



IndianCare
10th Annual Report
2022 - 2023

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About IndianCare

IndianCare is an ethno-specific organisation set up in 2013 to address the welfare needs of Indian migrants in Victoria using a strengths-based approach.

In 2020, some of our operations expanded to include migrants from South Asia: Sri Lanka, Pakistan, Nepal, Bangladesh, and Myanmar.

Governed by a Committee of Management, who work pro-bono, seven paid employees and volunteers, IndianCare works with the Indian community and partner agencies to provide a unique and critical service in Victoria's Indian community. We facilitate and foster connections, build capacity, engage with our community, and refer our clients to specialist service providers for support.

We undertake activities to enable self-determination among the Indian and the wider South Asian communities.



Our values

Our values inform our thoughts, words, and actions.

Cultural sensitivity

Understanding our community's issues in a culturally informed way

Compassion

Listening, caring, and supporting those in need

Respect

Being accountable, professional, and acting in regard to the rights of others

Truth

Acting with integrity, honouring our beliefs, embracing reality, and educating others

Peace

Creating organisational partnerships, societal friendships, connection, and harmony

Confidence

Believing in our community, our abilities, and using strengths-based approaches

Courage

Embracing empowerment and self-determination, and not being afraid to address hard issues

Our board



Saleha Singh
President



Manjit Singh
Vice President



Monia Choudhary
Secretary



Ramachandra Manchikanti
Treasurer



Anand Shome
Committee Member



Durga Warrior
Committee Member



Sandeep Varma
Committee Member



Sakshi Thakur
(Resigned 2023)

Our team



Ananya Alagh
Communications Officer



Anjali Majhi
Finance Officer



Manjinder Hundal
Project Lead - Kutumb



Priyanka Sharma
Community Development Officer



Shruti Modi
Project Lead - Maitri



Vasundhara Kandpal
Manager



Vivian Stanly
Administrative Officer

Our team (July 2022- May 2023)



Amrit Takhar
Family Violence Practitioner



Jyothsna Rao
Manager



Krina Shah
Family Violence Practitioner



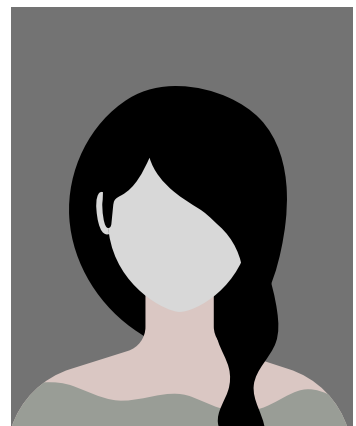
Neha Nagi
Welfare Officer



Nora Fernandes
Family Support Worker



Oashe Bhattacharya
Health Promotion Officer



Suma Yogesh
Welfare Support

Annual General Meeting minutes 2021-2023



Reporting period	1.07.2021 - 30.06.2023
Date	11 September 2022
Time	4:00 pm - 6.00 pm
Location	Dianella Community Centre, 6 Congo Drive, Tarneit

Attendees

Ramu Manchikanti
Anand Shome
Durga Warrior
Sandeep Varma
Manjit Singh
Monia Choudhary
Geeta Devi
Saleha Singh
Jyothsna Rao

Staff, volunteers, and guest members, 45 people in attendance.
Quorum of 75% members presence was met.

Apologies

Sakshi Thakur

No.	Summary
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The MC of the AGM, Anand Shome and Jyothsna Rao, welcomed everyone including guest speaker – Dr Mohammed Mohideen from Victorian Multicultural Commission and Prof Des Cahill and other guests.

1. Sandeep Varma acknowledged the country.
All board members welcomed the guests in different languages. All attendees joined in singing national anthem of Australia and India.

Kids performance – Angel & Aadi Malhotra inaugurated the event by lighting the lamp and recited a poem and sang a Hindi song on optimism and hope.

AGM minutes 2021-2023

No.	Summary
2.	<p>The minutes of the 8th AGM were read by Monia Choudhary, Secretary. Moved by Saleha, seconded by Ramu and accepted by all.</p>
3.	<p>Saleha Singh presented the President's report and highlighted that IndianCare continues to focus on the vulnerable cohorts of seniors, international students, women and children, and victim survivors while fostering new collaborations. The report included the fact that our founder and ex-president Jaya Manchikanti was declared the winner of the Premier's Volunteer of the Year award. Earlier in 2021, Anand Shome stepped down from Vice President role and Manjit Ginny Singh was unanimously elected. She acknowledged the support provided by funding bodies, partners, board members and staff members to deliver our services to the wider community.</p>
4.	<p>Ramu Manchikanti, Treasurer, presented the Finance Report for the year 2021-22.</p> <p>Income: \$492,240 Expenses: \$482,737 Net earnings: \$9,503 Total liabilities and equity at 30 June 2022: \$414,136</p>
	<p>Finance statements presented at the annual general meeting were accepted. Moved by Monia, seconded by Anand and accepted by all.</p>
5.	<p>Jyothsna Rao presented the Manager's report and highlighted on our connections, collaborations and capacity of the organisation. The report included an update on our different projects.</p>

