

newhope
community
care

2022

Annual Report

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Message from Allan Demond

Executive Director

NewHope Community Care is contributing to many healing journeys. We thank God for this! Our programs and our people are providing benevolent care for those in poverty and need, the underprivileged and homeless, the aged and ill and disadvantaged, the long term unemployed, and low income earners. Together, through our activities and prayers, we relieve poverty, suffering, misfortune, helplessness and destitution. This is very good work!

Highlights of 2022 include:

- We celebrate the very successful relaunch of ‘Learn English at NewHope’, and a program of language learning that uses the Bible as its text. This has opened up wonderful faith conversations leading to several baptisms.
- The support and food ministry, hosted at the NewHope Community Centre, continues to provide significant relief, timely interventions and life-giving interactions for a growing number of vulnerable people.
- Our volunteer engagement with “The Community Space” and “The Community Support Register”, programs of Whitehorse Churches Care hosted at Forest Hill Chase Shopping Centre, has supported many at-risk individuals battling isolation, mental health, family violence and personal crisis.

You can read the details of our work and enjoy stories of our impact in this annual report. The good that is accomplished goes far beyond the words on these pages. The value of relieving suffering can not be collapsed into paragraphs.

And it would take a library to record the cascading positive significance of forestalling harmful choices, thanks to the genuine care, individual empowerment and simple practical aid that we provide – again and again and again.

Two important commitments were made in 2022 as we invest in the long view of our work.

- NewHope strengthened its long term engagement and support of Jubilee Housing, with the appointment of Board Members David Taylor and Katrina Lambert. This is important groundwork for a new season. As co-founders of Jubilee Housing we are working with other partner churches, after 40 years of successful operations, to engage the new strategic questions. Housing is a huge social issue and we have stepped up to join an exciting strategic conversation.
- As we seek to provide more holistic and integrated solutions to unemployment, social disadvantage, loneliness and mental health concerns we identified a unique opportunity. NewHope Community will take on, and reposition, the Middle Ground Cafe as a social enterprise, creating opportunities to foster employment and social skills development. The nature of the NewHope Local Commons – with diverse activity resulting from community events, preschool, medical, families activities, pastoral work, and more – is a very significant lever for obtaining excellent outcomes in this work.

With these activities and commitments we are always exploring better ways to fulfil our objectives as a Public Benevolent Institution (PBI) and seeking wise ways to address underlying issues ‘up stream’.

We applaud the faithful commitment and labour of our NHCC staff. On the way to great outcomes there are many many disappointments, setbacks and sadnesses. This is the nature of the helping professions and our team does this work with incredible patience, faithfulness and abundant love. Thank you to each one of you.

Thank you to each of our supporters. We greatly value the partnership that we share in this significant work. Your financial kindness and volunteer hours and prayerful interest make a life changing difference for so many people. Many thanks!

Abundant blessings,

Allan Demond
Executive Director

RELIEF CENTRE	<ul style="list-style-type: none"> Operates 10am - 2pm Monday to Friday Form relationships, establish trust, triage needs No. of Clients in 2022 = 148
FOOD	<ul style="list-style-type: none"> Food Pantry Food Parcels to other Organisations (Police, Whitehorse Council, Jubilee Housing) Monthly Food Swaps (neighbours sharing the abundance of their gardens) Christmas is Giving (\$5,000+) NEW: Community Cupboard (outside)
ASYLUM SEEKER & REFUGEES	<ul style="list-style-type: none"> Support for the Farsi Congregation: <ul style="list-style-type: none"> Monthly Food Vouchers Farsi Food Pantry staples 1 Day a week for Pastor Sam Farbod Tools for Work Project (Bunnings Vouchers) House of Hope Project (3 Dale Court) with Baptcare
ENGLISH CLASSES	<ul style="list-style-type: none"> Beginner English Bible Study NEW: Learn English at NewHope launched
COMMUNITY MENTORING	<ul style="list-style-type: none"> COACH Program KidsHope at Kerrimuir Primary School
HOMELESSNESS	<ul style="list-style-type: none"> Jubilee Housing
MENTAL HEALTH	<ul style="list-style-type: none"> Flourish Course at NewHope & WCC Hub Mental Health Support with NewHope Medical
WHITEHORSE CHURCHES CARE	<ul style="list-style-type: none"> NewHope has the highest number of regular volunteers at the WCC Forest Hill Chase Space We ran a 'Flourish Course' at the space On Mondays our Kids Ministry Team lead a regular program for kids We continue to support 800+ Whitehorse Residents through the Support Register with phone calls and food hampers delivered by local Police NHCC Team participates in the WCC Care and Food Teams We are involved in preparing the launch of a community meal for the residents of the social housing around Luckie Street, Nunawading.

