



# **Annual Report 2021**

**PEOPLE Matter Most**

**There is Always HOPE**

**GRACE Changes Everything**

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## Letter from **CHAIR OF CHURCH COUNCIL** | Chris Meyers

Friends, what a year we have been through, what a couple of years! Reflecting upon this season for me brings such a wide spectrum of emotions. There are frustrations for sure; lock-outs, lock-ins, lock-downs, periods of lost work. Many of you share the frustrations and the stories from within and without our community which resonate with common themes. Through this time though, I also reflect on God's goodness and grace. His generosity and faithfulness have shone brightly through the darkness and provided great sustenance - God is so good.

Through 2021 we continued to open our arms to each other and the wider community. The isolation and challenges of this COVID season have been well documented and we as a church are under no illusion that these effects will have long lasting ripples. The opportunity for us to bring not just a message of hope but practical help to people in need has never been more pressing. Together with God's broad family let us approach 2022 with anticipation, with excitement, and with expectation for a plentiful harvest.

As I did last year, on behalf of Council I pass on to you thanks and encouragement for the manner in which you engaged and supported the changes in delivery of our programs through 2021. Whilst the year may have felt like a series of endless stops and starts - equally we have found a consistency and commitment to embracing the change. We have faced issues and challenges this year that in other circumstances may have divided us, but our unity in Christ has shone through to His glory.

So, as the further pages of this Annual Report provide a deeper dive into the programs and opportunities that exist, can I encourage you in your personal walk and engagement with the ministries and mission of NewHope. On behalf of Church Council my prayer is that you hold fast to Him and the things that never change, for His love endures forever.

**Chris Meyers**

Chair of Church Council



# Letter from SENIOR PASTOR | Allan Demond

## Stand firm! Don't let the snake scare you.

Yes, mystery and uncertainty abound. One thing, however, is very clear. COVID-19 will be defeated!

This global pandemic is a-snake-of-a-thing. It has a surprisingly long body, that coils and uncoils around us all unpredictably and with unnerving consequences. Its hiss and rattle evoke anxiety. And when it slithers by, it creates chaos and confusion among otherwise orderly people. Its bite can kill, its very presence overwhelms.

Having shed its lockdown-skins of 2020, we had hoped it was gone. That, of course, was premature. It's a sly thing, this hydra, and while we have vaccines to charm it, and medical warriors chopping off its heads, what we really need is someone to crush it completely.

And that brings me to the Bible. In God's big story there are numerous snakes; they are all related and they all met the same fate. If you understand that this particular 'COVID-snake' belongs to a much bigger family of snakes – including the ones in Gen 1 and Rev 20:2 – it changes everything. Evil has been slinking and sliming upon God's glorious creation from earliest history. But such snakes get defeated!

Here is the last word on evil in all its writhing, slithering, sinister forms, "In that day, the Lord will punish with His sword— His fierce, great and powerful sword— Leviathan the gliding serpent, Leviathan the coiling serpent; He will slay the monster of the sea." (Isa 27:1)

So it will be with COVID-19. And so it will be with every evil in the cosmos. Maranatha. Amen!

## Teaching Series

We had four teaching series themes in 2021 as follows:

- Life Together: A Study of 1 Peter
- Thank you for Your Favour
- Life in the Spirit
- Philippians: Kingdom Come

Our core teaching team together with our emerging preachers and our guest speakers gave us much of great value throughout the year. Each series was planned with the hope of being in-person as we worshipped and studied God's word together, and while we were repeatedly disappointed in that hope, the Lord used the material in surprising ways to comfort, challenge and direct us as His disciples. You can revisit any of these series online at any time.

## Another COVID Year

In last year's annual report I wrote at length about the disruptions of our work and the innovations and opportunities we are embracing during the global pandemic. In many respects 2021 is a non-spectacular continuation of that story.

Lurching in and out of lockdown through the year absorbed significant energy, time and resources. No two lockdown episodes were exactly the same, so much rework and non-executable planning was required. In this respect we were no different from most homes and other workplaces. Like everyone we experienced losses and disappointments, grief and sadness. It has been a hard year.



To counter this, we escalated our Caring and Connecting focus throughout 2021 by strengthening our communication activities, investing heavily in online opportunities, and implementing various special phone outreach initiatives among seniors, Group leaders, vulnerable persons, colleagues and our church family. We also put the focus squarely on life in the Spirit and sought at every turn to reinforce the foundations of our mission as a church.

During the numerous intermittent weeks when we were able to gather in-person (with varying degrees of flexibility), there was much that encouraged us. We reached full capacity at our worship gatherings, hosted many community functions in our community centre, made connections and welcomed new members and supporters, heard testimonies of conversion, witnessed baptisms, experienced outpourings of God's Spirit and elevated our connections with the vulnerable. And when we went back into lockdown these gains did not necessarily dissipate. We continue to hear stories of the incredible faithfulness of God as people seek His face in isolation at home. And there are good things to celebrate in all our age based and language specific ministries. You will read about this throughout this Annual Report.

Our NewHope Enterprises – Café, Community Care, Events, Medical, Preschool, Soccer – were each impacted in very large and very different ways by the COVID environment. Soccer and Events ministries had to negotiate massive cancellations and disappointments. Medical and Preschool had to cope with huge increases in workload and stressful external demands. The Café had to reinvent itself again and again. NewHope Community Care has risen to the enormous challenges and widened its impact considerably.

Thank you to our Church Council who have led us with a steady hand. Significant extra hours have been spent in meetings – and away from your families and businesses – deliberating, debating, discerning and praying together. Much effort has gone into making our Members' Meetings dual in-person and on-line experiences which has enabled wide participation in this season. Thank you for your ministry.

## Significant Staff Changes

Danny Hunt concluded his ministry as Associate Pastor at NewHope at the end of June 2021. Having served for more than 12 years, his departure has had a significant impact and he is greatly missed. The uncertainties of this season together with budget constraints has meant a redistribution of his many responsibilities among the existing team rather than a new Associate Pastor appointment. Danny and Beth are now working with Baptist Mission Australia and have taken up ministry among the Aboriginal communities of central Australia. We are enjoying partnering with them in this work and look forward to learning much in the coming years.

Jessen Yeoh concluded his ministry as Chinese Pastor. He was recruited by the Baptist Union of Victoria to serve the many multicultural congregations of our Union of Churches. Edmund Hu has stepped into the role of Interim Pastor for our Chinese ministries.

Two long standing members of our finance team, Suzanne Fuller and Sue Mouer concluded in their staff roles during 2021 to invest more time with their families. Dave Sobey relocated to Mansfield to take up a more senior IT position. We were very sorry to see these dear people leave us, but glad for their personal opportunities.

In singling out those who have left us, it is incredibly important to publicly affirm and celebrate all my amazing colleagues who have faithfully served another year at their post. Constancy, consistency and commitment are usually invisible, and this is especially true of good people doing great work in the midst of a global crisis. These dear friends get less praise, thanks or even notice for their hard work in this strange season. Yet they serve with joy and real love for one another. Thank you to each of you!

You can read additional details of various staff matters including other transitions, changes and staff care and development actions, in Surette's more complete HR report elsewhere in this Annual Report.

## Kingdom Ministry

NewHope has significant ministry in the wider context of God's mission in our City and around the world. We had a strong year in NewHope Global, meeting all our budget needs and celebrating excellent outcomes with our partners. NewHope's membership in Whitehorse Churches Care together with our significant investment of time and resources serves to strengthen the unity and shared mission of the churches in our city. We are becoming one church in the Lord, in Whitehorse. Praise God. We also participated in numerous international, regional, local and church based prayer gatherings throughout the year. These were inspiring and effective; the Lord hears our prayers.

NewHope's contribution to the wider Baptist ministry is substantial and it is bearing fruit in terms of community development, church planting and evangelism, justice and mercy – both overseas and locally. It is a joy for me to serve Baptist World Aid and Whitehorse Churches Care as a board member and as Vice-Chair and Chair of the two entities respectively.

## Personal Reflections

Our family is well. Janet and I celebrated our 40th wedding anniversary in May. We thank the Lord for the many assurances of God's love and care through this difficult year. We know that each of your families have experienced disappointment, delay, discouragement and loss. We have been praying for you.

Thank You to the Supporters of NewHope.

A huge shout out to all who have linked hearts in this season, lent a hand in various ways and provided funds for the church's good work to advance. Thank you for every word of encouragement and kindly deed towards one another – it all matters greatly. In recent months, some have stepped up to become consistent online givers and signed up to serve anew in different ministries. And so very many of you, who have invested over the years, have allowed your hearts to be stirred and you have continued to respond to God's call with growing generosity and great hope. Thank you! We love you.

## 2022

As we hang a new calendar, we do so with bold and prayerful hope. It is not easy to know what time it is on the pandemic clock. But we can celebrate where we are in this sea of confusion. As obedient followers of Jesus, we are safe in the Everlasting Arms. And that is enough for now.

**Allan Demond**  
Senior Pastor



## Letter from **FINANCE DIRECTOR** | Andrew Gale

At the end of each calendar year it is natural for us to look back at the events of the year just past and to consider our expectations, hopes and dreams for the year ahead. Perhaps the COVID-19 pandemic has sharpened this activity for you in looking back at the challenges of the past two years. Praise God that we are able to clearly see His guidance and blessings to us through years past, both individually and as a NewHope church family, as we look expectantly to God's continuing unfolding plan for us.

