



# NewHope Community Care

## 2020 Annual Report

# Committee of Management

Chris Meyers (Chair)  
Andrew Gale (Finance Director)  
Surette Southwood (Secretary)  
Allan Demond (Executive Director)

Amanda Carruthers  
Murray Baird  
Tristan Ellett  
Darryn Hockley  
Liza Somers

## Message from Allan Demond (Executive Director)

An enduring memory of 2020 will be the face masks (note the images in this report). They were necessary for public health, but so awkward and inconvenient for all of us. They made it hard to recognise and connect with each other. How glad we were, when we could hang up our masks.

NewHope Community Care deals every day with the 'stuff' that is masked in different ways; the hurts, vulnerabilities and injustices that plague people's lives. COVID-19 forced us to stop, or dramatical change, all of our formal programs, but it also gave us unique opportunities to engage with people's hidden pain and to support our community in very important ways. In this annual report you will read about these initiatives as well as the challenges of 2020. I thank God for the many blessings and for His care and guidance through the profound challenges of the year.

### Crisis Response

As public venues of every kind across the city were required to close and people were isolated in their homes, our NewHope Community Centre became a point of contact for those in deep need. Operating as a crisis response centre we provided food, counsel, encouragement and prayer. Our team addressed mental health issues of every kind and intervened in many lives at the critical moment in a crazy year. We will never know the profound value of this work!

### Community Partnerships

The pandemic forced us all to learn new skills and work in different ways. A positive and practical outcome of this for Community Care was the deepening of partnerships we already had (e.g. Whitehorse Churches Care, Ltd.) and the formation of some new partnerships (e.g. our links with the local police, all layers of Government, and a variety of local service providers.) These links and networks strengthen our underlying capacity. The central importance of relationships and networks was underscored for all of us, in so many ways. People matter most.

### Exceptional Staff Engagement

2020 was a hard year. The demands of meeting community needs put added pressure on our staff. Everyone on the team took up new work as we negotiated the constantly changing regulations. Danny Hunt became the point leader for the Crisis Centre and gave oversight to the interim strategies of Community Care. We farewelled much loved colleagues (Fiona Beveridge & Hayley Chambers), welcomed new colleagues (Miranda Lewtas & Hannah Freeman), and Phil Gaudion took on more hours with Community Care as NewHope discontinued the Campus Ministries. We applaud the exceptional contribution of these capable and Godly people. We love you!

## **Donor Generosity**

Gifts of food, time and money kept pace with the unique demands of 2020. We praise God for the kindness and generosity of so many NewHope members and supporters. Although income was less than the previous year, Community Care was able to meet its budgeted demands in an extraordinary year. Thank you to every giver. Your generosity has made an enormous impact.

## **The Aftermath of COVID-19**

Many things have been thrown out of joint in 2020. It will take time to assess, rebuild, integrate all the new activity and fully embrace a new strategic vision. Some aspects of our work, like Dinner Tonite and Winter Shelter, were suspended. Other activities like the C.O.A.C.H. and Kids Hope programs, were able to use

online platforms and creative innovations to continue in a different form. New things that were not there before, like the inter-church food security program, emerged in the midst of unprecedented circumstances.

2021 will be a year of maximising the gains, embracing the changes and reorienting NewHope Community Care to our new reality. Katrina Lambert will take the lead in this work.

Much has changed, but much has also stayed the same. People everywhere need our love and our voice and our strong arms of care. Walking with Jesus we continue to experience hope, help and healing as we unmask the deep roots of people's pain and serve together as citizens of God's kingdom.

*Allan Demond*

## **Whitehorse Churches Care Ltd.**

Cooperation with other churches grew to unprecedented levels as the year progressed. Working as part of Whitehorse Churches Care Ltd. (WCC) gave us new combined strength and visibility in serving those in need. Every six weeks or so, representatives involved in the care ministries at various churches have joined together online. These gatherings have provided a space for the sharing of ideas, raising awareness of different organisations and programs being run within Whitehorse, and highlighting opportunities for involvement in local initiatives.

A connection between Ian Bunston (Box Hill Central Community Connector with Korus Connect), WCC and Rebecca Millin (Crime Prevention Officer of Box Hill Police) developed into a strong partnership. The response from recipients has been overwhelmingly positive, with the Police receiving many letters of thanks. Additionally, Police involved in the program have expressed the positive impact it had on them personally, with many keen to participate again. A few of these stories are captured in videos available on the WCC website. The initiative has inspired similar partnerships across Victoria, with church groups in Casey, Frankston, Lilydale, Maroondah and Bairnsdale working towards similar programs.