Cultivating empowering communities of compassion...



148

Relief Care clients



\$6500

*Worth of Grocery
gift cards distributed*



800+

*Local residents
supported by WCC*

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



30+

*Students attending
Learn English classes.*



620+

Food parcels delivered



9

Kids Hope Mentors

A LOVING PRESENCE & A DOOR TO ACCESS HELP

Relief Care Phil Gaudion

In 2022 NewHope Community Care served 629 visits for food parcels to the Relief Care Desk to just over 140 individual clients. We saw 60 new people that had never visited NewHope before. We gave away \$6500 worth of Grocery Only Gift Cards. We also made 23 assisted visits to the Eastern Emergency Relief Network, helping people with white



148

**Relief Care
clients**

goods and furniture and in most cases helped them get their goods delivered to their home. This is a vital service that helps people experiencing homelessness get a new start, or a family suffering from a domestic violence situation to quickly relocate into a safe house or to help an aged or disabled pensioner with needs that their finances can't cover.

Providing relief care in these ways is an extraordinary opening to conversations about life, faith, and shows our heart and care for people in a very practical way. In 2022, Robyn Stokes and Julia Baynard-Smith volunteered to cover 2 separate weekdays at the desk to help our staff team meet the demands of those who presented at the Relief Care desk. Both Robyn & Julia made outstanding contributions in their volunteer roles, offering a kind, caring listening ear, practical food parcel support, referrals to local support services, such as NewHope Medical and showing hospitality, often giving out free "Pay It Forward" coffees from the Middle Ground Cafe which have been paid for by our generous NewHope community.



\$6600

**Worth of Grocery
gift cards distributed**

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.

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.

Local churches and faith-based organisations in the LGA played a critical role in feeding, connecting, and caring for the wider community.

Of particular notes in 2022 has been the development of the WCC community hubspace at Forest Hill Chase Shopping Centre. The hub provides opportunity for connection, conversation, relationships and support. It includes a drop-in space, regular programs and groups, a Community Support Register, along with volunteer opportunities.

The community hub is of particular benefit to those affected by social isolation and loneliness in the Whitehorse area. It was only expected to be in operation for 6 months but due to it's success will continue into 2023.

The volunteers who support the hub are drawn from across the Church of Whitehorse and NewHopers are very respresented among their number.

SUSTAINABLE FOOD INITIATIVES

FOOD Pantry Hannah Freeman

Throughout 2022, the NewHope Food Pantry was a source of food and other material relief for those experiencing hardship. Volunteers put together hampers of food and other essentials. Most of these items are donated from members of our NewHope community or purchased from Food Bank Victoria. This year, we also had generous contributions from St Thomas' Anglican Church Burwood, Blackburn Vikings Basketball Association, and Everyday Independence, who all chose NewHope to be the recipient of their giving month.

Once assembled, the pre-made packs are then distributed, primarily to visitors to our Relief Centre, and also to other organisations including Victoria Police, Whitehorse Churches Care, Whitehorse City Council, and Jubilee Housing.

FOOD SWAP Hannah Freeman

The NewHope Food Swap met monthly in 2022. This ministry is a great connection point with the broader community and it has been wonderful to see it grow in numbers, reach and fruitfulness throughout this past year. Each Swap involves great conversation, sharing of homegrown produce, and many opportunities to learn from one another. This ministry has also inspired the creation of a 'NewHope Community Cupboard'; a space where food sharing can continue throughout the month. We are also supported by a local food rescue charity, Food Filled, who help us by sourcing fresh produce to share with our community.

COMING ALONGSIDE FAMILIES & CHILDREN DOING IT TOUGH

COACH Miranda Lewtas

2022 was an amazing year for our COACH program. We were blessed to have 11 volunteer mentors and 5 participants this year!

Subitha, one of our COACH mentors shares - “In this one year I have spent mentoring my COACH participant, we’ve managed to achieve all her main goals! We’ve helped her become a more confident, strong and independent lady, who seems stronger to face daily challenges rather than give up and hide. Her faith has also given her hope that God will always provide a way. COACH pointed her in the right direction! She has built a safe community around her and is so thankful.”

Kids Hope Miranda Lewtas/Pauline Williams

Throughout 2022 NewHope partnered with Kerrimuir Primary School to provide the Kids Hope program, with nine mentors each volunteering time out of their week to mentor a child in need of extra care and support.

