also a year where we were encouraged by the responses from many of our clients to our efforts to assist them through a difficult year. We have done our best to build connection and maintain relationships with them despite the many constraints.

In many cases the support provided by our staff and volunteers was instrumental in our families surviving; emotionally, physically and even spiritually.

Although we have previously reported some of these responses, I have nevertheless added them in this annual report, as they demonstrate the vital role Temcare has had in supporting vulnerable families and individuals.



**One mother posted a comment on our Facebook page in response to the assistance afforded to her by Temcare staff. She stated...**



Facebook User

During 2020



“it has taken me years to be able to reach out for help and I am very blessed to have people I know and trust who support me.”



Like



Comment



Share

Providing fresh food to our clients was a huge bonus to a number of clients throughout 2020, as some parents reported that they had not had access to fresh food for a variety of reasons. The benefits of this program had many facets to it, as reflected in the following comments from one of our mothers.

“Hi, just a little message to thank you very much for all the delicious healthy food you delivered yesterday. As my doctors have told me, quality food is medicine for the body. I honestly can’t thank you enough. As I’m immune compromised and not allowed at the shops at the moment, I appreciate fresh beautiful food and it has been wonderful bonding with P [her daughter] today in

the kitchen cooking together.

It’s wonderful as we talk, zero devices are involved and teaching her a lifelong needed skill. It has lifted my spirits and it’s really been hard for me to accept help at this time but I genuinely appreciate your support more than words can express. Take care.”

But a most wonderful story from 2020 comes from a young person, Necia, who recently posted this account on her Facebook page along with a picture of her Bible. It recounts her story of encountering God; a story that involves our ministry partner, Prison Fellowship, a street ministry, and our MATES mentoring program. It has been our privilege to be a part of her faith story.



Necia  
During 2020



So many times I've picked up this book the young person.

So many times I gave up.

He has and still is guiding me throughout my life.

If it wasn't for him I wouldn't know many others that are faithful to him, loving him and having a happy life.

First encounter with this religion was when I was 7 or 8 at Prison Fellowship Camp in Anglesea.

That camp that lasted a week.

Took me on my first journey with God.

I came home that weekend for my mum to smooch my belief and say that there is other better religions and other ways in finding God.

But I didn't want to know her ways of finding him.

I wanted to find him on my own journey.

Every year for 4 more years, I went on that camp but after my mum I refused to be apart of bible study and refuse to surrender myself to God. The following years to come.

For a very long time I hated God for not showing me he was there and for not showing me that he didn't love me.

After Prison Fellowship I had ended up going into another program called Temcare mates mentoring where I ended up getting the most amazing mentor, Simone James. She is a blessing that I will always cherish. I met Simone on Prison Fellowship and that lead me to have an amazing friend/mentor/sister till this very day. I love you!

She always and still has to this very day believed God has something great planned for me and I hope he still does.

I am now to old to be in Temcare mates mentoring but still have many of people that I have met through both programs.

Thank you all that work in these programs xx

2 years ago (2019)

Two men was walking around Frankston trying to get the attention of the young adolescence kids on the streets. They now have a program in Frankston called Street Peace.

I ended up stopping with one of my friends and talking to them and notice they were both a man of God. By the end of our talk I ended up surrendering myself to God and I felt a certain free and cleanliness about myself.

What previously got my attention is one of the guys believed in two religions and not just one.

Was that even possible?

Both religions he believed or study in are both that I was familiar with and I was raised up with.

He had study Judaism. This guy name was 'J'. His family brought me into their home with welcome arms and gave me this beautiful bible that is down below and I make sure the bible is always protect for it to not get damaged.

I went home that night with this bible wanting and willing to read the wonderful stories.

As I knew of most of the familiar stories but never read the book for myself.

I sat and tried to read the words off the paper and I couldn't read, some of the words. It was frustrating me that I couldn't read these big words because all I wanted to do was understand.

So I put the book away and I have picked it up now and again never reading the words. I just stare and look at it's beauty.

This year I want to read this bible even if it's just a little bit. I want to start going to church and start letting God come back into my heart.

I really hope this time will work and I won't have doubts and questions like "what if?"