Following a significant surplus in 2020 (which included strong offerings and Government support), 2021 has been a challenging year for NewHope finances. With the pandemic continuing into a second year, local ministry offerings reduced, ending the year 8% below both budget and 2020 giving, leading to a deficit for the year.

I am so thankful to the hundreds of NewHope people who give regularly to support our ministry and community work. Your faithful stewardship is a blessing to many people. We continue to encourage everyone in our NewHope family to regularly contribute to our local ministry. Many have found that the simplest practical approach to regular faithful giving is to organise a weekly or monthly direct debit gift to NewHope. Making your NewHope offering from your bank account ensures we receive all of your gift, as a merchant fee is deducted from credit card giving. You can get more information at [newhope.net.au/give](http://newhope.net.au/give)

If NewHope is your church, we ask you to financially support NewHope. As we each make a prayerful, considered plan and follow through with committed action, NewHope grows spiritually and our kingdom impact in our community is increased as God works through our generosity as explained in 2 Corinthians 9:12-15.

### Offerings

Gifts to NewHope can be directed to either Local, Global or Tax Deductible ministries.

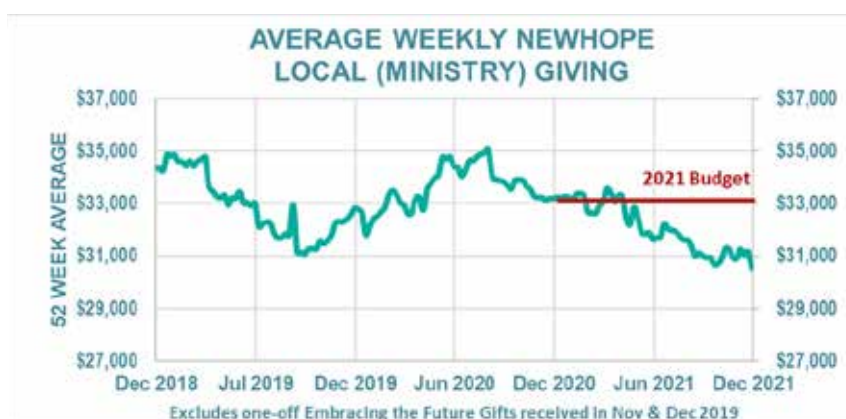
**Local ministries** support sustainable long-term ministry and responsible planning for our worship, pastoral, community centre activities and operations of NewHope Baptist Church.

**Global ministries** supports NewHope global mission partners around the world.

**Tax Deductible ministries** primarily fund our charity work through NewHope Community Care. We are restricted in how we can use these funds as they cannot be used to support our worship, pastoral, community centre operations or global mission partners.

The following charts show the trends in gifts to each of these ministries over the past three years.

Local ministry giving in 2021 was 8% (\$2,600 per week) below budget and 8% below 2020 giving.

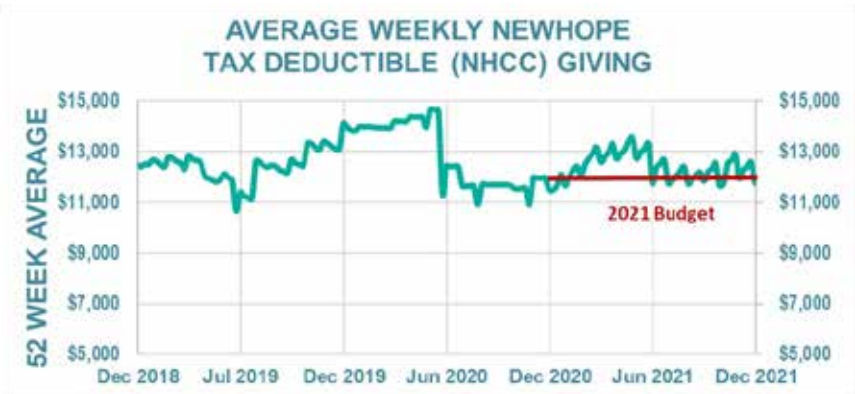




Giving to support our Mission partners in 2021 was slightly above budget at \$1,500 per week.

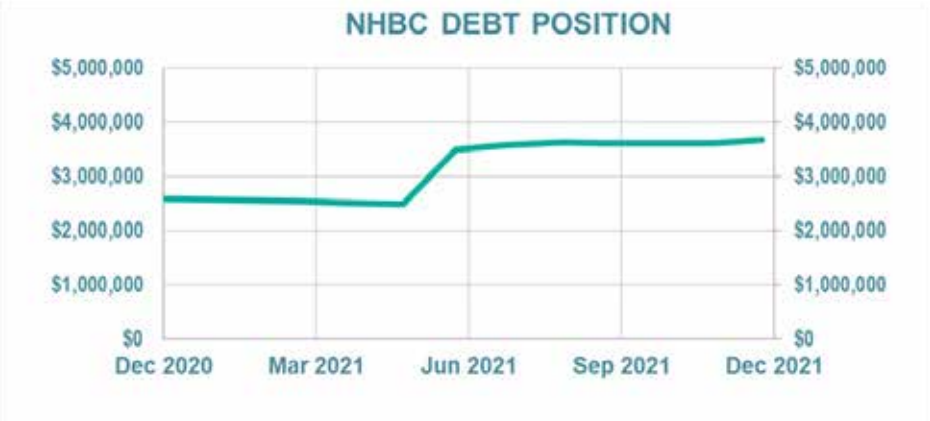


Tax deductible giving was 3% (\$300 per week) below budget in 2021 and 1% below 2020 giving.



Debt

NewHope Baptist Church’s gross debt position increased during 2021 from \$2.6 million to \$3.7 million, which includes completion of the purchase of 3 Dale Court. Loan repayments and interest make up about 18% of our Local ministry offering or \$6,000 per week.



Andrew Gale  
Finance Director

# NewHope's 70<sup>TH</sup> ANNIVERSARY



We celebrated 70 years of ministry as a local church in 2021. God has led our community of witness and service along an amazing path of blessing. We celebrated the fact that NewHope serves from many geographic locations (our main campus, scores of homes and businesses) and through numerous cooperative enterprises (e.g. preschool, medical centre, café, events business, sports program, community care) to advance the mission of God and embody contemporary expressions of the gospel of Jesus in our region. This was a time we were able to honour our past and strengthen our legacy for future generations.

God's work is generation to generation. In order to foster an intergenerational community, we asked children who are involved at NewHope Kids, Playspace, NewHope Baptist Preschool and mainly music to draw pictures of things they like about NewHope. We had an incredible response with images of teachers, their friends, playing, smiles, learning about God and so much more!

Although we were not able to celebrate in-person, this was still a momentous occasion so to celebrate and honour our past and present congregation, we interviewed some people who shared their stories on what it was like 70 years ago.

Joan Humphries shared with us what her experience was during that time as her uncle Charles Hemming had "a passion for God's children and showing God's love to them".

NewHope was born in a bus. As young families began to populate our local region Charles Hemming, a layman who loved to teach Sunday School, saw an opportunity. He began to hold new classes in the open air connecting with community families. But gathering children in paddocks and chook sheds had its challenges and he soon needed a better solution. In the late 1940s the Box Hill Baptist Church purchased a Tramways bus and established the Mobile Sunday School. The work grew. At the peak of this ministry Charles had eight different classes meeting on the hour all through Sunday. The first class every Sunday morning was held at the Corner of Middleborough and Springfield Roads where NewHope Baptist Church continues to thrive seven decades later.

We have loved growing and continuing to share the love of Christ over the past 70 years and we are in great anticipation as to what God has in store for the future of NewHope.



*Celebrating at Prime Timers*

# OUR 2021 STRATEGIC INTENTIONS

1. Empowering our people to make **CONNECTIONS**
2. Empowering deeper experiences of **CARE**
3. Nurturing our life in the **HOLY SPIRIT**
4. Leveraging new **DIGITAL (ONLINE) OPPORTUNITIES**
5. Reframing our approach to **COMMUNICATION**
6. Leadership **DEVELOPMENT OF STAFF**
7. Elevating the value and practice of **STEWARDSHIP**

Throughout 2021 we repeatedly developed and redeveloped our short term plans. Like everyone in Melbourne we were constantly shifting back and forth between an in-person platform to a highly restricted online platform. The two environments are very different and require completely different plans and distribution of resources.

Our high level strategic intentions, put in place by the Church Council and Ministry Leadership Teams early on, assisted us greatly. As we repeatedly redirected energy and redeveloped plans, we kept returning to these anchor points. As a result many good things – which you will read about in this 2021 report – were accomplished despite the chaotic environment.

At our Vision Meeting on 23 March 2022 at 7:30pm, NewHope members and supporters will have opportunities to give input to the 2022 Strategic Intentions. Many of the same commitments will be carried forward together with some important updates.