# Relief Care

Relief Care, including food and the provision of household goods through Eastern Emergency Relief, went to new heights throughout 2020 to supply local individuals and families with essential items to keep them nourished and supported. Due to the COVID-19 pandemic people who were working casually particularly lost their jobs, and found themselves in very difficult circumstances, including many international students and asylum seekers with little government support. Phone enquiries certainly increased, as did referrals from other agencies, as well as people just dropping in to our Relief Centre. Every weekday NHCC staff were on duty to serve.



**655**

*Food parcels delivered*



**60**

*NewHopers provided assistance*



**180**

*Families and individuals reached*



**x3**

*Output compared to 2019*



## COACH

Creating Opportunities And Casting Hope (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 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-judgemental support and positive reinforcement, the program helps families plan for a brighter future.

Family referrals are received from several agencies including local schools, NewHope Medical, our Relief Centre, and Doncare.

In 2020 the COACH coordinator role was handed from Fiona Beveridge to Miranda Lewtas. We thank Fiona for her wonderful contribution to COACH over the past few years, as she has helped COACH to grow and flourish, seeing many families

supported by our committed mentors. Despite multiple lockdowns and obstacles during 2020, our COACH mentors were still able to connect with their mentees and provide support in creative ways, including walks, phone calls and delivery of food parcels. We had four mentoring relationships continue throughout 2020, as well as successfully conducting an online training session for prospective new coaches. From this training we have four new volunteers working through the process of becoming mentors ready for sometime during 2021. As well we have a small team of trained mentors ready to be matched. COACH is continuing to grow and would always love new mentors to join the team.

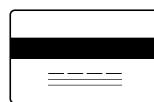
COACH is a wonderful complementary service to other NewHope programs, especially seeing many new faces come through Relief Care during 2020. COACH offers the opportunity for that next step of connection and discipleship.

We continue the search for more mentors. To find out more about COACH, visit the website or contact Miranda Lewtas at the church office or at [miranda.lewtas@newhope.net.au](mailto:miranda.lewtas@newhope.net.au)

*Miranda Lewtas*

## Christmas Is Giving

Our Christmas Is Giving initiative saw donations of 136 Coles & Woolworths Grocery Only gift cards to the value of \$5800. Individuals and families were blessed at Christmas with gift cards distributed across all of our campuses, Preschools, local Primary and Secondary Schools, Brazilian and Persian Ministries, Dinner Tonite, COACH and Blackburn NewHope Football Club families.



**136**

*Grocery gift cards donated*

## Kids Hope

[kidshope.org.au](http://kidshope.org.au)

Kids Hope is a program originally introduced to Australia by World Vision and now runs here through KidsHopeAus. They pair one primary school with a local church in order to provide mentoring for students in need. The church trains mentors to go into the school to mentor one child, one-on-one for one hour a week. NewHope is paired with Kerrimuir Primary School and has been participating in the program for around 10 years.

In 2020 we had six mentors who visited the students each week. The students look forward to their mentor coming. As the mentor only comes to see that one student, it is very special for them. Children in this program are nominated by their teacher for a variety of reasons: it could be because of family issues, trauma, lack of social skills, a death in the family, feeling of displacement and a need of help in coping with their circumstances. Through this program they learn that they have at least one reliable person, aside from family or school staff, who believes in them, who is willing to help and who will walk the journey beside them. This makes a huge difference in their lives.

NewHope mentors are trained and supported by the church and KidsHopeAus. Feedback for 2020 was very positive from mentors, students and staff. Sadly one of our male mentors had to stop at the end of 2020 due to work commitments and we thank him for his commitment over the past two years. Fortunately we have gained two more mentors for 2021 but we need more.

The school has indicated that they have as many students for this program as we have mentors. It takes just an hour each week to be a mentor but that small time period gives hope and confidence to a student in need. We hope to gain more mentors in 2021. We need them!

*Pauline Williams*

## Staffing

When the COVID-19 restrictions came in March, Danny Hunt was asked to coordinate a reconfigured team of Fiona Beveridge, Hayley Chambers, Phil Gaudion and Cathy De Witt. This released the Director of NHCC Katrina Lambert to give needed leadership in other NewHope areas during the lockdown. Fiona Beveridge and Hayley Chambers finished up on staff during 2020, having both given very committed and appreciated service. A very big thank you to both of them from all of us! They were replaced by intern Hannah Freeman (Food Pantry), Miranda Lewtas (COACH Coordinator) and the increased involvement of Phil Gaudion.