# Meet our volunteers

We are so fortunate and blessed to have a wonderful and committed group of volunteers who provide respite care for children in our Respite Care program and mentoring for adolescents in our MATES Mentoring program. I am delighted to introduce some of them to you and to express our gratitude for the support they provided for our clients during 2020.



## Jenny

Jenny has been a volunteer mentor with Temcare for many years now. She is fun, passionate and so committed to the young person she currently mentors. She has even kept up with the first mentee she ever mentored who is now grown up and has her own children. Jenny is so encouraging and engages really well with the parents too. She is great with all the other mentors and mentees and shows kindness and encouragement in all she does. It is easy to hit it off with Jenny straight away, as her sense of humour and her ability to have serious conversations is so well balanced. We at Temcare love you Jenny and appreciate how you show the love of Jesus in all you do.

## Brendan

Brendan has been volunteering with Temcare's Mates Program for just over a year now. He is committed, reliable and honours his commitment to the role of mentor. He takes his role seriously but also has a great ability to relate and make someone feel comfortable. Plus, he has a great sense of humour and he loves God passionately. Brendan loves to have conversations about God and to pray for people. It has been wonderful to watch how Brendan develops trust and friendship with the people he mentors and to see the positive impact this has on them. Brendan is someone who you would definitely want in your corner during times of trouble. We appreciate you Brendan and the calling you have on your life. God Bless you.



# Rachael and Dan

This is Rachael and Dan Bingham and their 3 gorgeous kids. They have been Respite Carers since April 2018, and they are the most generous and warm people you will ever meet. When you walk into their home, you feel immediately loved and accepted, and as though you've known them forever. They currently provide respite care for twin girls and have been huge positive role models in their young lives. We feel so privileged to work alongside this beautiful family who have such a willingness to always go above and beyond their set role whilst reflecting the love of Jesus. We cannot thank you, or celebrate you, enough for everything you both do.



# Joanne

Joanne has been volunteering with the Mates Program for almost 3 years now. She is matched with a beautiful girl, now aged 15 years old. Joanne is incredibly kind, gentle and such a Godly woman. She is so committed to the best interests of her young person and really goes above and beyond. She is patient and encouraging and is an absolute trooper. She just gets on with it and ensures she is representing Temcare and her role with integrity and grace. As you can tell, we think she's awesome!

# Rhonda and Neil

Rhonda and Neil have been Respite Carers with Temcare for over 10 years. They are amazing people who have a heart for the children of God and take their role seriously.

Rhonda is someone who deeply cares for the children she provides respite for. She wants them to do well and have a good life. Rhonda tries to get to know the child and to be compassionate towards their inner world and their struggles. She opens the door to her home even when it's not exactly convenient or easy, yet she makes it her job to provide a loving and nurturing environment for the child in her care. We are fortunate to have her and her beautiful family as part of the Respite Care Program. May God Bless them.

One former client recently stated about Rhonda and Neil, "I'll never forget the love you showed R and I when my father passed and I needed some respite to grieve. Thank you always Rhonda and family from the bottom of my heart. xx."



# Respite Care program



Klaudia Charles - Respite Care Coordinator

What a year it has been. I think I speak for most of us when I say that there have been many times when we all felt a little lost. Many of the families went from being regularly supported with Respite Care to having that service completely cut off. It meant that the isolation they had already been dealing with in their lives was now even more strongly felt within the whole household. The pressures of trying to support teenagers and little kids without the usual outlets and networks meant that the mental health of the parent often suffered.



The families I work with may have felt lost but they were definitely not forgotten. It just meant that we needed to be creative with what we could do for our families with the restrictions that were in place. Where there was a need for companionship, regular phone calls took place, and the silver lining of not having to organise respite meant that we could spend time simply; getting to know each other better, being there for each other during the tough days, and knowing that we are not alone. There were many conversations that I felt filled up my cup just as much as it did theirs.

If food was lacking or items were hard to get, Temcare staff delivered hampers to their front door. If a new mum was coming home from hospital, one of the Respite Carers would drop off some hot meals for the whole family. There was also an instance where a family had to abruptly relocate and leave their previous home with nothing. When I called out for help from our Carers, a family offered some furniture for this single mum. It always warms my heart to see how generous and empathic are our Temcare Carers and supporters.

When this year tried to turn us against each other and to make us only think about our own families, God showed us another way. The Temcare volunteers heard the cries of the lost and vulnerable and found ways they could support them. It was through the many acts of kindness that we have been able to continue to support our families even if it looked a little different.