## BAPTISMS AND MEMBERSHIP

***Total Members on 31 Dec 2020 (as advised to BUV): 850***

### ***Additions to Membership Roll during 2021:***

Baptisms: 16

Transfer in: 3

Profession: 0

### ***Reductions to Membership Roll during 2021***

Transfer to another church: 1

Resigned: 32

Reserve Roll: 73

Deaths: 2

***Total Members on 31 Dec 2021: 761***

**761**

MEMBERS

**4,394**

FRIENDS

**1,214**

SUPPORTERS



**16.7K**

HOURS OF YOUTUBE  
CONTENT WATCHED

**223**

VIDEOS PUBLISHED

**745**

YOUTUBE  
SUBSCRIBERS

**55**

SERVICES  
STREAMED

**52.1K**

YOUTUBE VIDEO  
VIEWS

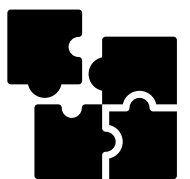
**9,209**

MEDICAL  
APPOINTMENTS



**10,625**

COFFEES SERVED



**64**

IN-PERSON PLAYSPACE  
SESSION

**300+**

*PEOPLE ATTENDING  
NEWHOPE GROUPS*

**20**

*WEEKS OF NEWHOPE  
KIDS ONLINE*

**200**

*WINTER SHELTER  
VOLUNTEERS FROM SIX  
CHURCHES*

**400**

*SIGNIFICANT PRAYER  
INTERACTIONS WITH THE  
PRAYER TEAM*

**16**

*BAPTISMS*

**78**

*YOUTH SERVING IN  
OTHER MINISTRIES*



**303**

*INSTAGRAM POSTS*

**10,320**

*INSTAGRAM ENGAGEMENTS*

**488**

*FACEBOOK POSTS*

**9,480**

*FACEBOOK ENGAGEMENTS*



# MINISTRIES

## WORSHIP | TIM

2021 turned into a year of learning how to see and take opportunities in trialling times. In reflection I think a lot has happened that not many people might've noticed. Early in the year NewHope had some significant staffing changes that affected many ministries, worship was one of those. We built a multipurpose studio upstairs in our old office space where our online worship services were filmed live during lockdowns. We upgraded and developed Events Room 6 to provide better resources for our Chinese and Persian congregations to flourish. We also made some significant upgrades in the auditorium to cater for our hybrid services. All this behind the scenes work required training up our team in new positions and in a new space, but it also required getting ourselves up to speed in what always felt like a constantly changing environment. I'm really proud of the efforts from our staff team, particularly the younger and newer members of staff, who put in so much effort quietly to facilitate the way we produced online services in challenging circumstances and how we will innovate into the future with the continuation of hybrid services.

Over the course of 2021 we streamed 55 online services throughout (Good Friday, Christmas Eve and Day make up the extra 3) about half of which were filmed live from our studio during lockdowns. This works out to be roughly 4,000 minutes of services streamed. We introduced and sang 15 new

songs together as a community, some in-person, some from the couch in our pyjamas. One of these songs was a NewHope original. Our NewHope Worship playlist on YouTube has a total of 3,260 combined views. We have over 85 volunteers serving in our worship team. We are still in great need of more people willing to join and serve particularly in our production and tech teams. Whether you have experience or just a heart to serve we are able to train and up-skill in many areas. We have many opportunities for you to join our team this year especially with the continuation and development of our hybrid service. Please fill out the "I can serve" form on our website!

We are so blessed at NewHope in many ways but in particular, with the community of people who are dedicated to volunteering and serving the church. The people here at NewHope are what makes this church a special place to be. I very selfishly decided to take a month off in 2021 to get married and have a honeymoon. In my absence the team of volunteers in the worship team held everything together with ease and kept faithfully serving our community with their eyes fixed on Jesus. I'm encouraged and relieved that the outcomes of the church, the ministry activities, the volunteer teams, don't rest on any one person's shoulders but rest on a faithful God who has called His people and bound them together in community under His grace and guidance. Amen!





NewHope celebrates the diverse ways that each of us communicate with God in prayer. This has been reflected in the variety of prayer ministries we champion.

We celebrate:

Our NewHope community is strategically covered in prayer through Prayer on Wednesday (POW) and the weekly Prayer and Praise Emails. POW is a group of about 10 who meet weekly on Zoom. The weekly Prayer and Praise Email is prayed over by 140 people. Both groups pray over the needs of NewHope families - interceding for illness and challenges often prompted by a pastoral call or a 'Text for Prayer' request and they celebrate testimonies of answered prayer and God's goodness. They claim God's promises and words of blessing over individuals, our city and our nation united by the Spirit of God. A member reflected, "We see ourselves as the watchmen on the watch tower to sound out the dangers or the good news that is coming our way".

Nat's story of deep healing has been one of many and has been a joy to follow as she has grown so much in her new relationship with God and has been miraculously set free from drug addiction as well as seeing her family reunited after trauma. How good is our God?

There were four Prayer Retreats in 2021 in-person or on Zoom. Retreats gave participants space for intentional time for paying attention to their inner lives and seeking the deep spiritual nourishment

God longs to bless us with in the quiet place. One participant reflected, "These Retreats deserve a large audience! Especially in lockdown and these unusual times, they offer an oasis of hope, connection and encouragement in drawing closer to God and others."

Meditation in the Christian Tradition began the year in a private home and grew to a diverse group of about 10 people meeting at a local Retirement Community. Their common desire is for silence and being open to knowing God more deeply. They are a Community of Hope.

The Prayer Course has been a strategic tool for growth in the church this year and a number of small groups have gone through it.

Prayer and Testimony nights have run regularly again this year. There have been times to learn and grow, to share stories of God's goodness and to build participant's knowledge and personal experience of the work of the Holy Spirit. It has been astounding to see healings physically and emotionally, peace, manifestations of His move and spiritual gifts released, realized and grown. At least four other churches throughout the year have sent their prayer teams to learn, experience and grow.

Between Healing Prayer Ministry and Prayer Appointments we documented over 400 prayer ministry appointments in 2021! Sunday Prayer which was Text for Prayer and 'in-person' documented over 400 significant prayer interactions with the Prayer Team.

# MINISTRIES

## PASTORAL CARE | CATHY

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This has been a year of celebration and frustration in the Pastoral Care life of NewHope.

Celebration as we think about all of the networks of Care in small groups and through peer care. Small groups stepping up, peers caring for one another as we have been separated often. The consistent and thorough level of care offered to over 50 of our Older Adults was given by a dedicated and passionate team of eight pastoral carers.

We have had a busy stream of prayer ministry as part of the care process for those really struggling throughout lockdowns (see Prayer report).

The unavoidable disappointment is that in all this - there will be precious ones who got missed.

A beautiful story from this year is of a lady we'll call 'Sally'. Sally came with much need as she escaped a dreadful domestic violence situation. A group of NewHope people quickly networked and gathered around her to give practical items for the house and her kids. NewHope Community Care provided important assistance and wisdom. She is on a long journey but she is not alone.

## CONNECT TEAM | TAM

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We started the year off with a fantastic Team Launch where we successfully introduced the changeover to web based Rostering via Planning Center Online.

Some new team members were recruited and integrated seamlessly into the existing teams which was a great start to the year.

A Newcomers 'Connect' Morning Tea was held in February. It was a fantastic time with about 20 newcomers hanging out around the kitchen table in the Community Kitchen with some of our staff team and Connect team members. Allan shared a short welcome and intro to NewHope and there was plenty of time for connections to be made with different ministry leaders. We had planned to have more of these throughout the year, but unfortunately these didn't eventuate due to the ongoing lockdowns we faced.

With the return to in-person gatherings, we saw the introduction of registrations for services. The Connect team were amazing at picking up the new processes required for checking people in using the Planning Center App on the iPads. With the introduction of a requirement to check people's Vaccination Certificates, the Connect team was brilliantly supported by a number of Staff and Church Council members.

We thank God and all of our community for a relatively issue free season as we navigated this stop/start year that was, and look forward to another year of welcoming and connecting all who come through our doors here at NewHope.



## ALPHA | PHIL

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In 2021 Term 1, NewHope launched an Alpha Parenting Children Course (run by Angela and James Natsis) which was attended by 21 participants on Zoom utilising the Alpha Parenting Video series. Also in Term 1, Cathy De Witt ran a Marriage Course on Zoom with 10 couples and then, again in Term 2, Cathy De Witt hosted the Alpha Marriage Course (mostly onsite) over dinner at NewHope and five couples engaged over the course.

In Term 2, we also launched the 'regular' Alpha Course, utilising the Alpha Film Series which was held mostly during lockdown through April. Six people signed up for that course and in May we were able to hold one in-person gathering for the mini-series "How can I experience the Holy Spirit". That group experienced a deep transformation. The themes of having a relationship with God were taught and developed over the course, and slowly, the group individually invited Jesus into their lives in the ways that met their needs. As leaders, we were so excited to watch the group continuing to meet throughout the year, to pray for one another, to invite the Holy Spirit in and connection remained vital to everyone in the group through fortnightly meetings on Zoom.

In Term 3, interest in the Alpha Course bubbled up from a few leaders, and one small course was launched with one leader and two participants, along with two larger groups, one group of 10 (mainly people new to faith), and another group of six young adults who are deeply engaged with faith, seeking to explore the BIG questions of life.

All in all, 2021 was another exciting year, seeing the Alpha Courses run and be effective (even over Zoom), it's been wonderful to see the Holy Spirit working so powerfully while people engage in the comfort of their own homes. One reflection is that this may well shape how we engage in the future. In fact Nicky and Pippa Gumbel (the creators of the Alpha Courses) are so surprised by the effectiveness of Alpha over Zoom, that indeed it will be shaping the future of Alpha worldwide. Praise God for the fruit of this season through NewHope and Alpha during lockdown in 2021!

