



**NEWHOPE  
COMMUNITY  
CARE INC.  
ANNUAL REPORT  
2017**



# A WORD FROM ALLAN

NewHope Community Care has enjoyed another strong year delivering excellent care outcomes, growing our service footprint and innovating for the future. The organisation has a strong financial position and a substantial and stable company of volunteers. While some activity in 2017 was hampered by build work disruptions there has been significant growth in our care platforms.

Two major achievements of the year were the development of NewHope Medical, which launched in 2018 as an independent new entity, and the inauguration of the highly successful C.O.A.C.H. program. These initiatives add vital services to the dynamic network of care we provide.

Core to our work as an organisation is the engagement of volunteers and the deployment of

service teams from the wider NewHope family. To this end we are constantly strengthening our existing service platform and exploring new mechanisms by which we can support NewHope 'Communities of Hope' in reducing economic isolation, growing spiritual capacity, achieving community impact and extending effective care.

A sincere and heartfelt thank you to all our donors, partners, volunteers, staff and supporters. We look forward to even greater impact in the years to come.

**Rev. Dr. Allan Demond**  
Executive Director,  
NewHope Community  
Care Inc.



## COMMITTEE OF MANAGEMENT

Richard Beaumont *Chair*  
Josh Morse *Finance Director*  
Surette Southwood *Secretary*  
Allan Demond *Executive Director*  
Amanda Carruthers

John Fearn-Wannan  
Fiona Haymes  
Bartor Martonyi  
Tim Worsam

## STAFF & CONTRACTORS

Monique ten Hoopen  
Liz Broadbent  
Hayley Chambers  
Dr. Arthur Wouters  
Harsha George  
Christy wan-ling Kan

## FINANCE

For a full finance report, visit [newhopecare.net.au](http://newhopecare.net.au)

Profit and Loss Statement Jan - Dec 2017	Actual Income	Actual Expenses	Actual Surplus	Balance Statement	31 Dec 2017
Vision & Strategy	\$782,819	\$240,022	\$491,586	Cash On Hand	\$221,170
NewHope Counselling	\$22,194	\$20,639	\$1,555	Other Assets	\$5,289
Relief Care		\$13,435		Property & Equipment	\$832,913
522 Middleborough Rd Renovation	\$91,500	\$31,082	\$60,418	<b>Total Assets</b>	<b>\$1,059,371</b>
Advocacy		\$1,409		Trade Liabilities	\$6,219
COACH		\$3,760		GST Liabilities	-\$3,924
Courses4Life + ESL		\$2,154		Provisions	\$19,888
CAP Debt Centre		\$6,858		Payroll Liabilities	\$5,248
Dinner Tonite		\$23,596		Long Term Property Loan	\$200,468
	\$896,513	\$342,953	\$553,559	<b>Total Liabilities</b>	<b>\$227,899</b>
Transfers to Reserves	\$0	\$2,500	-\$2,500	<b>Net Assets</b>	<b>\$831,472</b>
<b>Total Surplus</b>			<b>\$551,059</b>	Reserves	\$20,500
				Retained Earnings	\$259,913
				Current Earnings	\$551,059
				<b>Total Equity</b>	<b>\$831,472</b>

The significant surplus can be contributed to three factors:

1. An amazing response to our June appeal (\$90k more than 2016).
2. \$357k tax deductible giving to NewHope Baptist Church - Building for God's Glory campaign, applied against property loan.
3. Baptcare grant & significant gift totalling \$90k facilitating renovation expenses that were capitalised in 2017, and the remainder to be spent in 2018.

To give to NewHope Community Care Inc, visit [newhopecare.net.au/donate](http://newhopecare.net.au/donate)



89

CAP clients (22 in 2016)  
The centre taking on clients from  
neighbouring closed centres

4

CAP Money Courses



258

Counselling  
appointments for

66

clients  
(241 appointments/  
81 clients in 2016)



Dinner Tonite  
average

128

per week  
(132 in 2016)



Melbourne Marathon raised

\$4,346

Emergency Community Chaplaincy involvement in the Bourke St Mall and an Eastland Shopping Centre incident.

734

Food Pantry visits  
(629 in 2016)

48

Extended relief care appointments  
excluding CAP & Food Pantry  
(27 in 2016)

Christmas - Supported:

- 65 Households with supermarket vouchers
- Van of food delivered to GEGAC (Gippsland East Gippsland Aboriginal Cooperative)
- \$6,760 in vouchers
- Food Pantry



ESL average 80 students per session Term 1 - 3  
(80 in 2016)

Pictured: The ESL volunteer team

**Staff / Volunteers**

Staff: **2.4 FTE**

Contractors: **3 PT**  
(Psychologists / Counsellor)

Volunteers: **152**

For more info about NHCC services visit [newhopecare.net.au](http://newhopecare.net.au)



Pictured: Michael Sukkar MP, Raymond Leung and some of the Dinner Tonite team

2017 Deakin  
Community Award:  
Dinner Tonite

# A LOOK BACK TO 2017

While day to day groups and services continued to serve, care and deliver positively on their purpose, **change, challenge** and **opportunity** describe much of the overarching theme of 2017.

**Change.** As the Community Care House at 522 Middleborough Road prepared for and then underwent renovation, transforming it into the now NewHope Medical and Counselling Centre, the larger building project and extension of NewHope's main buildings continued throughout the year into 2018.

**Challenge.** This brought about challenge including the delay in the building permit and as all of NewHope (Blackburn North) underwent a space 'squeeze,' awaiting the 'new', some services such as food pantry & relief care, and programs like English Second Language classes, counselling, and CAP Debt Centre required relocation and transitional models of operation. Our ESL classes, fruitful in number, went into recess late August 2017 with the exception of ESL Bible Study and mainly music groups and the Counselling service closed early November 2017



The House all packed up!  
Pictured: Monique ten Hoopen, Liz Broadbent and Hayley Chambers

until March 2018. Added to this were several staff, volunteers and their families experiencing significant health challenges.