We may have felt sorrow over the world's condition but we never lost hope. Hebrews 6:10 tells us that; **“God is not unjust: he will not forget your work and the love you have shown him as you have helped his people and continue to help them”**.

I want to wholeheartedly thank the Carers and other supporters who have continued to make a change in the lives of God's children. You show these children that regardless of the circumstances they have been born into, they nevertheless have people who care about them and who encourage them in their faith.

As we end this year with more personal freedom and our Respite Care program being able to open up again, let's continue to support the lost and praise the Lord that He is our Saviour.

# Family Services and Women of Hope



## **Natalie Walton: Family Services and Women of Hope Coordinator**

Like everyone else, when COVID hit hard the Temcare team needed to make some modifications around how we supported our families. For Women Of Hope [WOH] this meant connecting over ZOOM rather than face to face. At the height of the COVID uncertainty and hard lock down, we met fortnightly rather than our usual monthly, at the request of the women. More intensive support during this time was important as it maintained a sense of being part of something. This was not just about receiving support but also contributing to a group and supporting others who might be having a hard time of it.

So many people I have spoken to in the aftermath of the COVID lockdown have had a sense of uncertainty, isolation, lostness and disconnect from places they once felt connected to. This is something I have also experienced myself. Temcare's WOH group was able to sustain and grow in its support to the women we work with, which is a testament to the women's commitment to remain engaged with the group throughout these hard times. During this time we played games, shared about how we were doing and continued to learn more about ourselves and about what God has to say about trusting in Him. The benefits of connecting via ZOOM meant that some of the ladies who usually were unable to join us face to face due to travel constraints were now able to connect with the group.

In mid-January 2020, Temcare ran its

annual Family Camp at the CYC Cowes camping facility on Phillip Island. What a blast it was! At that stage there was no COVID pandemic and therefore no restrictions on people gathering together. We went away with a group of 15 amazing mums and their beautiful children to spend time hanging out as a family, learning about how God sees us, and spending a LOT of time swimming in the pool. Also, a massive thank you to the wonderful volunteers who came on camp to give these families the best possible experience, and some child-free time. We were also very grateful to all of those financial supporters who donated money, as it meant that all of the families could come on camp completely free of charge! Thank you so much.

Unfortunately, the uncertainty surrounding COVID restrictions meant that we will not be able to enjoy our annual Temcare Family Camp in January 2021. While there was some disappointment over this, we are fortunate to be able to sponsor many children to the CYC Summer Camps because of the financial assistance provided by some of our supporters. We are also able to plan for a shortened version of the Family Camp for our mums and their children from 14-16 April 2021. We are on the lookout for volunteers for this camp, so please contact us if you are interested in supporting our families in this way.

Although 2020 has been a time of 'lostness' for many, our Family Services and Women of Hope programs have continued to support our wonderful parents and their children. Thank you for helping us to support the 'lost'.



# Family Services program



## Rachel Chan: Family Services Worker

What can I say? This has been a year like no other. None of us would have expected 2020 to be such a challenging and stressful year and the clients I supported throughout this year would certainly agree. Just like the rest of us, but perhaps more so for them, the Covid 19 pandemic has caused us all to feel a little lost as we entered into uncharted territory. Never before have our lives ground to a halt as they did in 2020. Our daily routine, supports, relationships, work and school life, and even our worship of God at church all stopped. Feeling lost and not knowing how to deal with an array of difficult emotions and thoughts were common themes amongst the families I supported.

One lady in particular (I will call her Sarah) for whom I received a referral to support between the first and second lockdown, was going through an extremely difficult time. She is a recent widow whose husband passed away in May 2020. Sarah has a 5 year

old son to take care of but without the support of her husband she was feeling extremely lost and isolated amidst her grief, fear and anxiety. Her husband's passing turned Sarah's world upside down and she was forced to pick up the pieces of her life and to be responsible for both herself and her son.

Sarah also suffers from depression and anxiety and has severe claustrophobia which prevents her from being able to drive very far. She was struggling to attend all her medical appointments and therefore was very grateful that Temcare was able to provide that support for her. I was also able to help Sarah with her financial and housing situation, which helped ease her anxiety and fear of the future. Sarah is very grateful for Temcare's involvement and I believe she is feeling less lost and anxious due to the support she received.