## Food Pantry

Hampers pre-packed by volunteers were readily available to anyone in need. These hampers were made up of non-perishable pantry staples. We were also often able to provide toiletries, basic household items, frozen meals, and bread. Many thanks to all who brought food to the blue donation bins at NewHope's Springfield Road entrance.

NHCC was part of a new partnership with Whitehorse Churches Care and Box Hill Police to bless a broader range of

people in our community. In May, July, August, and December we donated a total of 120 hampers towards this effort. Whitehorse Council and the local federal Member of Parliament for Chisholm office of Gladys Liu also referred people to us for assistance. Several times Foodbank items were donated by us to St Thomas' Anglican Church in Burwood, as part of a cooperative effort focussed primarily on Deakin University and assisting up to 200 international students a week with groceries.

*Hannah Freeman*



**120**  
*Hampers donated by NHCC*



**200**  
*International students received grocery donations*



## Jubilee Housing Inc.

Jubilee Housing Inc. is a community housing initiative of the Box Hill and NewHope Baptist churches and South Croydon Anglican church. It has been operating for over 20 years to provide affordable housing for people in our local communities who are unable to secure adequate housing from the private market.

Jubilee Housing residents needed our help more than usual in 2020, and food parcels were distributed to them on request through their pastoral worker.

Mark Berends, replacing Hayley Chambers, joined Stephen Lockrey as the two NewHope representatives on the Jubilee Housing Board.

## Dinner Tonite

Dinner Tonite needed to pause the Saturday night meals from mid-March due to the COVID-19 restrictions.

## EAL

English as an Additional Language (EAL) classes were significantly affected by the lockdown in 2020. Some classes did continue on Zoom due to the exemplary efforts of the teaching team.

## NewHope Community Care Inc. Financial Report 2020 (Pre-Audited)

### Profit and Loss Statement

Jan-Dec 2020		Actual	Budget	Difference
Income				
Donations		\$399,980	\$344,357	\$55,623
June Appeal		\$48,646	\$144,000	-\$95,354
Bushfire Appeal		\$42,707	\$-	\$42,707
CashFlow Boost		\$20,000	\$-	\$20,000
COVID-19				
Relief Care		\$39,144	\$5,000	\$34,144
Rental Income from NHMed		\$15,501	\$62,000	-\$46,499
Advocacy		\$12,960	\$2,300	\$10,660
Dinner Tonite		\$2,550	\$400	\$2,150
Interest on loan		\$18,675	\$-	\$18,675
<b>TOTAL</b>		<b>\$600,163</b>	<b>\$558,057</b>	<b>\$42,106</b>

		<b>Actual</b>	<b>Budget</b>	<b>Difference</b>
<b>Expenses</b>	Vision, Strategy & Staff Costs	\$343,496	\$378,958	\$35,462
	Relief Care	\$136,810	\$62,983	-\$73,827
	Property 522 Middleborough Rd	\$4,566	\$19,867	\$15,301
	Advocacy & COACH	\$39,389	\$46,329	\$6,940
	Courses	\$111	\$13,100	\$12,989
	CAP Debt Centre	\$2,830	\$10,540	\$7,710
	Dinner Tonite	\$6,152	\$26,280	\$20,128
	<b>TOTAL</b>	<b>\$533,354</b>	<b>\$558,057</b>	<b>\$24,703</b>
<b>Surplus</b>		<b>\$66,809</b>	<b>\$-</b>	

### **Balance Sheet as at 31 December 2020**

<b>Assets</b>	Cash on Hand	\$4,444
	Other assets	\$165
	Property & Equipment	\$906,289
	Loan to NHBC	\$369,166
	<b>TOTAL</b>	<b>\$1,280,064</b>
<b>Liabilities</b>	Trade & GST	\$19,510
	Provision for leave	\$7,054
	PAYG (Tax)	\$5,174
	<b>TOTAL</b>	<b>\$31,739</b>
	<b>TOTAL NET ASSETS</b>	<b>\$1,248,326</b>
<b>Equity</b>	Reserves	\$30,960
	Retained Earnings	\$1,150,557
	Current Year Earnings	\$66,809
	<b>TOTAL EQUITY</b>	<b>\$1,248,326</b>



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13841

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