AGM minutes 2021-2023

No.	Summary
6.	<p>New committee was elected for 2022-23.</p> <p>Saleha Singh : President Manjit Singh: Vice President Rama Manchikanti: Treasurer Monia Choudhary: Secretary Durga Warrior: Committee/Board member Anand Shome: Committee/Board member Sandeep Varma : Committee/Board member Sakshi Thakur: Committee/ Board member</p> <p>Geeta devi did not opt in continuing her committee role however offered to remain as a member and support IndianCare where possible in future.</p> <p>The announcement was made by returning officer, Prof Cahill.</p>
7.	<p>Chief Guest, Dr Mohammed Mohideen and Guest speaker, Prof Des Cahill, Community Representative, Mr Jagdish Chugh gave an inspiring speech and complimented IndianCare work and showed their support. Durga Warrior thanked the speakers.</p>
8.	<p>Monia Choudhary gave a formal vote of thanks to speakers and other guests.</p>
9.	<p>A copy of the AGM report will soon be published and will be made available on the website. Meeting closed.</p>



President's message

IndianCare had a successful year and delivered its projects on time and on budget. We continued to focus on the vulnerable cohorts of women going through family violence, victim survivors, women and children, and seniors. We strengthened and improved our community engagement and project delivery by fostering new collaborations and participating in forums organised by the Victorian government, local councils, and the Victorian Multicultural Commission.

Our biggest family violence project—Project Ujala—ended on 30 June with a Forum UNITE, which was attended by more than 20 organisations. Throughout the year we assisted disadvantaged women suffering violence by connecting them with secondary prevention organisations.

We delivered Priority Response to Multicultural Communities and Rapid Response projects funded by the Department of Families, Fairness and Housing. The latter had record attendance in the events we conducted in May and June.

We continued our collaboration with the local councils—the City of Casey, Cardinia Shire Council, Hume City Council, City of Wyndham, and the City of Whittlesea. We delivered projects on family violence, mother and child, women’s health, and health issues among seniors. You will find the details of each project in the following pages.

During the financial year, we met with federal and state ministers, members of parliament, and the Consul General of India to update them on the work IndianCare is doing and advocating for the vulnerable in our communities. Our work and expertise have been recognised by the state government and we have received further funding to carry our work into the next year.

Earlier this year Sakshi Thakur, one of our Board members resigned from the IndianCare Board due to time constraints. We wish her all the best in her future endeavours. We also have a new team—headed by Vasundhara Kandpal—who look after the various projects. The earlier team resigned due to securing better job opportunities or their contracts ending—the nature of project work.

I take this opportunity to thank our funding agencies and partners for the role they have played in enabling us to deliver our services to the wider community. I am stepping down from my role as the president and a new president will be chosen at IndianCare’s Annual General Meeting on 9 July. Thank you to our team for their continued work, valuable contributions, and tenacity during the year. A big thank you to my colleagues on the Board who have supported me through the past two years and given their time pro bono. Our journey would not have been possible without the support of our community advocates over the past 10 years. Thank you for standing by our side.





Manager's report

Namaste,

I joined IndianCare in February 2023 and am honoured to be part of the work IndianCare is involved in and the organisation's reach. Congratulations to the founder, Jaya Manchikanti, the Board, and the entire team for making it to 10 years of its existence. On this special occasion, I extend my thanks to everyone who has been involved with us.

We have successfully delivered 13 projects in the last financial year. The highlights are: Project Ujala, Project Kutumb, Project Rapid Response and Priority Response to Multicultural Community, and Project Popcorn.

Below are some highlights:

In-language support to community

Funded by Department of Families, Fairnes and Housing, Project Ujala is our biggest family violence project.

Our helpline, which operates from Monday to Friday, provided in-language help to more than 400 distress callers to navigate through their tough situations.

Our Forum UNITE in May 2023 had 20 grass root community organisations participating. The forum aimed to increase collaborations to better address family violence issues affecting the Indian and South Asian communities in Victoria. The key recommendations that emerged were:

- organising periodical meetings to enhance collaboration
- stronger partnerships between mainstream organisations and smaller community organisations
- co-case management to clients with partnerships between main service provider and community organisations
- senior practitioners to provide mentoring to new practitioners and social workers.

Protection against COVID-19

To keep communities COVIDSafe after the lockdown, during a period of COVID-19 fatigue, we worked with the Department of Families, Fairness and Housing on Project Rapid Response. We ran a five-week social media campaign—sharing snippets of COVID-19 information to keep our community up to date on the latest advice on COVIDSafe behaviours and vaccination.