Sarah's sense of 'lostness' could be replicated across a number of the parents and families both Natalie and I have served this year through the Family Services program. We have worked hard to support them in a way that was sensitive to their complex needs. It has been our joy to help them to find some meaning and purpose in this very difficult year.

## Report from Nancy Price

Unfortunately Covid-19 prevented the regular Bible study weekend for former Temcare clients from going ahead as normal. However, Benwerren at Yarra Junction was able to offer accommodation to 4 residents at any one time as they are a registered mental health respite facility. Four of the regular participants took advantage of the offer and enjoyed a wonderful weekend of rest and refreshment. Fortunately, regular leaders

Sue Diggles and Mary Jones were able to offer assistance as staff workers, which meant the ladies were able to enjoy some great times of praise and worship with the help of Mary's portable keyboard. Sue was also able to lead a time of Bible reflection. The feedback from all the women was very positive.

Thank you to Benwerren for teaming with Temcare in this important aspect of Temcare's "follow up" work.

# Mates Mentoring for adolescents



## Naomi Manderson: MATES Coordinator

Never did I think at the beginning of the year when I was with my family driving home from the NSW bushfires that 2020 would continue to be such a significant challenge. In the same way that life can present a challenge, it can also be a time when God really speaks and draws us into his plan for our life.

One thing this year has taught me is that we can be creative and learn to move in new directions and ways. We had to be creative with how we supported our clients given so many restrictions over such a long period. Whilst there were instances when we as workers felt helpless with not being able to support our clients to the full capacity of how we would like, we nevertheless did our best to try and think outside the box. Thus, the fresh food hampers came at a perfect time and were so needed by our families.

Although at times there were feelings of helplessness, one thing I was confident of was that the God we serve was not surprised or overwhelmed, and although I can't always see what is going on, I had my faith and reassurance in a Heavenly Father who is the same, yesterday, today and tomorrow. Nothing throws Him or takes Him unawares, so although I was having to learn to do things differently, I could count on the faithfulness of my Heavenly Father.



This is the same message and encouragement I tried to pass onto my Mates Program clients and their families. Our young people and families all struggled in different ways; however, there were common themes of a lack of freedom and loneliness, and being unsure of one's future and how long the lockdown was going to last.

Some of our families experienced such hardship and difficult circumstances, but at the same time also exhibited such thankfulness for the support provided for them. For example, I received feedback from one mother who cried "tears of joy" when we left the food hampers on their doorstep. I was to later learn that she had recently been diagnosed with a serious illness that involved numerous surgeries and ongoing treatment. In addition, her partner had had his work hours reduced whilst they were still trying to care for their young family. Another elderly carer was so grateful for the hampers, as she found it hard to get to the shops and get the fresh food. She was so thankful and said that she was so sick of frozen vegetables.



# Mates Mentoring for adolescents continued...



One thing I tried to do was to ensure that communication was open with our families and that I kept in touch with the volunteers. Getting updates on families meant that when I got information that someone was struggling, I would coordinate with the volunteer and myself to ensure we kept in touch with them and tried to support and encourage them through this time. And when I felt like I couldn't do anything else, I upheld our families in prayer. It's so awesome that we can call on a God who is greater than our circumstances and knows our needs.

We all had to learn and adapt to new ways and to communicate with clients and our staff through phone calls, face time, text message and many, many ZOOM meetings. Although the ZOOM meetings did get tiresome towards the end, we were so fortunate that we had this form of being able to stay connected and up to date.

I know that for everyone, including myself, this was a hard year. Despite this however, we were also so grateful. It shows that we can find new ways of doing and supporting our families.

I feel like this picture sums up the year so well in what we have tried to do for our families and for each other. We have done our best to support people who have felt 'lost' during this pandemic.



# Youth Support program

**Simone James: Youth Support Worker**

Wow, what a year this has been! I know we all keep saying it, but how can you reflect on this year without acknowledging its unpredictability?

My year started off fairly ordinarily; finishing up in the respite care coordinator role and then being offered a new role as a youth worker. I took a month off in March to get married and go on a honeymoon and came back to an entirely different world! Work changed rapidly as I set about the task of trying to engage with new adolescent clients over ZOOM, some of whom I had never met before. And as I'm sure we can all relate to, ZOOM makes everything just that little bit harder!

