

newhope
community
care

2021 Annual Report

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Message from Allan Demond (Executive Director)

The story of NewHope Community Care is a story of bringing together hurt and help and hope in Jesus name. It is the story of God at work in many individual lives through healing relationships, empowering programs, material support, and spiritual care. We are motivated and empowered by Jesus, our mentor, as we do this work together and experience profound impact in one life after another.

The 2021 lockdown periods were hard for everyone. There were many impediments to normal daily living, but NewHope Community Care functioned really well during these times thanks to dedicated staff and wonderful volunteers who developed crisis responses on the fly, and offered various types of practical help and assistance. You can read more about this throughout this annual report.

NHCC grew in 2021 as more need presented and we stepped up to address the situation. The challenges of the vulnerable were exacerbated by the unique dynamics we all lived through. But, at the same time, the hearts of many who had capacity and a desire to provide practical support and care were opened wide. Nor did we grow in isolation. The collaboration of local churches through membership in Whitehorse Church Care, Ltd. enabled an increase in material and pastoral support across the city and exciting new opportunities for the future have opened up.

While our crisis care escalated for obvious reasons, our work of development and advocacy continued quietly but effectively alongside this burst of activity. Take the time to

read about Coach, Kids Hope, Learning English at NewHope, our Refugee and Asylum Seeker work, and the Housing and Mental Health Support programs.

What we're doing is having a real impact. We are bringing the tangible love of Jesus Christ into the homes and hearts of beautiful people. We are witnessing transformation, experiencing blessing and standing on the threshold of still greater opportunities of community ministry and Christian care. It is an exciting season.

Thank you to all our supporters. The volunteer hours, labour of love, financial contributions, gifts in kind and prayers of many sustain and empower this work. We are deeply grateful. On behalf of those who benefit in so many ways and all of us who serve together with joy and promise, we say a huge thank you!

Blessings,

Allan Demond
Executive Director

Cultivating empowering communities of compassion...



70
*New Relief Care
clients*



\$6600
*Worth of Grocery
gift cards distributed*



300+
*WCC Volunteers from
70
Churches in Whitehorse*

200
Winter Shelter volunteers



6
Churches providing venues

**...and hope to
alleviate poverty
and suffering.**



636
Food parcels delivered

7
Kids Hope Mentors

A LOVING PRESENCE & A DOOR TO ACCESS HELP

Relief Care Phil Gaudion

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 able to meet the needs through the



70
*New Relief
Care clients*

help of Eastern Emergency Relief Network, whilst having been working on an 'Emergency Only' basis through most of 2021, 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.

Whitehorse Churches Care Katrina Lambert

Whitehorse Churches Care (WCC) is a registered charity of Christian churches from across the City of Whitehorse LGA and was formed in 2019. Made up of over 300 volunteers from around 70 churches in the LGA, the origins of WCC can be traced back 20 years ago to the humble beginnings of what would become some 10 years later, regular ecumenical gatherings of pastors in the Whitehorse area.



300+
WCC Volunteers from
70
Churches in Whitehorse

Through relationship and support for one another over many years, grew a desire to be on mission together and respond collaboratively to need within the local community, eventually leading to the formation of WCC. Since that time, connections have been strengthened between the churches and local support

agencies as they have worked together to identify social needs and opportunities for collaboration, learning and shared resourcing.

Over the last 18 months, we have witnessed an extraordinary commitment from the local churches to the wellbeing of our community.

WCC initiatives have included ‘Winter Shelter’ (a program using church buildings to offer hospitality and shelter to people experiencing homelessness) and ‘Partners in Care’ (a partnership between the Whitehorse Police and the local churches to provide care packages to seniors on the Whitehorse Support Register).

A recent independent impact audit conducted in Whitehorse LGA concluded that local churches and faith-based organisations in the LGA played a critical role in feeding, connecting, and caring for the wider community throughout the COVID19 pandemic.

In the words of the Whitehorse Mayor, Cr. Tina Liu: “Over the last 18 months we have witnessed an extraordinary commitment from the local faith sector to the wellbeing of our community. These groups have played an incredibly important role in keeping our community safe and informed.”

The audit also identified 94 community service activities were being supported by churches and faith groups, addressing 15 of the greatest social needs in the region. This is a testament to the work of the local churches as they actively and practically seek to be a blessing in their neighbourhoods.

In a further encouraging development, Whitehorse Council have announced they will provide WCC with a community hub space at Forest Hill Chase Shopping Centre from April for an initial period of 6 months.

The hub will provide opportunity for connection, conversation, relationships and support. It will include a drop-in space, regular programs and groups, a Community Support Register, along with volunteer opportunities.