Manager's report

We organised six community health sessions in partnership with Nepalese Women's Group, Oorja Foundation, and Kali Mata Mandir. These sessions — delivered by medical practitioners — covered topics including women's health, seniors' health, and mental wellbeing.

Community co-design and connections

With support from City of Casey, we consulted community members on how to initiate conversations on sensitive and taboo subjects like family violence and gender inequality. Walking along with the community, our efforts received positive feedback with the community feeling empowered, supported and connected.

Way forward

We embarked on two new projects, with others in the pipeline. Through these projects, our journey to empower communities and bring reform in the services for Culturally and Linguistically Diverse (CALD) communities continues. With stronger connections with the government, councils, commissions and authorities our priorities are shifting to build a stronger and deeper connection with our communities. To lead in this direction we plan to establish women's support groups, develop training programs to capacity-build smaller and informal community groups, and connect with isolated communities.

We farewelled some of our old team members who secured better employment opportunities. Our team now consists of Anjali, Manjinder, Priyanka, Shruti, Vivian, Ananya, and many new students — who are on placements.

In the end, I would like to thank the entire South Asian community for trusting us and seeking our help during their toughest times.

Thank you to our community partners for their collaboration on various projects. I thank all the funding bodies, Victorian government, City of Casey, City of Whittlesea, City of Brimbank, Cardinia Shire, City of Wyndham, City of Hume, and the donors for their generosity.

Thank you to all the board members for their consistent support to the staff, governance, and vision. Thank you to all my project officers, finance and marketing ninjas for their enthusiasm and teamwork.

Treasurer's report



I would like to present our financial reports for the year 2022-23. I refer to Profit and Loss Report first.

The total income for the year was \$427,142. Our main source of funding was grants, from the Victorian government, local councils, and other organisations. We also received donations from philanthropic minded community members.

The income we received during FY23 comprised of the following funding:

1. \$116,873 from City of Casey (Project Kutumb)
2. \$85,740 from Department of Health, Victoria (Rapid Response)
3. \$70,454 from Family Safety Victoria (Project Maitri)
4. \$56,660 from the Department of Premier and Cabinet for prevention of Family Violence (Project Ujala)
5. \$31,276 from various initiatives and services that IndianCare provided such as focus group participation, partnerships with Wellsprings for Women etc.
6. We also received various small grants from Multicultural Arts Victoria, Touched by Olivia, Safe and Equal, Study Melbourne etc.
7. We received a total of \$1,011 from philanthropic donations.

I take this opportunity to reiterate that IndianCare has Deductible Gift Recipient Public Benevolent Institution (DGR/PBI) status. This means any donation of \$2 or more is eligible for tax deduction.

The total expense for the year 2022-23 was \$381,676.

1. Our main expenses were staff wages, superannuation, work cover totalling \$299,622. This is approximately 80% of our total expenses and is consistent with previous years.

2. Other major expenses are:

- \$12,246 for rent at Ross House
- \$9,866 for telephone, IT & internet expenses
- \$10,744 for training and professional development for staff
- \$11,530 for COVID-19 and other emergency relief vouchers distributed to community
- \$13,978 for catering for project and other events.

Treasurer's report

We also have various other smaller expenses such as accounting fees, payments to guest speakers, facilitators, and artists at IndianCare organised events etc.; payments to participants; purchase of staff laptops etc.

The net earnings for the year is \$45,465.

I now present our Balance sheet.

As of 30th June 2023, IndianCare had total assets of \$458,240 comprising cash in our Bendigo Bank account.

Our total current liabilities as of 30th June 2023 was \$36,031 comprising the usual ones, namely GST liabilities at \$15,838; PAYG withholdings at \$7,416; Superannuation liabilities at \$8,986; Payroll liabilities at \$3,791.

The net income for the year ended was \$45,465 (from P&L report). With an opening balance equity of \$5,117, the total retained earnings is \$371,626.

In summary, the financial reports suggest we have reasonably healthy accounts to sustain IndianCare operations into next year. Note that we are expecting Project Maitri funds of \$180,000 within the next few months. I am also sure our manager and board will be on the lookout for additional funding opportunities during FY24.

This year we would like to focus on fundraising via donations from our own community – both individuals and businesses. We do need ongoing recurring funding to support our helpline, which I estimated at \$150,000 per annum. This is a critical service we provide so that our vulnerable community members can contact us for issues such as domestic violence, emergency relief etc.

I would like to take this opportunity to thank the board for letting me continue in the Treasurer's role. I would also like to thank Ashok (our accountant), Vivian (our admin officer), and Anjali (our finance officer) for their help over the course of the year. I am very grateful.

