

2018

**NewHope Community Care
Annual Report**

Message from Allan

NewHope Community Care is making a life-changing impact for many people in our local region. Motivated by the love of Jesus and the simple knowledge that we can make a difference, our staff & volunteers put in an enormous effort and do fantastic work together. We are grateful to every one of them and we thank God for the good results we are achieving. I hope you will enjoy reading about it in this report.

Throughout 2018 we saw wonderful advances in COACH, CAP, Dinner Tonite, Advocacy, ESL, Relief Care and Christmas-is-Giving. There are ups and downs in all areas, but overall our impact has strengthened significantly.

Highlights & Challenges of 2018 include:

COACH launched very successfully in February.

NewHope Medical opened its doors in March. It has now operated for a full year and has two doctors, a complement of counsellors and numerous allied health services. We have achieved full registration under RACGP and we are on plan for 2019. Pray for a 3rd and 4th medical doctor to join our team.

Dinner Tonite birthed an ESL group which has quickly begun to thrive.

The delayed build timeline put pressure on lots of people and slowed some of our work down – Relief Care, Saturday Chapel and ESL in particular. People have stepped up to address these challenges and to embrace the opportunities presented by the completed new building.

In early 2019 our Director of Operations, Monique ten Hoopen, resigned to pursue other opportunities. We wish her the very best and express our gratitude for her significant contribution. Also, Liz Broadbent moved across to NewHope Medical to serve as receptionist. Thank you Liz for your years of service in Community Care. We are taking this time to review the leadership structure and the program offerings of NewHope Community Care. Danny Hunt has stepped in as Acting Manager of Operations and our fantastic team have not missed a beat. The continuing work has strong forward momentum and the way is clear for an even greater impact ahead.

Thank you to our wonderful donors and our faithful partners who share the vision of a truly transformed world. We are deeply grateful for your generosity and we celebrate our interdependence. The support and empowerment that we provide to so many is dramatically enlarged by your engagement with us. We look forward to even greater impact, as with a genuine spirit of care, we continue to offer excellent service in numerous practical ways, through our programs and many communities of hope.



Rev. Dr. Allan Demond

Executive Director
NewHope Community Care Inc.

Relief Care

Relief Care, including food and the provision of household goods through Eastern Emergency Relief, continued throughout 2018 to supply local families with essential items to keep them nourished and supported. Through the generous donations from our church community, as well as grants and the faithful service of volunteers, 318 food hampers were distributed to families in need. Pre-packed emergency hampers are given to those seeking pantry staples, however, many people come by appointment, which is encouraged, as a staff member is able to take members of the community into the pantry to select food, based on their own preferences, from a range of non-perishable foods, lunch box snacks, fresh dairy products, fruits and vegetables, a wide range of frozen products as well as toiletries. Many thanks to those who donate food, nappies, toiletries and kitchen items via the drop off bins in the Blackburn Campus foyer under the stairs.

Committee of Management

Richard Beaumont (Chair)
Josh Morse (Finance)
Surette Southwood
(Secretary)
Allan Demond
(Executive Director)

Amanda Carruthers
Chris Meyers
Fiona Haymes
Daniel Dang
Tim Worsam



6521

Meals served at
Dinner Tonite



48

CAP Debt
Centre Clients



100

Dinner Tonite
Volunteers



318

Food
Hampers



One of our Dinner Tonite Kitchen Teams



In 2018 the CAP Debt Centre continued to operate. CAP offers in-depth holistic free debt services to the Community, especially those on the lowest incomes. The service is available to everyone regardless of belief, race, gender or income. There are two debt coaches who saw 48 clients. All the clients were assisted in learning to manage their finances more effectively. Many took steps to take control of their debts through establishing a budget and through the CAP Money course that also ran last year in conjunction with CAP. Many families on the CAP program have been referred to the COACH program and are being mentored and supported as well as being connected to many other services on offer through NewHope.

Dinner Tonite

2018 has been a wonderful year in Dinner Tonite. We continued to serve our Community by providing a free meal every Saturday night. 6521 meals were served at Dinner Tonite in 2018. More than 100 volunteers are involved in shopping and preparing for the meal, cooking the meal, setting up, serving, clearing and washing up, driving guests to & from Blackburn station. Teams from St Alfred's Anglican Church and Rotary also join the serving teams. Our guests come every Saturday from diverse backgrounds for dinner and to connect with friends. A Community of Hope (Chapel) meets after the dinner for those wanting more spiritual input. This group now enjoys the space of the new building and is to be commended for their flexibility and patience in waiting for the Building Project to be completed. In 2019 a new ESL group will start in the afternoon before Dinner Tonite to help engage more people wanting to learn English. A new children's activity group is also planned for 2019 to cater for families with young children.