## NEWHOPE GROUPS | LANCE

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2021 presented the very real need for personal connection to one another. NewHope Groups emerged as a key contact point for many people throughout the year and particularly during periods of lockdown. While almost all Groups made adjustments to their meeting format and frequency at times during the year, an overwhelming number of our Groups found the basic need to meet, encourage and pray together as essential throughout the challenges of 2021.

***"This year was easier as almost all of the Group have mastered the technology required to meet!"***

***- Group leader***

A number of Groups completed 'The Prayer Course' in 2021 utilising the eight sessions available online to explore various aspects of a life of prayer. NewHope produced 'Life Together - Extra' as a six part online video series in addition to the Life Together sermon series in Term 1, 2021. This series was valuable to a number of Groups who utilised its content.

# MINISTRIES

## NEWHOPE GLOBAL | ALLAN

Jesus' mandate for the Church extends to the whole world (Matt 28:18-20). As the followers of Jesus obey His lead, many find themselves crossing cultures and oceans to live out their calling. And some give their working lives to serve and enable the organisations which support this global focus.

At NewHope we support several such Global Partners and mission organisations. We pray for, fund, encourage and support them. And, we learn through them, receive from them, and celebrate God's advancing work together with them. We also seek to maximise the opportunities for wider global impact that emerge within our denominational family and from our Melbourne based congregations and ministries. Our vision is inter-cultural and international, because the gospel is for every tongue and every nation.

### Our 2021 Congregational Opportunities

Focus Iran, Muslim outreach, Persian Congregation (Sam Farbod)

Focus China, Chinese Congregation (Jessen Yeoh, Edmund Hu)

Focus Refugees and EAL, NewHope Community Care (Danny Hunt, Katrina Lambert)

Focus Child Sponsorships, Kids Church, Father's Day emphasis (Alicia Demond)

### Our 2021 Denominational Partners

Focus Nepal, Baptist World Aid Australia (Allan Demond, Board Director and Vice-Chair)

Focus Thailand, Baptist Mission Australia (Surette Southwood, Board Director)

### Our 2021 NewHope Global Partners

Dean and Sarah Rompis, (Helping Hands)

Nik and Sarah Matthews (Youth With a Mission)

Ben Everard (Operation Mobilisation)

Phil and Carol Short (SIM)

Danny and Beth Hunt (Baptist Mission Australia)

Richard Beaumont (Entrust)

Marcus and Michelle Rice (Wycliffe)

Simon and Joy Longden (Pioneers)

Muana and Villy (Baptist Mission Australia)

A significant change in 2021 was the addition of Danny and Beth as NewHope Global Partners. They commenced work with Baptist Mission Australia (formerly global interaction) in mid-2021.

COVID has deeply impacted our global work. It has upended development and advocacy, church planting and evangelism, cultural awareness trips and mission partner furloughs, leadership site visits and all manner of practical face-to-face support. It has been very tough for those serving under-resourced countries around the world. Our NewHope people have been making an enormous impact, with quick responses and stop gap measures, relief initiatives, care programs, and much needed pastoral support. They have stewarded many unique opportunities extremely well.

There have also been things to celebrate amid the pandemic. Our online ministries continue to attract a global audience with students from China logging-in to study the Bible with our EAL program and our Farsi language small groups. Several English small groups continue to support our global partners with a vital connection of encouragement, prayer and finances, and we encourage new groups to take up a global

focus. Across the entire church, many people participated in the '30 Days of Prayer for the Muslim World' during Ramadan.

Are you, 'in the know'? Rosanna Seah – to whom we say a massive thank you! – compiles a monthly newsletter of prayer notes. It is a wonderful resource, informing NewHope about the work of our partners and providing a firm foundation for the much needed prayer that sustains their work. If you do not receive it already, sign-up online or ring the church office.

Giving to NewHope Global was strong in 2021 enabling us to fulfil all our promises to, and through, our partners. We are thankful for the financial support, and we pass along the immense gratitude of those whose lives are eternally changed.

In addition to the formal partners and ministries which are funded through NewHope's budget, there are many NewHope members and supporters who serve God with a global focus. Some lead in Christian organisations while others live out their discipleship faithfully in secular roles. We celebrate these often unnoticed mission activities and the many ways in which NewHope people are agents of hope all over the world.

Visit: [newhope.net.au/global](http://newhope.net.au/global) where you can learn more about our partners, sign up for the monthly prayer notes and support this vital work with your generosity.

## **AWE AND WONDER | ANGELA**

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Awe and Wonder, NewHope's women's ministry, was again impacted by COVID-19 during 2021, and yet, we still had five amazing events, catering for women of all ages and stages.

Mothers, grandmothers, daughters, sisters and friends all came together either in-person or online as a community and had many laughs and encouragement at our various events.

We had online cooking with "Brooke the Cook" as we each whipped up delicious Easter treats in our kitchens. Our Movie Night brought us together for a relaxed evening and the Trivia Online Night was a fun filled evening which challenged us. We celebrated Mother's Day with our beautiful Mother's Tribute video. Soul Food nourished us with prayer and worship, as we heard an inspiring message from Katrina Lambert, discussing connecting with God in the pandemic. We had a giggle and brunch with our Mother's Day Move and Munch, while having a great workout thanks to personal trainer Kimberley Masina.

It was wonderful to have new people join us and we welcome more joining us in 2022!

# MULTICULTURAL OUTREACH

## CHINESE CONGREGATION | EDMUND

In 2021, the Chinese Ministry weekend services were held in three different formats: 1) In-Person; 2) online (Zoom); and 3) In-Person plus Zoom depending on Government COVID-19 restrictions. We had the opportunity to celebrate the Chinese Ministry's 15th Anniversary, Easter Day, and Mother's Day onsite, but celebrated Mid-Autumn Festival, Father's Day, and Christmas online via Zoom. An average of 60 people participated in worship in the service weekly.

There were six small groups which comprised of around 80% of the Chinese congregation and met online once every two weeks. The midweek online Bible study class on the Gospel of Mark, started in September 2020, and continued until the end of 2021. We studied the Gospel of Mark using the Discovery Bible Method. Midweek church online prayer meeting, which started in May 2020, also continued through to 2021. Both midweek ministries had a weekly attendance of 20 participants on average. In September 2021, monthly Chinese Ministry leadership team training and meetings also began.

***"In 2019, my mother and I came to NewHope... we immediately felt that we found a place to belong... during the COVID-19 outbreak, the physical weekend services had been suspended for nearly a year. However, NewHope Chinese Church is still continuing...I would like to thank all the brothers and sisters in the Chinese Church, especially the brothers and sisters in the Peace Small Group. You are angels sent by God and have been selflessly helping us."***

***Yang Yang***

A Baptism Service was held on 31st July 2021 with six adult baptisms. They took turns sharing testimonies in the service before being baptised. Friends and family members were invited to witness the baptisms and 95 people attended the Baptism Service. Another two adults have signed-up for baptism in the new year.

On 30th October 2021, Pastor Jessen concluded his ministry at NewHope Chinese Ministry to join the Baptist Union of Victoria. We farewelled Pastor Jessen online and thanked him for his two years of faithful service during this challenging COVID period.

Edmund Hu took up the role of the Interim Pastor on 1st November 2021 and prior to this, Edmund was the part-time Connection Pastor and a founding member of the Chinese Ministry. He is passionate about the spiritual needs and Christ's love for Chinese speaking people. Together with the support and commitment from his fellow capable leaders, Edmund is excited for new opportunities where the Chinese congregation can grow their faith and put it into action in the new year.



# PERSIAN CONGREGATION | SAM

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2021 was a year of many successes and also challenges for our Persian community. We were able to extend our Farsi media platforms (in numbers and their contents) and this enabled us to connect to a larger number of people not only in Australia but also inside Iran, Afghanistan and some other countries. Our daily podcasts were heard and viewed by an increasing number of people (an average of 180 people per podcast). New people were connected to us and heard about the Good news, learned about the love of God and were prayed for in our virtual small groups. On the other hand, during 2021, many Persian families and individuals lost their jobs and incomes due to the pandemic. Many had lost their loved ones, family members and parents in Iran (one of the countries experiencing the most severe surge of Coronavirus). We had been assisting them by providing pastoral care, counselling and also through attending their physical needs such as food, energy bills and rents. Many Farsi speaking people who were not connected to any church community approached us to seek assistance regarding their emotional, mental and physical needs. This provided us with an opportunity to serve them, and share the love of God with them and connect them to our church community. “A” is one of these people who initially approached the church to seek assistance for paying his rent. During further conversations we had the opportunity to pray for him and give him a copy of the Persian New Testament. In the next few weeks, “A” found an increasing interest himself for reading the Word and eventually joined one of our online small groups to learn more about Jesus. Now he is a part of our Persian community.

# GENERATIONS

## NEWHOPE KIDS | ALICIA, JAZZ AND ELLIE

This year NewHope Kids ran 16 weeks of in-person Kids Church. We were able to meet for a term and a half at the beginning of the year with an average of 100 children and 40 leaders attending each week. We were also very pleased to return to our in-person program at the end of the year, running three weeks' worth of lessons to celebrate Christmas, with an average of 68 children and 30 leaders returning. It was wonderful to reconnect, see how the children have grown, and welcome 10 new families who had never been to Kids Church before. The Nativity play was pre-recorded this year, allowing more families to be involved in a fun and safe way as we celebrated the joy of Christmas together as a church family.