In light of the changes and challenges, many of which are understated here, when we review the outcomes and statistics of 2017 we express a HUGE thank you and well done to all our staff, leaders and volunteers. Many of you have sacrificed, gone above and beyond and worn the signs of change and challenge. You are amazing! We also thank our supporters and donors who have provided the resources beyond that for our everyday budget, but also for renovating the house and opportunities ahead. Most of all we celebrate the situations impacted and lives changed.

**Opportunity!** From the outset this was a season of immense opportunity and impetus to review our programs and delivery as we continued to grow. It was and continues to be a time to reimagine and further develop existing and new initiatives based on our vision and values, that will serve us well into the future. This includes our multicultural congregations, campuses in Croydon and Surrey Hills, our hundreds of Communities of Hope, the City of Whitehorse and beyond - wherever NewHope people are able to extend care to all. We look forward to serving our community, in particular those in extra need, throughout 2018 and beyond.

**Rev. Monique ten Hoopen**  
Director, NewHope Community Care Inc.

**"Everything was a mess but step by step, the Debt Centre Manager listened, gave me hope and helped me find a way forward. I felt the weight lift off my shoulders"** *Helen*

## ADVOCACY

NewHope continues to focus awareness raising and advocacy efforts in the areas of Refugees and Asylum Seekers, Australia's First Peoples, Family Violence and "Unshackled" (people trafficking and slavery).

Some highlights include an Ethical Fashion Show "WEARFAIR" that was initiated by young adult, Kelsey Haymes, raising awareness about the supply chain in the Australian Textile Industry and promoting local brands supporting FairTrade practices. We welcomed musician and speaker Scott Darlow

in several gatherings raising the awareness of Indigenous Australians. Our support of many asylum seekers through our Persian community is ongoing as are our interactions supporting them, as well as raising our voice regarding Family Violence. Several leaders attended the Indigenous focus dinner and evening at the March Surrender:17 Conference and similarly a group attended and were challenged at the October Justice Conference held in the Melbourne Town Hall.

# NEW OPPORTUNITIES 2018



NewHope Medical Ltd. is now open! In recent reports we shared this venture which is now a reality. Doctors, especially GPs, are the first port of call for many people facing life's challenges today. They address physical health but also emotional challenges, family issues, work stress, poverty, disadvantage and social pressures. NewHope Medical is a great way we can serve and be a connect point with our community. Situated amongst our other intersecting services and programs of Community Care, Preschools and Child Care Centres in Blackburn and Surrey Hills and NewHope Baptist Church with its breadth of programs and services for all ages and life situations, the opportunities for people to find health, connection, community and well-being are many.

To maximise the capacity of NewHope Medical and its purposes it has been established as a separate company to Community Care, leasing property and working in alignment with Community Care. As a not for profit social enterprise, any surplus raised will go back into the community to help others. Psychology and Counselling have also moved from Community Care to NewHope Medical for ease of running the service, business needs and to facilitate growth.

To find out more or make an appointment, visit the website or call reception.

#The NewHope Medical Centre will be facilitated in the property of NHCC from 2018 onwards

**NewHope Medical**  
GP Clinic | Psychology | Counselling | Pathology

522 Middleborough Road,  
Blackburn North, VIC 3130

(03) 9066 1145  
info@newhopemedical.com.au  
newhopemedical.com.au

**"Dinner Tonite gives me a place to go on Saturdays, new friends and a good meal. The people come around the tables and really care for you." Mark**



COACH is a community strengthening program that aims to empower disadvantaged children, young people and families and build resilience in individuals through one-to-one mentoring. COACH stands for Creating Opportunities And Casting Hope.

At NewHope we meet people where they're at - providing food and relief care to assist at a point of need, and Debt Management where relevant and welcomed, however, we love to take people beyond this and facilitate long term change so they can thrive. COACH has a proven track record of bringing about transformation and aims to break the cycle of generational poverty and family breakdown.

A COACH mentor is a friend with purpose, offering practical help and mentoring towards life goals. These goals include education, employment, training, improved mental health, reduction in addictive habits, financial management, housing, family cohesion, decrease in social isolation, and improved physical and emotional wellbeing. Mentoring is a way to bring out the best in people and help them make use of their own resources. It also promotes individual responsibility and builds community cohesion.

COACH is a great compliment to our other programs and services and will commence by focusing on the COACH family program across all campuses, Blackburn North, Croydon and Surrey Hills. A staff appointment has been made for 2 days a week.

[coachnetwork.org](http://coachnetwork.org)



COACH Mentor training with Fiona Beveridge, NewHope Coordinator (back second left) and Mark Matthews, National Trainer (front right).

**"Thank you for the food and support. We never imagined we would be in this situation. A sudden loss of job & a new baby have raised our awareness of others and how quickly things can change"**  
*Ahmed & Rhobena*

**"After 4 sessions of counselling, I have been able to experience several nights sleep in a row. Thank you"** *Anna*



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[facebook.com/newhopecommunitycare](https://facebook.com/newhopecommunitycare)

# THANK YOU!

## Donors, Partners & Supporters

A Just Cause Baptcare	NewHope Baptist Community
Baptist Union of Victoria	ONE Community Church of Christ
Blackburn South Community Bank	PFD Foods
Breadstreet Bakery	Red Rooster Box Hill North
Costco	Rotary Club of Box Hill Central
Eastern Emergency Relief	Second Bite
FareShare	St Alfred's Anglican Church
Foodbank Victoria	Telstra
Jubilee Housing	Whitehorse Community Chest
LinC Whitehorse	