Profit and loss report

Profit and Loss Report for 1 Jul 2022 to 30 June 2023	Total
Income	
Grants - CCC	\$116,873.50
Grants - Rapid Response	\$85,740.76
Grants - FSV Maitri	\$70,454.55
Grants - DPC FV COVID	\$56,660.00
Grants - PRMC	\$50,000.00
Services	\$31,276.95
Grants - MAV	\$8,000.00
Grants-Olivia foundation	\$3,750.00
Grants - 16 days activism	\$1,500.00
Donation received	\$1,011.40
Grants - ISWP	\$1,000.00
Grants - Ventilation Rebate	\$500.00
Interest Income	\$190.86
Other Income - ATO	\$184.00
Total Income	\$427,142.02
Gross Profit	\$427,142.02
Expenses	
Accounting and bookkeeping	\$4,512.00
Advertising/Promotional	\$454.60
Bank charges and fees	\$85.60
Consulting	\$740.00
Counselling expenses	\$400.00
COVID - ER	\$11,530.00
Facilitator charges	\$5,340.00
Catering expenses for events, meals & entertainment	\$13,978.49
Meeting Room Hire expenses	\$616.08
Office expenses	\$517.23
Superannuation	\$26,943.51
Wage expenses	\$265,018.08
Workcover expenses	\$7,661.02
Printing and stationary	\$716.86
Project Participants charges	\$3,290.00
Purchases	\$2,971.02
Recruitment Expenses	\$375.50
Rent or Lease of Buildings	\$12,246.24
Subscriptions	\$821.26
Telephone, IT & internet expenses	\$9,866.24
Training	\$10,744.90
Travel expenses	\$1,232.61
Depreciation expenses	\$934.99
Employee reimbursements	\$680.56
Total Expenses	\$381,676.79
Net Earnings	\$45,465.23

Balance sheet

Balance Sheet as of 30 June 2023	Total
Assets	
Current Assets	
Statement Account (9446)	\$ 458,240.94
Inventory Asset	\$ -
Undeposited funds	\$ -
Total Current Assets	\$ 458,240.94
Total Assets	\$ 458,240.94
Liabilities and shareholder's equity	
Current liabilities:	
ATO Clearing Account	\$ -
GST Liabilities Payable	\$ 15,838.04
PAYG Withholdings Payable	\$ 7,416.00
Payroll clearing	\$ 3,441.55
Payroll Liabilities	\$ 350.00
Superannuation payable	\$ 8,986.28
Total current liabilities	\$ 36,031.87
Shareholders' equity:	
Net Income	\$ 45,465.23
Opening balance equity	\$ 5,117.41
Retained Earnings	\$ 371,626.43
Total shareholders' equity	\$ 422,209.07
Total liabilities and equity	\$ 458,240.94