Earlier in the year in April, we ran the Kids Autumn Party. 190 families attended from across NewHope ministries like mainly music, Playspace, Kids Church and the Preschool. The kids had heaps of fun with face painting, jumping castle and games, while the adults got to catch up and make new connections with one another. We also gave away 10 kids Bibles to families who didn't have one at home and we had 14 brand new visitors who hadn't been to NewHope before!

The team ran 20 weeks of online content during this year's lockdown, using the skills and experience honed over last year. We moved to Zoom small group gatherings with an average of 30 children connecting online. We also presented many Kids Talks as part of the online worship gathering and prepared activity packs for at home learning. There were also fun opportunities for the kids to be a part of celebrating NewHope's 70th anniversary. Many children made beautiful art creations which were crafted into a card to thank and honour those who have been a part of the NewHope family for these many years.

## 20

WEEKS OF NEWHOPE  
KIDS ONLINE



*2021 Christmas Nativity*



*2021 Autumn Party*



## PLAYSPACE | CHRIS

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We were excited to re-open Playspace in 2021 and offer a place of community, connection and hope to the families of our neighbourhood. We saw many people eager to return as they sought out a safe “home away from home” for their children to enjoy.

In 2021 we welcomed two new staff members, Spencer Sharp and Megan Steven, who have both been faithfully serving at Playspace and attending NewHope for a long time. We are so pleased to welcome them officially to their new roles as Playspace Assistants and grateful for the gifts they bring to Family Ministry.

We also added a new Playspace session and opened on Wednesdays to give more families a chance to connect through the week.

We ran 64 in-person sessions and had an average attendance of 54 people per day. Each day was full of laughter and fun, as well as amazing connections made over coffees and playtimes. We also had a number of people come along to the Kids Autumn Party and enjoy getting to know other families from across our NewHope community.

The situation in the world we have been living in over the last two years has many of us questioning and re-evaluating our lives and priorities, and the same is true for the families who join us in Playspace. We had many engaging and encouraging conversations with parents, grandparents and carers about church life and being a follower of Jesus. We were very happy that two families asked us for Bibles.

Playspace closed during the lockdown period but community continued online with Megan Steven running weekly Melody Time sessions on Facebook Live for families to enjoy from home. There are now 58 Melody Time videos available, with an average of 141 views per session. We even had some childcare centres tuning in, as well as many families, and grandparents watching with their grandkids. Praise God for His care and provision throughout 2021!

## MAINLY MUSIC | ANGELA

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We were delighted to lead three mainly music groups at NewHope in 2021, despite COVID Lockdowns and restrictions. The fun, enjoyment and laughter still continued and the families were so excited to see their friends and make new ones, either in-person or online.

During the year, we have had over 50 families in attendance and 10 volunteers, including welcoming three new volunteers. Through the highs and lows of COVID dramas, the mainly music leaders and families developed a strong sense of community, either in-person, online or over the phone. Many new families have started mainly music in 2021, and this has led to further connections with other NewHope ministries such as Alpha, Kids Church and the NewHope Preschool. We have provided the gift of free children's Bibles to a number of families, which they have dearly cherished and appreciated. Parents and grandparents look forward to a weekly connection with other families and leaders and have felt well supported in their care-giving roles.

The Kids Autumn Party in April was a huge success and we had several mainly music families who joined in and they had a blast! A good number of Persian families have been involved with our Tuesday group, providing the opportunity for families who are new to Australia to find a home away from home. We continued to develop our creativity with regular craft activities, and many were filmed and emailed to families for at home activities. Care packs were mailed to homes to celebrate Mother's and Father's Day, which were a welcome surprise for children battling boredom from isolation.

We look forward to restarting mainly music at NewHope in 2022 and sharing God's love and hospitality with many amazing families!

# GENERATIONS

## SHIFT YOUTH | ADAM AND TIM

Shift Youth started out with a bang in 2021! Launching the year with SHIFT FEST, creating a great space for community and connection along with crazy rides and games. SHIFT FEST is an intentional outreach event with the heart of being an open and inviting space for youth to invite friends to. This along with other intentional outreach events throughout the year led to us welcoming 126 first timers throughout the year, and mid-year welcoming 27 awesome year 6s into youth.

In the April school holidays we launched our new all-in youth camp. This change was a strategic decision to help create community amongst all the youth, relocated to Phillip Island Adventure Resort, a campsite that has ample room for growth! With awesome worship from our Youth Band, great teaching from guest speaker Dave Doolan, a new up-late program for year 11s and 12s, epic games and amazing small group time, camp was simply incredible! Youth camp was also a key factor in six of our amazing youth making the decision to be baptised!

In a classic 2021 move, the second half of the year saw us back online with a mixture of Shift Live, Online Small Groups and when restrictions allowed Small Groups in the Park. Although this certainly wasn't the end of the year we planned, we were thrilled that our youth continued to connect, and we were able to host some larger events to end the year.

**78**

*YOUTH SERVING IN  
OTHER MINISTRIES*

**126**

*FIRST TIMERS*

**341**

*YOUNG PEOPLE  
REACHED*



*April Shift Youth Camp*



## NEWHOPE YOUNG ADULTS | LANCE

Young Adult Groups remained a foundational support to Young Adults at NewHope as they navigated the personal challenges of 2021. While the majority of Young Adults prefer in-person meeting rather than virtual small groups, the majority of Young Adult Groups continued to meet throughout lockdowns to support and pray for each other.

***“I feel at home when I’m with my small group; they help to lift me up, fill me with love and laughter and build my faith. My small group means so much more to me than just people who I catch up with weekly, they are my family.”***

***- Makayla***

A Young Adults planning team was established to plan, promote and host combined events in 2021. This team is made up of Young Adults empowered to prepare and host a ministry for Young Adults. Five in-person ‘YA Combined Nights’ were hosted in the first half of 2021 averaging an attendance of 45 people. These events enabled connection across YA Groups while focusing on unique opportunities such as the ‘Faith Kick Start - 28 Day devotional series’, Red Frogs Uni and The Prayer Course, while also hosting social Mini Golf and Trivia events. Unfortunately, all events from July to December including a Young Adults retreat weekend were cancelled due to COVID restrictions.

A significant number of Young Adults provided leadership and volunteer capacity to ministries across NewHope in 2021 such as Youth, Kids, Worship and Winter Shelter. Young Adults from NewHope directed and/or provided key volunteer capacity for over seven Summer missions through other missional organisations such as Red Frogs, Scripture Union, CYC and ESA Camps. The delivery of these summer missions were variously impacted in January 2022 due to COVID.



*Young Adults combined night*

# GENERATIONS

## NEWHOPE OLDER ADULTS | KATRINA

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Once again in 2021, COVID has impacted the ability to meet together as a Prime Timers Group for much of the year but when we were able to come together attendances were good with around 50 present for morning tea and a guest speaker.

It was very obvious, when we were able to meet, how much our Older Adults enjoy fellowship and interaction with each other.

We were well served with speakers and guests who shared something of their ministries, experience, passions and journeys.

Beth and Danny Hunt, looking to their future as they serve with Baptist Mission Australia amongst Aboriginal communities in Central Australia, Rev Doug Hawley, shared some of his earlier life's experiences but now working to bring nutritious food to third world countries; Karen Kepert, Testimony and Song; Dr Gary Baxter, who shared absolute facts about the historic and scientific authenticity of the Bible, Kerry Pell, Winter Shelter and Whitehorse Churches; John Fearn-Wannan, looking back on 70 Years of Blackburn North/NewHope with a Birthday Party to celebrate; and Pastor Allan who traditionally shared at our Christmas gathering.

Unfortunately several of our much loved and long term friends have passed to their heavenly home and we miss them.

As we look forward to another year of Prime Timers, we are very aware of the importance to challenge Older Adults to keep their commitment to God strong and encourage others of their age to look to the future with confidence.

### **Prime Timers Committee:**

Katrina Lambert (Pastor)	Jenny Fearn-Wannan (Chair)
Vera McIlroy	John Fearn-Wannan
Greg Schumann	Lee Schumann
Leon Norsworthy	

## RED FROGS UNIVERSITY MINISTRY | ADAM AND JAZZ

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NewHope Young Adults paired up with One Community Young Adults in 2021 to create a Red Frogs team to support the students of Mannix College (Monash). Red Frogs is a support program for young people, with a mission to provide a positive peer presence, shift culture and safeguard a generation of young people. We were able to help and support around 175 students at 10 events in 2021. This was a great opportunity for us to create friendships and good rapport in order for us to continue to build and have quality conversations about faith and God with these students. We pray that in 2022 we are able to keep seeing and connecting with the students at Mannix College on a more regular basis to create great connections with these young people and lead them in their faith journey.



## INTERNSHIPS | LANCE

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Kent Pittendrigh-Smith completed an Internship with the Media team at NewHope in 2021. This Internship resulted in Kent providing significant capacity to the team in the areas of video production and graphic design while also supporting the initial fitting out of our new studio. Kent completed the BUV Emerge program as a part of his Internship which enabled him, along with a cohort of other young leaders within the BUV, to explore personal gifts as well as receive input via a retreat and one day seminars on various aspects of leadership.

Kent has gone on to join the staff team at NewHope, taking up the role of Graphic Design and Video Production.