It is expected the community hub will be of particular benefit to those affected by social isolation and loneliness in the Whitehorse area. This is one of several social areas WCC will be focusing on during this year in addition to mental health/wellbeing and crisis intervention (domestic violence, food insecurity and homelessness). WCC anticipates the community hub will help provide opportunity for engagement with these issues.

SUSTAINABLE FOOD INITIATIVES

FOOD Pantry Hannah Freeman

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.



Our Food Pantry coordinator Hannah with representatives from Victoria Police.

FOOD SWAP Hannah Freeman

The NewHope Food Swap continued to meet monthly throughout 2021 (with the exception of a few months while Melbourne was in lockdown). This initiative 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 had ten people attend the swap in 2021. A steady group of people came each month and we are looking forward to seeing how the ministry grows and evolves over the coming year.

Christmas Is Giving Phil Gaudion

Christmas is Giving is a campaign that is run during the lead up to Christmas to provide extra support to those in need during this time. In 2021, we opted to ask for Supermarket Grocery Only Gift Cards as a way of going the extra mile for our Food Relief recipients and for those in desperate need or facing challenging circumstances such as families suffering from domestic violence.

Grocery gift cards are versatile, as they can be used to offset expenditure for daily needs, and they cater for practically any diet. Money saved on food can then be used for critical items or bills or redistributed to whatever the recipient is in need of. In 2021 the NewHope congregation and our sponsors dug deep giving around \$6600 worth of vouchers which were distributed around Christmas time, much to the relief of the families that visited Community Care during the lead up to Christmas.



\$6600

*Worth of Grocery
gift cards distributed*

COMING ALONGSIDE FAMILIES & CHILDREN DOING IT TOUGH

COACH Miranda Lewtas

In 2021 the COACH mentoring program had 9 mentors trained and 5 active mentoring relationships - 2 of which were new in 2021, and 2 more mentoring relationships about to begin. Our mentors kept connected through quarterly mentoring gatherings to pray together and provide support.

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, Farsi congregation connections, relief centre food parcel support, 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 off's - continuing to have great impact through creative acts of compassion and service.

One of our COACH participants shared that she is so happy to be connected to COACH! She is progressing really well with some of the goals she has set, and thankful for the support she is receiving. She has even been able to volunteer with our Mainly Music program each week. She feels so happy to be doing Mainly Music and meeting some Mums and kids.

It's also helping with her language skills. Both mentor and participant are really getting along well and making lots of progress!

This is just one of many stories of how the COACH mentoring program has helped to support families within our community during 2021.



COACH Participants

Kids Hope Miranda Lewtas/Pauline Williams

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 7 mentors & mentoring relationships, as well as 2 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.

Pete Siede one of our mentors who is now in his second year of the program shares a reflection on his Kids Hope mentoring so far:

'I currently mentor a boy in grade 1. I love the joy on his face when he sees me - he is so proud of himself in front of his classmates. It warms my heart too!

In the hour a week allocated to us, he loves outside games (where I'm the ugly, snarling troll and he's billy goat), playing board games, being read to (especially 'Dog man' books - crazy stuff) and being able to draw; he's a good drawer and 'lights up' when he's affirmed. We have a bundle of fun together.

We have developed a special bond and my prayer is that it acts as a foundation for his future life. I definitely know that God is at work. What a privilege!'

HOMELESSNESS & HOUSING

WINTER SHELTER Phil Gaudion

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

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

The team got right up to the line of launching Winter Shelter in 2020, but the lockdown in March that year put the program on hold and we were unable to start. In 2021 we've been able to launch with over 200 volunteers, 6 churches providing venues to sleep and feed people, and even offer a day centre.

200
Winter Shelter volunteers
6
Churches providing venues



Lockdown in early June 2021 caused us to halt the program once again even though we've jumped all the hoops of finding Local Council Temporary Occupancy Permits for each church building involved, recruited & 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 it's first intake of people sleeping over. Viv Siede, one of the volunteers commented, "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!"

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 is 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 major organisations involved in the project & the state Government programs.

Jubilee Housing INC. Katrina Lambert

Jubilee Housing Inc. is a community housing initiative of the Box Hill and NewHope Baptist churches and South Croydon Anglican church. Jubilee have been operating for over 36 years to provide affordable housing for people in our local communities who are unable to secure adequate housing from the private market.

Jubilee has a VISION that seeks to assist such households and individuals by providing affordable and comfortable homes in a supportive community environment that enables independence and the capacity to plan and work towards reasonable life goals.

At the end of 2021, Stephen Lockery stepped down from the Jubilee Housing Committee of Management after 10 years of

faithful service as one of NewHope's representatives. We wish to warmly thank Stephen for his wonderful contribution to Jubilee.

Katrina Lambert was appointed to the Committee of Management in Dec 2021 along with Mark Berends who also represented NewHope in 2021.