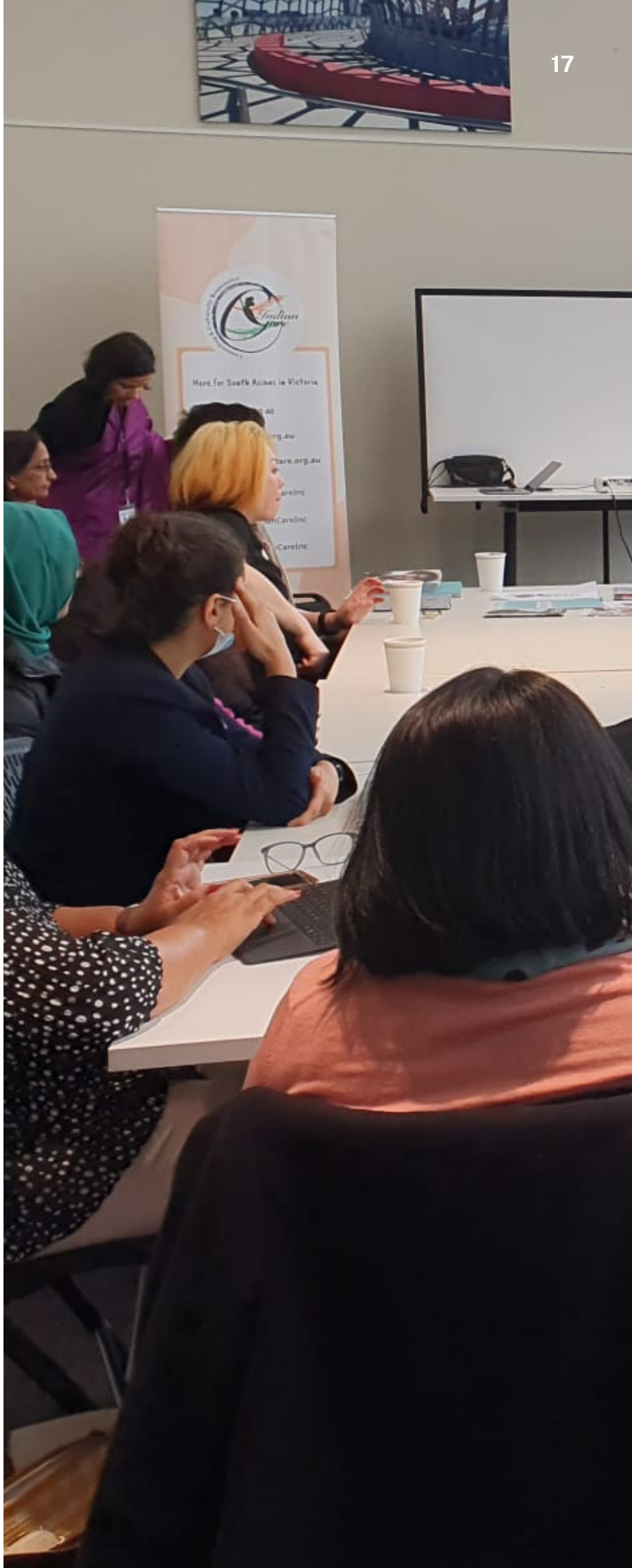
Our projects

Funding Bodies	Projects
Department of Families, Fairness and Housing	4
Department of Premier and Cabinet	4
City of Casey	3
Family Safety Victoria	1
Multicultural Arts Victoria	1
Safe and Equal	1
Touched by Olivia	1
Total	15



Project Ujala

July 2022
- June 2023





Forum UNITE, The Hub, Docklands, 19 May, 2023

Project Ujala

Aim of the project Prevention of family violence in the Indian community and provision of referrals to victim survivors