The staff of the school are very supportive of the Kids Hope program and see a huge improvement in the children that are mentored through this program. One student mentioned his mentor in the highlights of his years at school during his graduation speech at the end of the year. We are very thankful to our volunteers who do such an amazing job each week!

HOUSING

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 of 2022, Katrina Lambert and Dave Taylor represented NewHope on the Committe of Management.

There has been much change at Jubilee with the retirement of Carol Hands who served as the Housing Manager for a very long time.

Jubilee also saw more tenants moving on than they have in the past. This is a wonderful thing as some tenants purchased their own properties or moved into the private rental market. It is a sign of the way Jubilee enable people to experience a stable and affordable situation and grow their capacity overtime.

ASYLUM SEEKERS & REFUGEES

PERSIAN COMMUNITY SUPPORT Sam Farbod

The support we provide to the Persian 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
- Providing financial assistance for families in hardship by contributing in their energy bills, rent and essential needs
- Referral to professional counsellors
- Assistance for job application and finding job
- Assistance for settlement, finding temporary and long term accommodations
- Assistance by providing furniture and essential goods

HOUSE OF HOPE Hannah Freeman

In 2021, we established a 'House of Hope' in partnership with Baptistcare to provide housing for an asylum seeker family.

The family has greatly benefited from this period of stability in their lives and has made good connections in the community, local schools and even securing employment. This foundation is transformative.

ENGLISH

ENGLISH AND THE BIBLE Swee Lau

Since lockdown was lifted last year, our lives have started to return to normality. We thank God for His protection over those difficult years and now look forward to His leading in the coming years.

In addition to our usual Zoom bible class on Saturday, we launched a face to face class on Friday to offer an option for the English class students to meet Jesus. It was a great joy to reconnect with a few students and to meet new ones at the same time. To our delight, an ex-student accepted Christ during Covid lockdown and is now worshipping in a church close to where he lives. We can see the transformation in him who used to be sceptical about Christian faith and now is so positive about Jesus.

Currently we have a few seekers in class. We listen to them, support, offer our friendship and assistance whenever possible; we grow closer with one another as we share the bible's stories, learn who God is and about His love for us. Journeying alongside them is not easy, but the Holy Spirit is our helper and strength.

At the end of last year, another student, who is a medical doctor, returned to China after being with us for 3 years. He expressed his thanks for introducing Christ and His love to him. He hopes to share the good news with his family and friends. He will continue to join our Zoom class when possible.

One of our co-workers said, "We all can do global mission in our local church. God is faithful. He can multiply the work of our hands even though it is as little as 5 loaves and 2 small fish."

A lovely lady, from Horsham expressed interest in offering Easy English bible classes to new migrants in her area. We shared our experience and materials with her. May God bless her heart and continue to lead her.

Lately, we have been working closely with our Chinese congregation. We hope to invite all Mandarin-speaking students to the coming Alpha course. We thank God for giving us the opportunity and privilege to share God's word and make Jesus known. We believe in Isaiah 55:11, "So is my word that goes out from my mouth: It will not return to me empty, but will accomplish what I desire and achieve the purpose for which I sent it."

LEARN ENGLISH Marilyn Burke

Learn English @ NewHope re-launched in April 2022, after being closed during the Covid 19 lockdown years. English classes are now offered on Friday mornings from 9:30-11:30. Several of the previous LEARN team were delighted to help again, joined by a few new team members. On the first morning in Term 2, five students arrived but the numbers did not stay small for very long. Students attended regularly, invited others to join them and by the beginning of Term 4 five classes were offered each week with more than 30 students attending! So often a student, with limited English, would bring someone to the welcome table for a name tag, point to them, smile and say one word, "friend". How wonderful that students feel welcome, comfortable in our church, and that their classes are worthwhile.

Most students have no prior connection with our, or any, church so we have an opportunity to reveal God's love for them. As well as teaching English, we offer morning tea each week, help students learn a little of Australian culture, outline other ministries available at NewHope and help them connect into Whitehorse Churches Care or their local community. Our Christmas party was a highlight, with joyous carol singing and

one of the students bringing his Chinese stringed er hu to play for us.

As well as adding more English classes, in Term 3 we also started an Easy English Bible Study immediately after English classes finished (in addition to the long-running Saturday Bible Study class). Students can choose to stay on to learn more English through reading and discussing Bible stories. A light lunch is provided at the start of the lesson and the class finishes about 1:00pm. Numbers attending varied from 4-9 and we can see God working in these students' lives.