Advocacy

NewHope continued to be active in our advocacy efforts throughout 2018. We champion justice for all and focus our advocacy energies in four specific areas: Asylum Seekers, Family Violence, Indigenous Australians and Unshackled (people trafficking and child labour).

Some highlights included the following: attending the Surrender Conference and participating in the Indigenous Evening; taking a school group on an ethical shopping trip to understand more about the supply chain and what is in a label; hosting the movie Human Flow and learning more about the plight of refugees; the Lobby Lab which was held to learn about engaging politicians on important issues and the subsequent postcard initiative that played a part in the passing of the Modern Slavery Act; and the Justice Conference speaking up for those who do not have a voice and God's plan for restoration and renewal.

To find out more about CAP, Dinner Tonite, ESL and Advocacy contact Hayley Chambers on **(03) 9890 7999** or **hayley.chambers@newhope.net.au**



COACH is a community mentoring program that trains volunteer mentors to provide one-to-one support to families or individuals needing assistance with reaching their life goals. COACH stands for Creating Opportunities And Casting Hope.

COACH aims to influence generational change within families by breaking cycles of problems such as family breakdown, long term unemployment, addictive behaviours and homelessness.

Mentors walk alongside a family for 12 months, providing encouragement by addressing their physical, emotional, relational and spiritual goals. Through non-judgmental support and positive reinforcement, the program helps families plan for a brighter future.

COACH commenced at NewHope in February 2018 with eight volunteer mentors trained in March. The team is building in 2019 with new recruits lined up for training in the coming months. Referrals are steadily submitted and assessed according to suitability and urgency, and several families are well on their way to meeting their goals.

COACH is currently working with 750 mentors and 582 families across Australia. Locally at NewHope, fourteen volunteers have attended COACH training resulting in eight mentors completing the application process so far. Twelve families have been referred to COACH, with five of those families matched with a mentor, with seven remaining families on the waiting list. Six individuals have expressed interest in attending COACH mentor training in 2019!

Family referrals are received from several agencies including local schools, NewHope Medical, SHBCC, families receiving relief care at NewHope, and families who have engaged with other support services such as CAP and Dinner Tonite.

COACH is a wonderful complementary service to other NewHope programs and is currently involving all campuses engaging with mentors and referrals from Blackburn, Croydon and Surrey Hills. To find out more about COACH, visit the website, or contact Fiona Beveridge on **(03) 9890 7999** or **fiona.beveridge@newhope.net.au**

coachnetwork.org



Christmas Is Giving

61 families were blessed at Christmas with a total of \$4985 of gift cards distributed across all of our campuses, Pre Schools, local Primary and Secondary Schools, Brazilian and Persian Ministries, Dinner Tonite, COACH and CAP families. NewHope, your generosity goes a long way to provide families with food and a few special items for the table at Christmas time. Thank you!

Volunteer THANK YOU Event - October 2018

The NHCC staff team hosted a Thank You Event for the many volunteers who serve across the ministry areas. Without them, NHCC would not be able to function, so once again we say THANK YOU!

In October, we shared in a feast, were blessed by the testimony of a recipient, now a volunteer at NHCC, and the wise teaching and inspiration of our guest Lisa Sharon Harper. We had a wonderful afternoon of food, fellowship and fun and we celebrated the many ways in which God has blessed our community through caring for each other and sharing the love of Jesus.

Financials

Profit and Loss Statement Jan - Dec 2018			Surplus/ Deficit	Balance Sheet 31 Dec 2018	
	Income	Expense			
Vision & Strategy	\$683,416	\$403,264	\$280,153	Cash on Hand	\$26,632
Relief Care	\$5,414	\$11,602	-\$6,188	Trade Receivables	\$11,517
NewHope House	\$51,670	\$20,339	\$31,331	Other Assets	\$181,236
Advocacy	\$13,038	\$1,337	\$11,701	Property & Equipment	\$928,368
Courses 4 Life and COACH	\$100	\$30,018	-\$29,918	Total Assets	\$1,147,753
Dinner Tonite	\$7,491	\$21,057	-\$13,566	Trade Liabilities	\$7,679
CAP Debt Centre	\$5,000	\$7,215	-\$2,215	Borrowings	\$15,339
	\$766,129	\$494,831	\$271,298	Employee Benefits	\$21,965
				Total Liabilities	\$44,983
Total Surplus			\$271,298	Net Assets	\$1,102,770
				Reserves	\$18,000
				Retained Earnings	\$813,472
				Current Earnings	\$271,298
				Total Equity	\$1,102,770



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Fundraising Registration Number:
13841

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