# SOCIAL ENTERPRISES AND ORGANISATIONS

## NEWHOPE COMMUNITY CENTRE EVENTS | ANGELA

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Events at NewHope throughout 2021 have gone through peaks and troughs, largely due to the limitations from COVID restrictions and lockdowns. We welcomed back regular internal ministries and external clients and hosted events for new clients too. During lockdowns, several events and ministries needed to be rescheduled or cancelled, with a number of groups opting instead for online choices.

However, once Lockdown 6.0 was lifted, we had quite a number of events back onsite and livestreaming became a popular request, thanks to our awesome technical operators and our new studio and control room! A couple who had to cancel their wedding several times due to lockdowns were finally able to say, "I do". We had a father located in Singapore give his daughter away over the big screen in the auditorium during her wedding. A family who had waited months to hold their memorial service after losing their loved one were able to have the service with family from interstate.

We welcomed new clients, hosted a local orchestra, and provided a fabulous venue for schools and Monash University with a variety of bookings such as graduations and productions. We look forward to welcoming people back to NewHope in 2022 and to see what the Lord has in store for us!

## MIDDLE GROUND CAFÉ | EVA

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With the main aim of the Café being to serve people and to support the other ministries of NewHope, 2021 proved to be another challenging year, keeping up with changing restrictions imposed on Victoria.

The first few months of the year were full steam ahead, with COVID restrictions but a distant memory. People enjoying the Café, Playspace, mainly music and other ministries invited back into the NewHope community centre brought a buzz to the Café environment. With fewer restrictions, functions and events steadily booked in their catering needs keeping the staff and volunteers relatively busy.

The Café is a safe space for our prayer team to engage in deep, meaningful conversations, encouraging faith walks with Jesus. During 2021 we have seen people returning regularly to seek knowledge and care from our caring prayer warriors.

Just as we were feeling comfortable with life resembling 2019, Victoria was forced back into lockdown. It has been an incredibly challenging year navigating the constant changes to the Government COVID rules. Hospitality went from unrestricted dine-in and catering, to take-away only. Praise God, we had our online meal delivery service as a fall back. The Café staff and volunteers were able to find joy and a sense of purpose serving God and our community through hospitality. NewHope Community Care remained operational throughout the year and the Café was able to provide the occasional meal and coffee to appreciative clients leaving the building feeling cared for.

May 2021, Brooke Sharp was called to start a new chapter in her life. She has been a real asset to the running of the Café.

After much prayer, we were pleased to invite Tamara Gaudion to our Café team. It is a pleasure working alongside Tam.

Middle Ground Café seeks to provide a service during the week and on Sunday mornings after the worship services and we look forward to being able to support NewHope's ministries more fully in the year to come!

## NEWHOPE COMMUNITY CARE

During 2021 the demand for the support offered by Community Care increased. We saw more clients than we'd ever seen. Both the number of our clients and the frequency in which they sought support increased. This growing demand for support was matched by the growing generosity of NewHopers as they gave money, food, vouchers and their time and energy. Thank you NewHope for your amazing support in 2021.

A number of significant things happened this year. After pausing our long standing community meal DinnerTonite due to COVID in 2021, we took the decision to close this ministry. We celebrated with the large group of volunteers who have been at the heart of this ministry for over 10 years.

We established a 'House of Hope' in partnership with Baptcare to provide housing for an asylum seeker family.

We set up a new Mental Health support model with NewHope Community Care that enables us to refer and financially support clients needing counselling and mental health support.

In June of 2020 we farewelled Rev Dr Danny Hunt as the Director of Community Care and welcomed Rev Katrina Lambert.

Below are some reflections from different aspects of Community Care's work.

### Food Pantry | Hannah

The NewHope Food Pantry has continued to provide access to food for those in our community who are enduring financial hardship. Food parcels are often assembled by volunteers and contain grocery items donated by many generous NewHopers, Kerrimuir Bakehouse, or sourced from Food Bank Victoria. They are then made available for all those who visit us at the Relief Centre. This past year, we have also had many opportunities to extend care beyond the immediate community through partnerships with other organisations including Jubilee Housing, Victoria Police, Whitehorse Churches Care, and Whitehorse City Council.



*Food Pantry Coordinator Hannah with representatives from Victoria Police*

### Food Swap | Hannah

The NewHope Food Swap continued to meet monthly throughout 2021 (with the exception of a few months while Melbourne was in lockdown). This ministry is a wonderful connection point for the surrounding community to build a relationship with and awareness of us here at NewHope. Each food swap involves great conversation, sharing of homegrown garden produce, and an opportunity to grow in sustainable, waste-free food habits. We have a steady group of people who attend each month and we are looking forward to seeing how our Swap grows and evolves over the coming year.

### COACH | Miranda

In 2021 the COACH mentoring program had nine mentors trained and five active mentoring relationships - two of which were new in 2021, and two more mentoring relationships about to begin. Our mentors kept connected through quarterly mentoring gatherings to pray together and provide support.

# SOCIAL ENTERPRISES AND ORGANISATIONS

Through the COACH program this year, our mentors have been connecting individuals and families to many ministries and support services including NewHope Sunday services, Kids Church, mainly music, Persian congregation connections, relief centre food parcel support, and NewHope Medical. Through these friendships with a purpose, the impact has become widespread, helping to build and grow our COACH families support networks. This has led to feelings of hope, empowerment and a sense of their life having value through the care shown.

When faced with the challenges of lockdowns, our mentors were able to still connect through walks within their 5kms, phone calls, food parcel drop offs - continuing to have great impact through creative acts of compassion and service.

## **Kids Hope** | Miranda

During 2021 our Kids Hope program continued to provide much needed support, encouragement and mentoring to many kids at Kerrimur Primary School.

Facilitated by our Kids Hope coordinator Pauline Williams, we have had seven mentors and mentoring relationships, as well as two more mentors in training. The staff at Kerrimur Primary School have reported a noticeable difference in the children who are mentored, their social skills, academic skills and motivation generally improves and they enjoy coming to school much more.

With the movement in and out of lockdowns, kids learning from home and then back to face to face, our mentors have continued to persevere and connect with the kids through writing letters of hope and encouragement.

When given the opportunity to reconnect again face to face during term 4, the students have been nothing short of enthusiastic and delighted to have their mentors back.

Kids Hope continues to provide vulnerable and struggling children with compassion, love and care, and in turn see the holistic growth and development of these children as they are supported through the challenges they face.

## **Relief Care** | Phil

NewHope Community Care has had another busy year in 2021 as we offered Relief Care mainly through food parcels to around 150 visitors throughout the year. We met many new people as the lockdowns dragged on in 2021. We engaged with around 70 people we've never met before ranging from Emergency Relief Teachers (who had been laid off due to lockdown) through to people who are sleeping rough on the streets, all of whom have been finding it hard to make ends meet. We had many requests for furniture and whitegoods, some of which were met through the help of Eastern Emergency Relief Network. While having been working on an 'Emergency Only' basis through most of 2021, they were still able to help us from time to time. Mostly these requests come from the alarming number of young mothers who are victims of domestic violence and desperately seeking to set up a new apartment or house to live in to escape their situation. We were so blessed to serve in these ways, and we've heard time and again that people actually feel that 'someone cares' through our service as a staff team and the group of amazing volunteers who deliver food, help lift furniture or just as we chat with people coming in off the street. In total, we've given away over 600 food parcels and 50 food vouchers over the course of 2021. The Christmas is Giving initiative in 2021 was well supported also and we received and then passed on around \$5000 worth of "Grocery Only" gift cards across a variety of connections including the NewHope Preschool, our Medical Centre, Jubilee Housing, Soccer club, food relief recipients, our Persian and Chinese and many other NewHope connections.

**600+**  
*FOOD PARCELS  
PROVIDED TO THOSE  
IN NEED*



## Winter Shelter | Phil

The Winter Shelter Program has been running in other municipalities around Victoria for a few years now, but in 2020 the churches of Whitehorse became united to begin 'Whitehorse Churches Care' to host a Winter Shelter in the municipality of Whitehorse.

Kerryn Pell was appointed as Coordinator and around 30 churches have been meeting to plan, pray and initiate the program to house up to 10 homeless people over the 13 weeks of Winter.

We actually got right up to the line of launching Winter Shelter in 2020 but the lock down in March that year put a complete shutdown to the process and we were unable to start. In 2021 we've been able to launch with over 200 volunteers, six churches providing venues to sleep people, feed them and even offer a day centre.

Lockdown in early June 2021 caused us to halt the program once again even though we had jumped all the hoops of finding Local Council Temporary Occupancy Permits for each church building involved, recruited and trained volunteers to cover most of the shifts, and lined up all the pieces to run the program. In the 2nd week of July, the program launched with its first intake of people sleeping over.

***"What a privilege to be part of the first evening of the Winter Shelter that actually took place. Even though there was just one client, we're reminded that the Lord, as our good shepherd, leaves 99 to rescue the one!"***

**- Viv Siede**

One of the guests commented, "No one cares for you as a homeless person"; "You can't trust anyone - they are all a bunch of scumbags, they're out to use you and abuse you"; "the Government doesn't care - those rooming houses I used to live in are toxic - I had to get out!".

Referring to his brief experience of Winter Shelter, "I don't understand this - you care, you're different to anywhere else; I feel safe!" He was overwhelmed with gratitude.