Duration 1 year

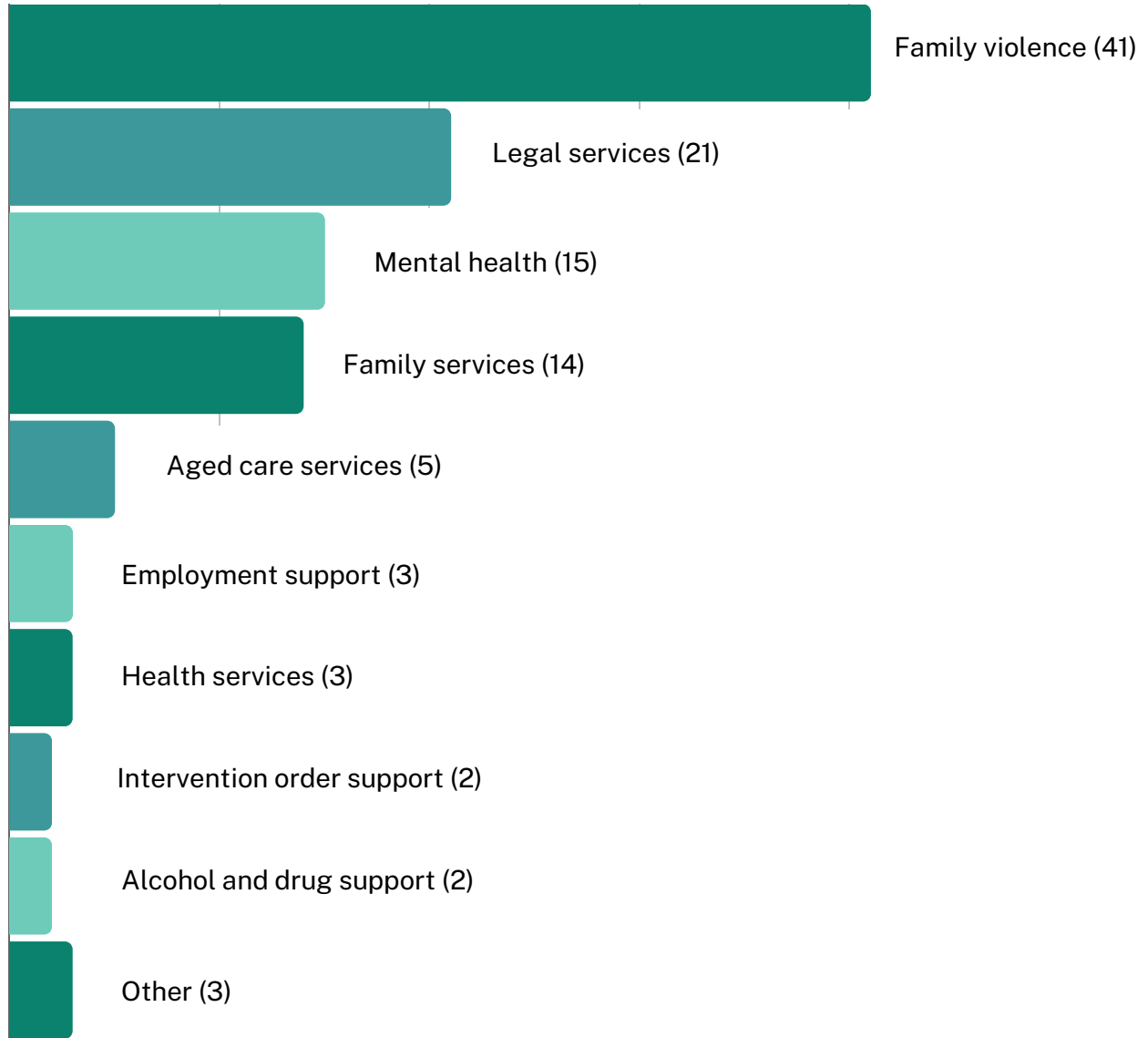
Areas covered Victoria

Funding body Department of Families, Fairness and Housing

People benefitted > 250

Project Ujala

IndianCare received more than 400 calls from July 2022 - June 2023. The Project Ujala helpline responded to calls from clients seeking support in the following categories:



We received an average of 2 to 3 calls per week from mainstream services seeking secondary consultation for clients.

Project Ujala

We co-designed strategies with the community to start difficult and sensitive conversations on gender inequality. We also initiated conversations with the community around gender-based violence:



In October 2022, we organised a diya-painting event during the Diwali season with artist Nandita Nadkarni. Participants also took part in a survey to understand what kinds of behaviours they correctly categorised as family violence.

We hosted a chapter reading and discussion led by Professor Manjula O'Connor, author of *Daughters of Durga*, with special guest, Rosie Batty to kick off our *16 Days of Activism* campaign. This event was held in collaboration with Wellsprings for Women and City of Casey to open up a discussion around gender inequality.



Project Ujala

Project Ujala focused on delivering impact through education. Our digital campaign included the following:



We commemorated *16 Days of Activism*, to challenge discriminatory behaviours and raise awareness about gender-based violence with a digital campaign.



We live-streamed a discussion on financial health and wellbeing with Dr Vinita Godinho on our webcast, with partner organisation, Word Palette.



We delivered a legal literacy session facilitated by WestJustice, to support victim survivors looking to find legal support.



On November 4, 2022 we delivered a financial literacy session facilitated by Professor Harminder Singh from Deakin University and Sue Brown from Good Shepherd.



Discussions at Forum UNITE, The Hub, Docklands, 19 May 2023

Project Ujala: Forum UNITE

Aim of the Forum Increase collaborations between Indian community groups to better address family violence

Duration 1 day

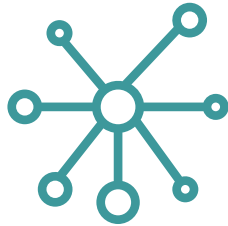
Participation 20 organisations

Funding body Department of Families, Fairness and Housing

Attendance 25 participants

Project Ujala: Forum UNITE

The event saw diverse representation, including mainstream service providers and community organisations. The following recommendations emerged:



Organising similar events to enhance collaboration.



Offer co-case management to clients where appropriate.



Increase inter-organisational collaboration between community and mainstream services.



Engage senior practitioners to act as mentors for new workers and volunteers.



A traditional Indian dance performance and presenters sharing the room at Forum UNITE.

Priority Response to Multicultural Communities

July 2022
- June 2023





Yoga and wellbeing session for seniors in Tarneit, August 1, 2022

PRMC 4

Aim of the project Providing emergency relief to South Asians affected by COVID-19 in Melbourne

Duration 3 months

Areas covered Melbourne

Funding body Department of Health

People benefitted >150

PRMC 4

We provided access to vital health information and in-language support to help our community navigate mainstream messaging around COVID-19 and vaccination.



Provided 65 emergency food relief kits

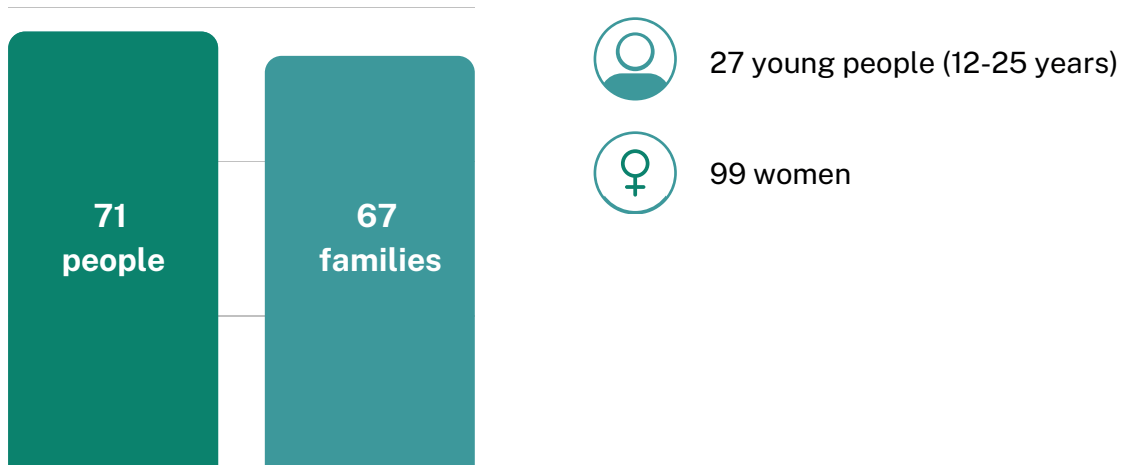


Distributed 345 boxes of masks to vulnerable communities



Distributed 95 Rapid Antigen Test (RAT) kits to seniors

We supported:



PRMC 5

Aim of the project Equip staff to continue supporting South Asians facing COVID-19 related hardship

Duration 3 months

Areas covered Melbourne

Funding body Department of Health



Circle of Security facilitator training centred around relationship enhancement, fostering deeper emotional connections and better communication.



Peep Learning Together Program training for practitioners working with parents and children, to support strong parent-child relationships.



Dealing with difficult calls training to support skills development for responding to challenging phone calls – callers in crisis or serious distress.



Safe and Equal's Prevention in Practice training to help family violence practitioners strengthen connections with others in the field, and expand their knowledge of available resources and tools.

PRMC 5



IT training including Microsoft Office Suites, Google Suites, and the 3CX phone system.



Not-for-profit management training to support stakeholder and project management through the stages of the project lifecycle, and demonstrate project impact using meaningful metrics.



New Leader Course for new managers to improve working relationships by recognising the needs of team members, facilitating better teamwork, and handling conflict productively.



Tax Certification Course to support a detailed understanding of the concepts and application of Australian Taxation Law and enable staff to file taxes and manage tax-related problems.



Governance & Fundraising Training for the board

Rapid Response

January 2023
- June 2023



Rapid Response

Aim of the project Educate disadvantaged communities on COVID-19 and keep them safe

Duration 6 months

Areas covered Hume, Whittlesea Casey, Cardinia

Funding body Department of Families, Fairness and Housing

People benefitted > 250



We ran a 5 week social media campaign – sharing snippets of COVID-19 information to keep our community up to date on the latest advice on COVIDSafe behaviours and vaccination.

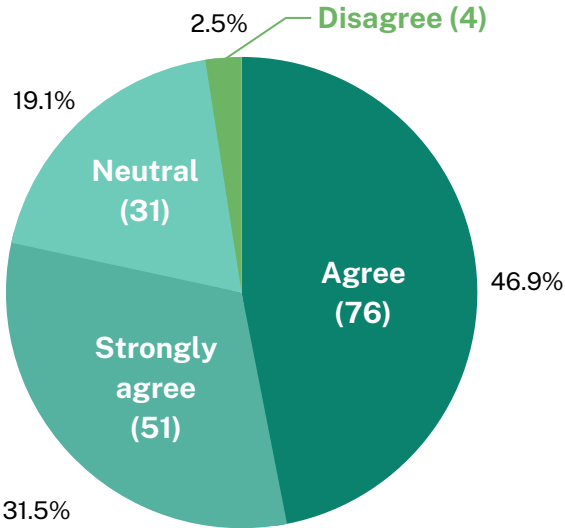
We organised 6 community health sessions in partnership with the Nepalese Women’s Group, Oorja Foundation, and Kali Mata Mandir, Didi Bahini Samaj Victoria, Senior Citizen Group Cardinia, Australian Multicultural Women Association, Nepalese Association of South East Melbourne.