Learn English @ NewHope on Friday mornings has become a very happy part of the week for both students and volunteers. We look forward to seeing what God has in store for us in 2023.

MENTAL HEALTH SUPPORT

MENTAL HEALTH MODEL Miranda Lewtas

We have continued a wonderful partnership with NewHope Medical in providing funding for much needed mental health support to individuals in our community. We often see many hurdles in accessing counseling services, whether that be financial or long waitlist times. We believe mental health and wellbeing is so important in our holistic approach to care, and this continues to be a great opportunity for us to be part of bridging the 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 2022, 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.

We partnered with Whitehorse Churches Care to run courses from the Community Hub in Forest Hill Shopping Centre, as well as running courses at NewHope.

This year our trained facilitators have developed their skills in running 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 15 May 2023 when the audited financial statements 2022 will be presented by the Secretary on behalf of the Treasurer to the Committee of Management. These figures below were audited by our auditors RDL accountants in March 2023 but some minor audit adjustments could still be excluded.

Financial Report 2022 (Pre-Audited)

Profit and Loss Statement Jan-Dec 2022		Actual 2022	Budget 2022	Difference	Actual 2021
Income	Donations	\$ 610,619	\$ 494,056	\$ 116,563	\$ 538,074
	June Appeal	\$ 94,010	\$ 120,000	-\$ 25,990	\$ 35,355
	Relief Care	\$ 7,180	\$ 5,000	\$ 2,180	\$ 66,385
	Rental Income from Related Parties	\$ 52,008	\$ 52,008	\$ -	\$ 62,004
	Advocacy & COACH & Learn English	\$ -	\$ 1,500	-\$ 1,500	\$ -
	House of Hope	\$ 28,620	\$ 28,600	\$ 20	\$ -
	Transfer from Reserve	\$ 5,000	\$ -	\$ 5,000	\$ 14,935
	TOTAL	\$ 797,437	\$ 701,164	\$ 96,273	\$ 716,753
Expenses	Operations Manager & Team Costs	\$ 221,876	\$ 238,217	\$ 16,341	\$ 181,567
	Relief Care	\$ 15,386	\$ 27,235	\$ 11,849	\$ 31,302
	Relief Care - Farsi Speaking Community	\$ 10,272	\$ 12,200	\$ 1,928	\$ 5,230
	Property 522 Middleborough Rd	\$ 2,961	\$ 7,528	\$ 4,567	\$ 2,146
	Advocacy & COACH & Learn English	\$ 1,978	\$ 14,943	\$ 12,965	\$ 3,182
	House of Hope	\$ 61,907	\$ 66,624	\$ 4,717	\$ 17,912
	Finance, Audit, Legal & Management Fe	\$ 298,586	\$ 306,372	\$ 7,786	\$ 265,752
	Volunteers & Communication	\$ 811	\$ 6,670	\$ 5,859	\$ 1,226
	Partnerships & Community Relationship:	\$ 15,620	\$ 21,375	\$ 5,755	\$ 18,430
	Transfer to Reserve	\$ -	\$ -	\$ -	\$ 5,000
	TOTAL	\$ 629,397	\$ 701,164	\$ 71,767	\$ 531,747
Surplus		\$ 168,040	\$ -		\$ 185,006
Balance Sheet as at 31 December		2022	2021	Difference	
Assets	Cash on Hand	\$ 1,492	\$ 1,660	-\$ 168	
	Other assets	\$ 4,999	\$ 21,347	-\$ 16,348	
	Property & Equipment	\$ 878,358	\$ 901,112	-\$ 22,754	
	Loan to Related Parties	\$ 742,301	\$ 534,735	\$ 207,566	
	TOTAL	\$ 1,627,150	\$ 1,458,854	\$ 168,296	
Liabilities	Trade & GST	\$ 5,426	\$ 4,790	-\$ 636	
	Provision for leave	\$ 17,325	\$ 13,194	-\$ 4,131	
	Borrowings	\$ -	\$ -	\$ -	
	PAYG	\$ 3,027	\$ 2,538	-\$ 489	
	TOTAL	\$ 25,778	\$ 20,522	-\$ 5,256	
TOTAL NET ASSETS		\$ 1,601,372	\$ 1,438,332	\$ 163,040	
Equity	Reserves	\$ 30,960	\$ 35,960	-\$ 5,000	
	Retained Earnings	\$ 1,402,372	\$ 1,217,366	\$ 185,006	
	Current Year Earnings	\$ 168,040	\$ 185,006	-\$ 16,966	
	TOTAL EQUITY	\$ 1,601,372	\$ 1,438,332	\$ 163,040	





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