Jubilee Housing faces ongoing challenges as a provider of affordable housing:

- Balancing the costs of maintaining and upgrading our current properties against the need to build up financial reserves for a new development project at Freeman Street, Ringwood which will increase our ability to provide more affordable housing.
- The increasing burden in terms of compliance and regulation
- Supporting residents who may sometimes experience stress in dealing with utility costs, Centrelink, the high cost of basic needs, health and personal issues.

All of these have been fuelled by the impact of COVID 19.



Jubilee Housing Initiative

ASYLUM SEEKERS & REFUGEES

PERSIAN COMMUNITY SUPPORT Sam Farbod

The support we provide to the Farsi community includes

- Pastoral care of asylum seeker families and individuals on a daily basis
- Supporting applications for protection visa by writing the recommendation letters and following related correspondence
- Providing food vouchers (each month for an average of 8 individuals and families)
- Providing financial assistance for families in hardship by contributing in their energy bills, rent and essential needs (6 families and individuals)
- Referral to professional counsellors (8 individuals and families)
- Assistance for job application and finding job (6 individuals)
- Assistance for settlement, finding temporary and long term accommodations (4 families)
- Assistance by providing furniture and essential goods (6 families)

Sharing the Story from our work with Farsi members

R, an Iranian young man has left his wife and two children in Iran and has taken refuge in Australia around 8 years ago. His application for a temporary protection visa was rejected and now he is waiting for his appeal to be processed in the Federal Court in coming months. R believes the most painful part of his current situation is his loneliness, missing his family

and also uncertainty. He is not sure when he can meet his family again. He says, every night he prays to God and asks His protection for his family. However, R believes that beside all these pains and sufferings, there are many things which help him to sustain and continue his hope.

One of the biggest encouragement for R is his friends in the church community. He remembers the time when his wife was seriously sick and was confined in the hospital in Iran for several months and he had to send all his income and savings to compensate for the hospital costs. R says this left him with nothing to live on, even though he delayed his rent for a few months. In his desperation, one day R contacted Sam to seek assistance and eventually by receiving some support he was able to pay the rent and provide some food for a couple of months. R believes God let him go through those hard times to remind him that he is not alone and He is with him and there are many others in the church community who willingly share in his burdens and pains. R asked us to convey his gratitude and love to the NewHope community.



Sam Farbod and the Farsi Congregation

S is an Iranian young man who works as a handyman. A few months ago, in the early morning when he left home to go to his work, he was shocked by finding his old van's window

broken. In his distress he also realised that someone had broken into his van and had stolen almost all of his tools. For many days he was not able to work. Eventually, in his distress, he contacted his friends to see if someone could lend him some tools. This worked to some extent for S but he had to return his friends' tools back when they needed it. A few weeks ago, through generosity of NewHope members, S received some Bunnings vouchers as a gift and was able to purchase the most essential items of his tools.

Now he is able to continue his work without frequent interruptions. S and his family believe the gift they received from NewHope family is a gift from God, and it reminds them that they are not alone. They thank the NewHope family for caring about them and sharing in their burdens without any hesitation.

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 in 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.

The Context of our Farsi Work

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).

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.

HOUSE OF HOPE Hannah Freeman

In 2021, we established a ‘House of Hope’ in partnership with Baptcare to provide housing for an asylum seeker family. The family is settling in well to their new home and we have already been able to offer some practical support and avenues to community connection. We look forward to continuing to build our relationship with them, guided by their openness and individual needs.

ENGLISH

ENGLISH AND THE BIBLE Swee Lau

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 class throughout the years 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.

MENTAL HEALTH SUPPORT

MENTAL HEALTH MODEL Miranda Lewtas

Throughout 2021 as we have sat with many clients, both existing and brand new, listening to their stories and challenges, we have recognized a huge need to connect with mental health support. We have a much better understanding of the issues people who engage with us are facing. While people may come seeking food relief, they are also experiencing unemployment, housing instability and mental health challenges.

We are incredibly grateful to continue to partner with NewHope Medical, and in 2021 have increased our ability to provide funding and accessibility to both counselling and mental health social worker services for our relief centre clients.

Many people seeking help find it difficult to access mental health support services like counselling because they are unable to pay for them. We want to be a part of the solution to bridging this gap.

THE FLOURISH COURSE

Miranda Lewtas

The Flourish course: Foundations is a 6 week program with the vision and purpose of helping individuals thrive in life and boldly rise to challenges as they present. Flourish is based on the premise that wellbeing is a ‘skill’ that everyone can personally benefit from enhancing.