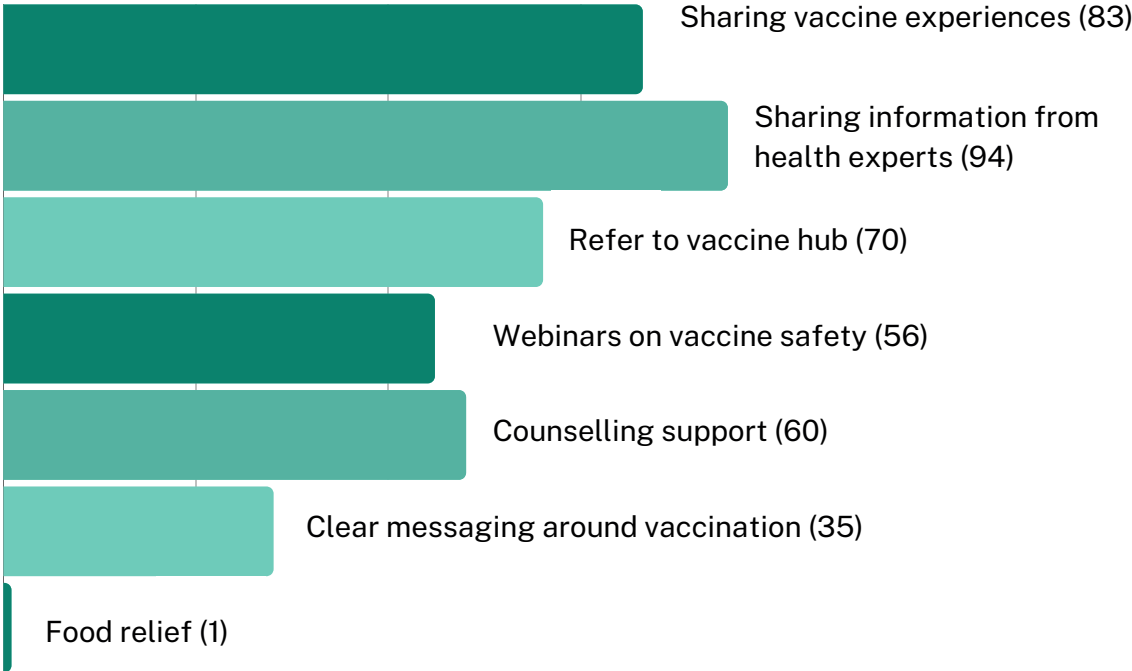
Rapid Response: Community feedback

We surveyed 221 community members to find out what kind of COVID-19 support they wanted from IndianCare.

Should IndianCare improve communication with the South Asian Community about COVID-19 by organising community consultation sessions where experts are available to answer questions?



How can IndianCare help you?





Nepalese community outreach at Hallam Scout Hall, 18 June, 2023



Womens' Health talk at Aitken Hill Community Centre Craigieburn, 3 June, 2023



Senior's Health talk at Officer Public Hall, 10 June, 2023



Sakshi*, 60

"The IndianCare resources on respiratory clinics were very useful for my mother, aged 80, who required immediate support and could not afford to wait in the hospital outpatient centre."

Kartik and Nihar*, 80+

"The community session on heart disease and diabetes was the best we've attended all year. We are glad that our questions on the topic were answered by a GP in Hindi."

**Names have been changed to protect client privacy*

Multicultural Communications Outreach Program

July 2022
- December 2022





Children participate in a pot painting competition held in partnership with Shishukunj, on November 20, 2022

Multicultural Communications Outreach Program (MCOP)

Aim of the project Providing in-language COVID-19 support for Indians in Victoria, with a focus on 5-11 year olds

Duration 6 months

Areas covered Melbourne

Funding body Department of Families, Fairness and Housing

People benefitted >50

MCOP



In partnership with Word Palette, we delivered a live-streamed interview with Dr. Raj Khillan, MD, FRCPCH, FRACP, on the importance of COVIDSafe behaviour and vaccination for young children.



Created a true or false game, a word search, and a crossword to teach children vaccination and COVIDSafe behaviour, which was published on our website and our social media pages.



Hosted a community-led arts and crafts event to foster new friendships, in collaboration with Shishukunj on World Children's Day, November 20. More than 35 children between the ages of 5 and 11 participated in a pot painting competition.

Project Kutumb

November 2022
- April 2023





A discussion on gender equality held in partnership with City of Casey Council on April 29, 2023

Project Kutumb

Aim of the project Engage diverse faith, language, and ethno-specific organisations to promote cross-cultural inclusivity

Duration 6 months

Areas covered Casey

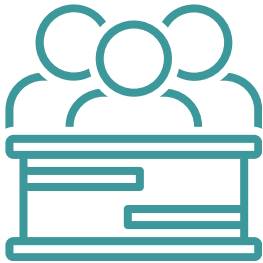
Funding body City of Casey

People reached >500

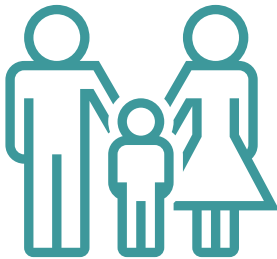
Project Kutumb



We ran a short social media campaign to inform our audience about the harms of substance and alcohol misuse, which was viewed more than 900 times.



A Project Advisory Committee consisting of six community representatives and IndianCare staff was formed to co-design project activities to address gender equality, safety, and valuing diversity.



We worked with Healthability to introduce the *Baby Makes 3 (BM3)* program, focused on raising children in a gender-equal environment, to young parents in Casey.

Project Popcorn

Aim of the project Promote strong parent-child relationships and a sense of confidence in young, recently migrated Indian families

Duration 6 months

Areas covered Brimbank

Funding body The Smith Family

People benefitted >30



The *Circle of Security* is an evidence-based program designed to promote positive parenting, foster healthy family relationships, and encourage parents to serve as role models for their children.

We began the *PEEP Learning Together Program* on May 1, 2023, to empower parents to make the most of everyday learning opportunities. This includes singing, sharing books and stories, and talking about a wide range of ideas, thoughts, and feelings.





1300 00 50 40



indiancare.org.au



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IndianCareInc



IndianCareInc



IndianCareInc