How fortunate we are though to have a God who knew what this year would hold and who would walk with us through it. Because of His incredible hand I was so blessed to already know a couple of my clients whom I had met in previous volunteer roles. This made my work a whole lot easier because I was working from a base of relationship and trust.

I had the joy of reconnecting with a 17 year old girl who I first met as a 12 year old on a camp. We picked up where we left off and it was a joy to watch her thrive this year. In a year where most others struggled, she somehow went from strength to strength. She has gone from living in a kinship care arrangement that was hurtful, to being accepted in a program where she was given a self-contained unit to pursue independence. She has gone from not being in school for 2 years, to almost finishing her Certificate 2 in adult education via remote learning (amazing!). And her outlook has changed from not believing that life will go well for



her, to now believing that she can achieve anything she puts her mind to. It has been such a joy to continue to speak words of purpose and worth into her life, and to see her really starting to believe it!

I feel like this year each of us has felt a bit lost in one way or another; lost with what to do with our time, lost in knowing what our future holds, and a bit lost even in knowing how to help others whom we see struggling. And it's been no different for us here at Temcare.

But gosh, we are so thankful to believe in a God who seeks out the lost and gives them a peace and a purpose. And we have been so blessed to watch the different ways God has guided us at Temcare to continue to help our clients, from dropping over fresh food hampers to families that are battling their third round of cancer, to having divinely timed socially-distanced conversations on a doorstep to remind some of our clients that there is still hope and there are people who care. I love that God can work through us no matter the season if we make ourselves available, so bring on 2021!



# Financial report

CBCC continues to be primarily reliant upon financial donations from individuals, churches and Charitable Trusts to fund our various welfare programmes, as we have chosen not to seek direct government funding for them. The decision to be thus reliant enables CBCC 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'.

We are very grateful for the generosity displayed by a consistent group of financial supporters, whose sacrificial giving has enabled us to continue our ministry. The co-matching arrangement with our primary funder was instrumental in CBCC being able to lodge another operating surplus during the 2019/2020 financial year. But who would have envisaged that the operating surpluses over the past few years would have been so important during

this year? These surpluses have meant that financial reserves have been available for us to mitigate the adverse impact of the loss of financial support from our primary funder for 2020/2021.

The second half of 2020 has been very difficult financially. Although our primary funder was able to financially support us for the 2019/2020 financial year, it was unable to do so for the remainder of 2020 due to its own financial constraints. It is highly likely that this situation will continue for the remainder of the 2020/2021 financial year. Financial support via various government programs [e.g. Jobkeeper, Federal Government Cashflow Boost, and Victorian Government Business Grants] has been very helpful and will mean that the anticipated operating deficit for the 2020/2021 financial year will be reduced, albeit still very significant.

During 2021, we will again be looking to our Heavenly Father and His people to provide the financial resources we will need to serve our clients.

# Accounts department

**Mary Chin, Accounts Officer**

“Jesus went through all the towns and villages, teaching in their synagogues, proclaiming the good news of the kingdom and healing every disease and sickness. When he saw the crowds, he had compassion on them, because they were harassed and helpless, like sheep without a shepherd.” Matthew 9:35-36 NIV

Jesus has compassion for all who come to Him, even those who do not know Him. The coronavirus pandemic has brought so much stress, fear, anxiety, panic and helplessness to many people. At Temcare, we are so grateful that no matter what we are experiencing in life, in Christ we find hearts overflowing with love, tenderness and care as demonstrated by the generosity of our financial donors and volunteers.

We thank our Father God who welcomes us with open arms and gives us His love and resources to share with others so they may have a relationship with Jesus, our good shepherd.