Marilyn Burke, one of the Venue Coordinators at NewHope Baptist Church commented, "it's been so great already even over one week to be meeting so many wonderful people from other churches in the area, and it's a joy to be working together on a project like this". Many thanks to all the wonderful volunteers and particularly Marilyn Burke and Peter Motalli for their roles as NewHope's venue coordinators.

Due to the lockdowns in Victoria, the Winter Shelter program was only able to offer a few nights in 2021 of respite for our guests, however, again this year, many homeless were provided with hotel accommodation by one of the major organisations involved in the project and the state Government programs.

## English and the Bible | Swee Thai

Many things continued to change during 2021 and one of the things we continue to celebrate amid the pandemic is the growth of English and the Bible Classes. When the ministry went online, initially many elderly students dropped out because they did not know how to Zoom. Some students' participation was also adversely affected due to border closures.

The silver lining has been the opportunity to attract an international audience. We now have students from China logging-in to study the Bible each week.

We thank God, in spite of all these setbacks, God continues to protect this ministry. We are able to run Zoom classes throughout the year on Saturday at 3.30pm; the teaching team perseveres with strength and joy. We look forward to next year, trusting God Himself will open more doors.

# SOCIAL ENTERPRISES AND ORGANISATIONS

## NEWHOPE MEDICAL | DENISE

Despite the many lockdowns and physical challenges imposed by the COVID-19 environment, we have seen continued growth (76% across 2021) in the number of patients and clients cared for by the staff and practitioners at the NewHope Medical centre. 9209 medical appointments, 2164 immunisations (approx 1600 COVID-19 vaccinations) and 639 counselling sessions were completed during 2021, representing an increase of 40% over 2020.

We welcomed Dr JaeMie Teh and Dr Yilin Zhang to the medical team and in November farewelled Dr Zhang at the end of her six month locum contract. John Shackleton joined the nursing team late in 2021, allowing us to have a registered nurse available each day. Kate Glynatsis started in early February as a receptionist and Amira Azab added her skills to the mental health team, offering the services of a mental health social worker to clients. This is an especially valuable service as it allows her to practically walk alongside clients as well as offering counselling.

Amira's skills gave us a new opportunity to assist our community. In conjunction with NHCC a sponsorship program has been put in place to support our provision of mental health care to low income clients. A number of clients are benefitting from this two-pronged support and are receiving care that they would otherwise have gone without.

Many of our good stories take place in the privacy of a consult or counselling room. Both our doctors and staff take the time to notice our patients and also have a talent for thinking outside the box for ways to give assistance. Admin staff have been able to call on their own experience and training to

source dietary supplements, provide reassurance and explanation of dental processes that have been greatly appreciated by patients.

- A patient presented with a sore finger. Because the doctor knew her well, she was able to detect that there was more going on, investigate and was able to refer her for life-saving surgery. Another patient came in with a continuing, seemingly small issue, but again the doctor took the time to investigate and the patient - although diagnosed with a very serious issue, also received early treatment that was potentially life saving.
- When a doctor and receptionist were leaving for a home visit to a patient, they felt prompted to take a hot meal to her. The patient's son sent a very appreciative email thanking them. In this he says that his Mum (recently widowed) now has a new interest in looking after herself and in eating properly. The patient says it shows that we really care about our patients as well as giving great medical care.
- One of our patients felt unable to attend her child's wedding as she had no suitable clothes and had been out of work as a result of COVID-19 restrictions. Staff at NHM organised a selection of suitable outfits for our patient to borrow, so that she could attend.
- Vaccinations are no-one's favourite activity and we did our best to lighten the mood for patients during our vaccination clinics, with staff dressing up as different characters. An unofficial competition to find and wear the most outrageous head band/face mask also raised smiles from unsuspecting patients and staff.

The community evaluates us by Google reviews (4.9 stars/5 - 125 reviews) and by returning for appointments again and again.

As a practical demonstration of loving others and serving the world, our vision is to provide medical





and counselling services in a Christian environment. We are privileged to support our patients as they have shared their struggles and triumphs with us.

Thank you to the NewHope family for the blessing of your prayers and encouragement. Our team is growing together as a family and we eagerly look forward to 2022.

## NEWHOPE BAPTIST PRESCHOOL | MELISSA

NewHope Preschool along with the Victorian education sector, saw great change in 2021 as a result of the COVID-19 pandemic and lockdowns. Our students engaged with online and in-person teaching platforms. For us, that meant teaching smaller cohorts on campus and teaching preschoolers via Zoom, an online resource hub and take home learning packs. When children were on campus, our directive to run classes outside presented quite the challenge given Melbourne's unpredictable weather and the small yard space yet... one look at the children engaged in play alongside their peers and teaching teams, offered a glimpse into the significant importance of the early years. We were a place of peace, joy, fun, interaction and learning to the community. Families were exhausted yet very thankful and a very intentional increase in prayer and worship at the preschool enabled us to shine the light of Jesus into the community for the entire duration of the Victorian lockdowns.

NewHope Preschool cared for, and educated, 88 children with a combination of new and returning families. When families return with their second, third, fourth and even fifth child, we are able to build on, and develop relationships, through deeper conversations and interactions. Further engagements occurred in the community as we worked with 21 schools in local and extended municipalities as part of our transition programs. We also hosted a literacy project with a grade five class from a local school, the results of which were published in the Department's newsletter. We welcomed a new DET initiative which enabled the preschool over \$8180 of school readiness funding.

Embarking on an authentic journey with a child and their family is an absolute privilege and an opportunity that we take very seriously. The team has supported two preschool families through a journey of significant medical treatments lasting most of the year. The chance to pray, pastor, laugh, cry, share and listen to a family as they experience such meaningful life events and to help guide them to Jesus while they care for their families and face such trials is a humbling and precious opportunity for which we as a team are very thankful. Preschool is a place of relational depth and 2021 was a time like no other for such moments. We are tired but we are deeply thankful.



# SOCIAL ENTERPRISES AND ORGANISATIONS

## BLACKBURN NEWHOPE FOOTBALL CLUB | LANCE AND CRAIG

In 2021 a Governance Committee, chaired by Nik Matthews, was established to oversee and support BNFC. The Committee focused its work on supporting the President (Craig Steven), developing the missional work of the club and on strategic development of the club - specifically on preparative work for a much needed clubroom redevelopment at Mirrabooka Reserve.



*Allan Demond and Rendle Williams (BNFC Life Member) meeting with Federal MP Gladys Liu to discuss funding for the Mirrabooka Reserve 'Female friendly' clubroom redevelopment*

Small Groups from NHBC served the senior club of BNFC by participating in soup nights designed to increase community and connections within the senior teams. Significant pastoral opportunities were presented to Carolyn Quek (chaplain) and other NHBC members who volunteer at the club as life events and challenges presented during the season. These opportunities have resulted in stories of players and families at BNFC reporting that they self-identify as 'a part of NewHope' because of their involvement with BNFC. As more relational connections are made between players, families and supporters of BNFC, more opportunities for spiritual engagement, prayer and answers to prayer are being observed.

2021 marked the end of Craig Steven's term as President of BNFC. Craig and Megan have faithfully served the community of BNFC over the past five years while Craig has served as President. Their contribution to the club has been significant and their passionate love for the mission of God at work at BNFC has seen great fruit throughout these years.

Craig writes: "Megan and I want to thank the NHBC community for entrusting us with BNFC over the past five years. This has been an awesome responsibility and privilege for us and we have been truly amazed at what God is doing in this space. Our prayer for the club from here is that the growth in numbers and community is matched by the growth in people's journey towards/with a God who loves them and cares for their every need."

**100+**  
BNFC  
VOLUNTEERS

# ENABLING INFRASTRUCTURE

## NEWHOPE COMMUNICATIONS | ALICIA AND ADAM

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There have been some exciting changes happening in the Communications Team this year. Our team has grown. Jacob Winter (Video Editor) joined in May and Jazz Coughlin (Social Media Coordinator) and Kent Pittendrigh-Smith (Graphic Design and Video Production) were welcomed into permanent part-time roles. Other team members have embraced new responsibilities this year. Alicia Demond stepped into the Head of Communications role, Phil Gaudion took on Production Manager and Adam Southwood has continued as Media Manager.

In May we hired an external consultant to provide input and expertise into the way we communicate at NewHope. Caroline Healy, from We Are Savvy, brought her background as a Communications Strategist with many years of experience, to help us develop a plan to support the vision of NewHope and engage our mission through communications. This project produced some exciting fruit, including clearer vision, system changes, insightful feedback, a branding refresh to bring consistency across our enterprises and a three year roadmap which will continue to grow Communications at NewHope as a ministry.

Our refreshed branding has been met with great enthusiasm and given the team exciting new ways to represent NewHope. Our desire was to hold onto the heart and soul of our previous branding while also elevating it for a new season. The change is subtle but carries an array of meaning. Keep an eye on our social enterprises as these also get refreshed to fit into a wider NewHope brand.

The period of lockdowns in Melbourne gave us an opportunity to try new ways of communicating. One of these new initiatives was “Messages of Hope”, weekly text messages sent to NewHope members with words of encouragement and blessing. With over 800 members and supporters reached each week, this opened up an incredible opportunity for connection and for care. Integrating the new text system with our Prayer Team also gave NewHopers another way of getting support or sharing a praise point.

We are grateful for the new opportunities and growth this year has brought to the Comms team.