Flourish has continued to grow and develop over the course of 2021, with part 1: Foundations being adopted as a core program at NewHope run both in person and online. We endeavoured to scale up so that we could reach a larger number of people, both inside the church and within our wider community. In order to do this it was important to modify the program so that it could be run by people who were not specialists. Accordingly, we were able to create videos for much of the content so that Flourish is now run much like an Alpha program. In 2021 we were able to train facilitators who are now able to run the program in teams of two across the course of the year.

We have seen incredible impact in the lives of those who have participated in the flourish course, with participants saying “I really loved this course more than I thought! I highly recommend everyone does it at least once.” And “This was the best and most useful course I have ever taken. Truly life changing”

OPERATIONS

In 2006, NewHope Community Care Inc was established as a Public Benevolent Institution (PBI). A public benevolent institution is a type of charitable institution whose main purpose is to relieve poverty or distress.

Committee of Management

The Church Council of NewHope Baptist Church functions as the Board for NewHope Community Care. The Senior Pastor of NewHope, Rev. Dr. Allan Demond is the Executive Director of NHCC with Associate Pastor, Rev. Katrina Lambert the Director.

Chris Meyers | **CHAIR**

Allan Demond | **EXECUTIVE DIRECTOR**

Andrew Gale | **TREASURER**

Surette Southwood | **SECRETARY**

Amanda Carruthers

Murray Baird

Tristan Ellett

Darryn Hockley

Liza Somers

Financials Surette Southwood

The Annual General Meeting is scheduled for 16 May 2022 when the audited financial statements 2021 will be presented by the Treasurer to the Committee of Management. These figures below are pre-audited. Our auditors RDL accountants will audit all financial transactions during April 2022.

Profit/Loss	1 January - 31 December 2021	Actual	Budget	Difference
Income				
Donations	\$ 538,075	\$ 412,782	\$ 125,293	
June Appeal	\$ 35,355	\$ 75,000	-\$ 39,645	
Relief Care	\$ 26,417	\$ 7,550	\$ 18,867	
Rental Income from Related Parties	\$ 62,004	\$ 62,004		\$ -
Advocacy & COACH & Learn English	\$ -	\$ 12,300	-\$ 12,300	
House of Hope	\$ 40,000		\$ -	\$ 40,000
Transfer from Reserve	\$ 14,903		\$ -	\$ 14,903
TOTAL	\$ 716,754	\$ 569,636	\$ 147,118	
Expenses				
Operations Manager & Team Costs	\$ 72,300	\$ 131,104	\$ 58,804	
Relief Care	\$ 110,861	\$ 115,101	\$ 4,240	
Relief Care - Farsi Speaking Community	\$ 14,359	\$ 7,200	-\$ 7,159	
Property 522 Middleborough Rd	\$ 2,146	\$ 7,028	\$ 4,882	
Advocacy & COACH & Learn English	\$ 18,180	\$ 39,839	\$ 21,659	
House of Hope	\$ 17,912		\$ -	-\$ 17,912
Finance, Audit, Legal & Management Fees	\$ 271,834	\$ 242,614	-\$ 29,220	
Volunteers & Communication	\$ 540	\$ 3,950	\$ 3,410	
Partnerships & Community Relationships	\$ 18,616	\$ 22,800	\$ 4,184	
Transfer to Reserve	\$ 5,000		\$ -	-\$ 5,000
TOTAL	\$ 531,748	\$ 569,636	\$ 37,888	
Surplus		\$ 185,006		\$ -

Balance Sheet	As at 31 December	2021	2020	Difference
Assets				
Cash on Hand	\$ 1,660	\$ 4,444		-\$ 2,784
Other assets	\$ 21,347	\$ 1,612		\$ 19,735
Property & Equipment	\$ 901,112	\$ 906,289		-\$ 5,177
Loan to Related Parties	\$ 534,735	\$ 369,166		\$ 165,569
TOTAL	\$ 1,458,854	\$ 1,281,511		\$ 177,343
Liabilities				
Trade & GST	\$ 4,790	\$ 2,437		-\$ 2,353
Provision for leave	\$ 13,194	\$ 7,054		-\$ 6,140
Borrowings	\$ -	\$ 3,584		\$ 3,584
PAYG	\$ 2,538	\$ 5,174		\$ 2,636
TOTAL	\$ 20,522	\$ 18,249		-\$ 2,273
TOTAL NET ASSETS	\$ 1,438,332	\$ 1,263,262		\$ 175,070
Equity				
Reserves	\$ 35,960	\$ 45,895		-\$ 9,935
Retained Earnings	\$ 1,217,366	\$ 1,122,663		\$ 94,703
Current Year Earnings	\$ 185,006	\$ 94,704		\$ 90,302
TOTAL EQUITY	\$ 1,438,332	\$ 1,263,262		\$ 175,070

newhope
community
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