**Christian Brethren Community Care Ltd (Temcare)**  
**Income & Expenditure Statement**  
**For The Year Ended 30 June 2020**

	2020 \$	2019 \$
<b>Income</b>		
Camp Receipts and Sponsorships	4,785	7,038
Client Payments	150	743
Donations		
Individuals	51,864	38,263
Church Groups	3,253	7,326
Others	497,388	506,625
Fundraising	6,015	10,140
Government Income	20,224	0
Interest received	8,127	11,008
Other Income	0	350
<b>Total Income</b>	<b>591,806</b>	<b>581,493</b>
<b>Expenditure</b>		
Advertising	13,318	14,668
Camp & School Holiday Program Expenses	33,421	20,385
Carers' Expenses	15,730	10,626
Celebration Dinner	0	15,070
Computer Services & Support	9,703	5,344
Depreciation	8,464	8,078
Fees - Professional	3,825	1,507
Insurance	5,846	3,738
Motor Vehicle & Travelling Expenses	11,634	8,952
Printing, Postage & Stationery	2,237	2,852
Repairs & Maintenance	412	395
Rent	6,894	5,160
Salaries & On-Costs	390,750	372,782
Subscriptions & Memberships	2,117	1,800
Sundry Expenses	933	912
Telephone	2,166	2,420
Training	2,393	3,811
<b>Total Expenditure</b>	<b>509,843</b>	<b>478,500</b>
<b>Operating Surplus</b>	<b>81,963</b>	<b>102,993</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 2020, 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 2020 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and complying with Division 60 of the *Australian Charities and Not-for-profits Commission Act Regulation 2013*.

*Basis for Opinion*

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

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

*Emphasis of Matter - Basis of Accounting*

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

*Responsibilities of Directors for the Financial Report*

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

In preparing the financial report, the 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

16 December 2020  
Blackburn, Victoria

Thank you to 'A Cleaner World' for being a sponsor of our 2020 Annual Report.

*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

2020 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. 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
- Neuma Church
- 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
- Oakleigh Christian Fellowship
- 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 Christmas hampers, and
- Edge Church, Canterbury Gardens and Neuma Church for their support in providing Christmas gifts and donations for our families.

# Why not consider partnering with Temcare in 2021?

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.

**General Support** person for some of our activities [e.g. driving children to and from their weekend placements; assisting with our camps].

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. One of our staff will then make contact with 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 an 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:

# For those interested in providing practical support for families in need



*Temcare is a Christian Welfare Agency that exists to show the love of Jesus to families who need a bit of extra support. If you would like to get involved with the work we do and help show our clients love through a practical action, then read on below for ways you can assist.*

## Working bees

Sometimes the added task of maintaining a garden, while also attending to your children's thousands of needs, can be just a bit much. This being said, some of our client's gardens could do with a mow, prune, weed, all round clean up, to get it back to how it should be.

*Could you offer your hands or skills to mow, weed, prune, clean one of our client's properties?*



## Cooking a meal

Situations arise in all of our lives where the added task of cooking for our family becomes just too much. Whether it's after a parent has returned home from surgery, the family has lost a loved one, a new baby has arrived or a parent is struggling with mental health. Providing a cooked meal is an easy way to show them they are not alone.

*Could you offer your time to cook and/or drop over a cooked meal to a family in need?*



## Help in the home

If you have ever been through a rough patch with your mental health or had to move house unexpectedly, you would understand how a little bit of assistance to help get the house organised/ decluttered can go a long way. Having a group of volunteers come in for a one off occasion to help organise can make all the difference.

*Could you offer your time to help declutter/organise/clean on one off occasions to help support our clients?*



## Providing food hampers

Sometimes our clients have those weeks where school fees are due, rent needs to be paid, and somehow they have to find the money to feed their children too. Providing them with food to get them through the week can be exactly what they need.

*Could you offer your generosity to purchase food items for a client who is doing it tough?*



## Transporting large items

Some of our clients need to move houses for various reasons. These can include: family violence, being evicted, transitioning out of homelessness into a house or changes in government housing. Moving house is not easy though when you don't have the money or resources to find help.

*Could you offer to be available to help move larger items in a vehicle you have or Temcare could provide?*



## Other skills

Sometimes you need a door rehinged or a washer changed and you just don't know how, or perhaps some flat pack furniture that needs constructing. If you have any skills that you could offer to our disadvantaged clients, we would love to hear from you.

*Could you offer your skills to bless a family in need who can't afford to pay?*



To find out more about who we are please visit our website [www.temcare.org.au](http://www.temcare.org.au)

For more information about how you can get involved contact Rachel Chan at [rachel@temcare.org.au](mailto:rachel@temcare.org.au) or 0413 389 675

Or you can register your interest at: <https://forms.gle/3B4ModnY1rMgL5QT7>