### **Social Media** | Jazz

Social Media has played a vital role now more than ever before. We are very blessed to have multiple social media platforms that target our significant groups and ministries at NewHope. This has allowed us to give instant news and announcements to groups at NewHope. Our Social Media following has grown significantly as more and more of our congregation see the importance of keeping up to date with what is happening at NewHope. Many times we hear stories of people not knowing of events or certain things happening until they see it on our social media. It is just one other way we are able to encourage multi-generational communication and engagement.

### **Video Production** | Kent

In 2021 the Video production team played a vital role producing hours of video content for worship services each week, as well as creating content to support the ministries of NewHope and external clients. 2021 also provided us with a new set of opportunities with the completion of the new Studio space in June of 2021. This new space has allowed for the production of much more content and has made it easier and more efficient for the team to be able to produce these videos. Due to the flexibility of this space, it has allowed us to utilise it as a resource for NewHope ministries and external clients who are looking to host online livestream events, as well as those who would like to record in this space. Some of the external clients in 2021 that we have provided services to include; Entrust Women, Global Leadership Network, the BUV, Whitley College, Baptist World Alliance and more.

# ENABLING INFRASTRUCTURE

## CREATION CARE | HEATHER AND MICHAEL

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This year commences and acknowledges the actions that NewHope takes and seeks to focus on towards combatting climate change.

Allan Demond and Kerry Pell raised climate change with the Hon Michael Sukkar MP at their meeting in May 2021. In August Allan brought us teaching from Romans 8:18-30 and a reminder of God's good plans for a creation He loves and invited the NewHope community to participate in the Tear Fund initiative (For All Creation).

This year NewHope undertook an environmental/energy audit with SMART Energy with a view to installing solar panels in 2022. We installed sensor lights in each of the toilets; recycle all paper and cardboard waste; host two clothing and goods recycling bins; and compost green waste from the Café and NewHope grounds. We also have reduced production of printed material, such as the Church Bulletin and Worship Team music and songs.

Plans for 2022 include installation of solar panels and LED lights in the Auditorium and Function Room 1.

## FACILITIES | MICHAEL

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After a very strange year in 2020, 2021 started off a bit easier with some of the restrictions changing. This meant we were able to reopen, with some restrictions on numbers. Then the first lockdown of 2021 started, which meant we had to close. Then we reopened and then we closed and then reopened and closed again. This last lockdown turned out to be our last.

During all these lockdowns in the property area, we did many jobs that needed to be done. Even though we were closed many of the essentials had to be completed, including air conditioning routines, fire maintenance and many others.

As with some of the restrictions we were unable to do any routine work on our external area's such as gardens and the building, as our volunteers were unable to come in and work. With the restrictions changing and then changing again we have now started getting our building, and gardens in order.

During the lockdown we painted Events Room 6, and also completed some renovation work on two of our Dale Crt properties. These included new flooring and carpets, and the building of the studio upstairs which is used each week for our online services.

## FINANCE | JUDY

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It is God's grace that He has sustained NewHope's finance in 2021. God is good all the time. We were able to purchase the property at 3 Dale Court and successfully completed the renovation for the studio upstairs for the ongoing online services using the reserve fund that we saved in 2020. We thank God that the church was eligible for jobkeeper until March 2021. The ongoing pandemic still affected the events and Café income. There was also an overall annual reduction in our ministry offering of 8% by the end of December 2021. The challenge going forward is having enough cash flow to sustain the wonderful work which God has called us to do in 2022 and beyond. We continue to trust for His faithful provision.

NewHope Medical had a new part time GP and a new locum GP joining in 2021. We needed more patients

to fill all the appointments and an additional full time GP to boost the income. In addition, the NewHope Medical centre could not open for most of the Saturdays because patients preferred to come on a weekday mainly due to the lockdowns and the flexibility in their working hours. Extra resources needed for COVID related issues such as additional staff hours and IT support also increased the overall expenses for the Medical Centre in 2021.

NewHope Community Care received sufficient funds to sustain all its activities including a loan given to NewHope Medical to sustain its operations.

NewHope Baptist PreSchool received extra Government funding for the 3 year old and 4 year old kinder programmes in 2021, even though we were not eligible for jobkeeper in 2021. It had sufficient funds to cover all the expenses incurred in 2021.

All entities of NewHope will be audited by RDL Accountants in March 2022 and the 2021 financial statements will be published on the NewHope website in June 2022 after the annual general meeting.

## **OFFICE AND RISK MANAGEMENT | HEATHER**

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Our role of enabling NewHope ministries and serving people who phone and/or attend the NewHope Centre continued in 2021 along very similar lines to the previous year. Most of the year was quiet in the NewHope Centre with our major onsite connection being people seeking assistance from the Community Care Team – food and other support; and attending, or ordering from, the Café.

This last year's rounds of lockdown, restrictions and Government requirements again limited those permitted onsite. Nonetheless, office operations continued to circulate prayer requests, make healing prayer appointments, undertake compliance checks and training, policy work and numerous ad hoc tasks, including assisting with monitoring and implementing the COVID requirements relating to COVID Safe Plans, such as cleaning, and room density levels.

The highlight of the year was when the Community Centre was reopened to our community. It is wonderful to see the growth and development of the children. It is a joy to chat with our senior members and witness groups fellowship and laughter together.

With a grateful heart we thank the Lord for His guidance, protection and provision during this time.

## **IT SERVICES | ISAAC**

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2021 quickly marked a big change for IT services at NewHope as Dave Sobey moved on from his position and Isaac Winter took on the role in March. The unpredictable nature of office and church restrictions meant the continuation of off-premise work for a large portion of the staff team which added to the unique set of challenges presented throughout the year.

The last-minute change of hands running IT services, resulted in a gap of key information. A considerable amount of time was taken to fully relearn and understand the infrastructure, systems and services that are critical to the daily operations of the building and staff team. This process of learning was further taken advantage of by the documentation of many aspects of the IT services and infrastructure as they were rediscovered and understood.

The adoption of software as a service (SaaS) prior to 2020 has continued to be a blessing over the course of the last twelve months. While major changes took place behind the scenes, staff were not only able to continue most of their work without impact or downtime, they were able to do this off-premises whenever necessary.



# ENABLING INFRASTRUCTURE

## HUMAN RESOURCES | SURETTE

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2021 felt a bit like déjà vu as we worked through 110 days of lockdown as opposed to 154 days in 2020.

Our NewHope Community Centre continued to operate as a Care and Connect Response Centre during 2021 and we had a core team present all throughout the year.

The majority of staff members were encouraged to continue working from home as was practical for their roles. When the restrictions were lifted we obviously jumped at every opportunity to have in-person interactions.

We received JobKeepers for the first three months of the year for staff of NHBC.

Quite a few staff members moved into different roles entirely or added to their existing roles.

We were incredibly blessed that all staff members remained in good health in terms of COVID all throughout the year. Our counselling services at NHMed assisted in Mental Health Checks for all staff once again.

Professional development happened mostly via webinars and Zoom sessions throughout the year, however the staff team were able to attend the Global Leadership Summit when NewHope hosted the event once again in early November.

The staff space was halved in 2021 to accommodate the new studio and although much smaller, we get to enjoy this lovely, sun-filled space overlooking the city scapes and Doncaster.



*Recently Completed Staff Space*

As at 31 December 2021 the **full time staff equivalent** for the entities were:

NewHope Baptist Church	17.86 (2020) > 19.23 (2021)
NewHope Community Care Inc.	1.40 (2020) > 2.20 (2021)
NewHope Medical Ltd.	2.27 (2020) > 3.16 (2021)
NewHope Baptist Preschool Inc.	3.42 (2020) = 3.42 (2021)

We celebrated the following BIG events:

- Wedding of Tim and Claire Spencer
- As parents Phil and Tam Gaudion for wedding of Braeden and Breyanna Shields
- Danny and Beth Hunt joined the team at Baptist Mission Australia (formerly known as Global Interaction).

### **NewHope Staff Members concluding their roles in 2021:**

#### **NHBC:**

- Danny Hunt - Associate Pastor
- Jessen Yeoh - Chinese Ministry Leader
- Dave Sobey - IT, Production and Media Manager
- Brooke Sharp - Middle Ground Café Cook
- Chelsea De Witt - Video Production
- Sue Mouer - Finance Assistant
- Suzanne Fuller - Finance Assistant
- Sanaz Ghaderi - Persian Ministry Assistant

#### **NHCC:**

- None

#### **NHBPS:**

- Jacinta Sleeman - Educator

#### **NHMed:**

- Christine Washington - Receptionist

### **NewHope Staff Members commencing in 2021:**

#### **NHBC:**

- Isaac Winter (IT and Production)
- Kent Pittendrigh-Smith (Graphic Design and Video Production)
- Jacob Winter (Video Production)
- Megan Steven (Playspace Assistant)
- Spencer Sharp (Playspace Assistant)
- Jono Hill (Finance - Fixed Term Contract)
- Edmund Hu (Chinese Ministry Leader)
- Kerry Roberts (Middle Ground Café Barista - Casual)
- Debra Lloyd (Middle Ground Café Barista - Casual)
- Ethan Stebbins (Events Technical Operator - Casual)
- Hamish Pittendrigh (Events Technical Operator - Casual)

#### **NHCC:**

- Hannah Freeman (Food Pantry Ministry Leader)

#### **NHMed:**

- John Shackleton (Nurse)
- Kate Glynatsis (Receptionist)

#### **NHBPS:**

- Rachel He (Educator Casual)



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