

newhope
community
care

2023

Annual Report

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Message from Allan Demond

Executive Director

Once again NewHope Community Care has enjoyed a strong year, delivering good programs, growing the work and making a significant impact one life at a time. I hope you will be blessed and encouraged as you read the details of this annual report.

In 2023 we experienced significant program growth. Our 'Learn English' program expanded as did NewHope's engagement in Kids Hope. Our Relief Care activities strengthened and grew (both the number of unique clients we serve, and the quality and frequency of the engagements). We conducted a popular and much valued Young Adult Anxiety workshop. And we celebrated the growth of our volunteer base across all of NewHope Community Care's ministries.

Generous financial support through the June Appeal and the Christmas giving initiatives enabled our work to continue developing strategically and fruitfully. We are so very grateful to all our faithful contributors. Your generosity enables us to care for our community in the name of Jesus.

We also acknowledge with gratitude gifts to our food pantry from the NewHope family, from partner organisations, the food swap, and from other churches. This enables us to address significant food security issues in our community, while presenting an opportunity for many to practise their Kingdom service through NHCC. Thank you for every gift placed in the food bins.

Our 'House of Hope' project, in partnership with BaptCare, concluded successfully. The migrant family whom we were hosting transitioned to a private rental, from the House of Hope, and the Mother received her Permanent Resident status

on the very day they finished with us. Thank you Lord!

We were sad to farewell our Director, Katrina Lambert, at the end of the year. She served the work wonderfully well! We express our deepest thanks to Katrina, and we congratulate her on her appointment as Senior Pastor of Ashburton Baptist Church.

Lance Blythe has been appointed Operations Manager of NHCC. We are thrilled to welcome him in the role and we will celebrate this more formally in April of 2024. Lance brings great skill and a passion for those who suffer in our community. He will serve NHCC very capably, as an extension of his Associate Pastor role at NewHope.

Each member of the NHCC staff team does a remarkable job. Their work is often tough and slow. The rewards are not visible every day, they grow slowly over months and years. The NHCC staff team have pockets full of patience, and hearts brimming with love. We are endlessly grateful to this faithful team as they put hands and feet to NewHope's love for our neighbours. Thank you!

And again, thanks to all of you, who give, serve, pray and care in this marvellous ministry. Lives are touched every day as we proclaim the Kingdom and make Jesus known. You are making a Jesus-shaped difference.

Abundant blessings,



Allan Demond
Executive Director

Message from Lance Blythe

Operations Manager

NewHope Community Care is a thriving organisation doing excellent work within our local community. You will see within this report the width of services which NHCC offers and you will get a taste of the significance of the impact this work has on the lives of the individuals we come into contact with. It is a privilege to be a part of this most important work.

I want to honour Katrina Lambert for her significant leadership as Director of NHCC in 2023. Her wisdom, strategic insight and pastoral heart for our staff, volunteers and clients has been exceptional. Katrina's impact on NHCC will leave a lasting legacy of health.

A special thank you to the staff team of NHCC for their diligent, thoughtful and passionate work within this organisation. The wonderful stories, statistics and impact within this report are a credit to them and their tireless effort to serve people in need.

Finally, to the volunteers and supporters of NHCC we are so grateful to partner with you in this work. May the information and stories within this report give you great encouragement, remind you of the wider impact your life is having and encourage you to continue to praise God for His hand of grace towards this ministry.



Lance Blythe
Operations Manager (January 2024)

2023 at a Glance

RELIEF CENTRE	<ul style="list-style-type: none">• Operates 10am - 2pm Monday to Thursday• Form relationships, establish trust, triage needs• No. of Clients in 2023 = 200+• Client visits = 471• \$8000+ of grocery cards distributed
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 (\$6,000+)• Community Food Pantry (outside on Springfield Road)
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• Emergency needs of people in hardship• House of Hope Project (3 Dale Court) with Baptcare
ENGLISH CLASSES	<ul style="list-style-type: none">• Learn English at NewHope average attendance 60 people (100% from 2022)• English and the Bible
COMMUNITY MENTORING	<ul style="list-style-type: none">• COACH Program• Kids Hope at Kerrimuir Primary School
HOMELESSNESS	<ul style="list-style-type: none">• Jubilee Housing• Direct support through the relief desk and staff team to individuals experiencing homelessness
MENTAL HEALTH	<ul style="list-style-type: none">• Flourish Course at NewHope & WCC Hub• Mental Health Support with NewHope Medical/Total Wellbeing• Hosting of an Anxiety Workshop with NewHope Young Adults Ministry
WHITEHORSE CHURCHES CARE	<ul style="list-style-type: none">• Allan Demond chairs the board of WCC• NHCC is engaged with the Whitehorse Community Meals Network through a fortnightly meal in Mitcham• NewHope maintains healthy volunteer involvement in the Forest Hill Chase Community Space• The NHCC team participates in the Whitehorse Food Relief Network along with other churches, Whitehorse City Council, Foodbank Victoria and other local providers.• We are involved in preparing to launch a Community Meal for the residents of the social housing around Luckie Street, Nunawading.

Cultivating empowering communities of compassion...



200+

*Individual Relief Care
clients (+35% on 2022)*



\$8000

*Worth of Grocery gift cards
distributed (+23% on 2022)*



46

New NHCC Clients

...and hope to alleviate poverty and suffering.



60+

*Students attending
Learn English classes
(+100% on 2022)*



471+

Food parcels delivered



10

Kids Hope Mentors

A LOVING PRESENCE & A DOOR TO ACCESS HELP

Relief Care Phil Gaudion

In 2023, NewHope Community Care served 471 visits for food parcels to the Relief Care Desk to just over 200 individual clients (a 35% increase up from 148 individuals in 2022).

We connected with 46 new people that had never visited NewHope before. We gave away over \$8000 worth of Grocery Only Gift Cards. We also made 23 assisted visits to the Eastern Emergency Relief Network, helping people with



200

**Relief Care
clients**

white 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 in 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 2023, Robyn Stokes and Simone Nardella 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 & Simone made outstanding contributions in their volunteer roles, offering a kind, caring, listening ear, practical food parcel support, referrals to NewHope Medical and other support services, and hospitality (often giving out Free "Pay It



\$8000

**Worth of Grocery
gift cards distributed**

Forward” Coffees from the Middle Ground Café (that anyone can purchase). Benjamin Ng, Amanda Fearn-Wannan & Siew Ang joined our team to help with Food Pantry & Relief Care in various capacities, assembling food parcels, restocking our Community Cupboard (on Springfield Rd) and one off deliveries to those unable to come to NewHope. Rhys Gould, Nathan Pell & Simon Van Loon continued their involvement in providing gardening services for various clients across the life of NHCC.

Whitehorse Churches Care Lance Blythe

Along with the wider NewHope family, NewHope Community Care plays a key role in supporting the ongoing work of Whitehorse Churches Care. Through the provision of volunteers, expertise, food relief, financial support and prayer, NewHope Community Care engages with the wider work of Whitehorse Churches Care.

Here’s a snapshot from Whitehorse Churches Care’s Executive Officer Kerryn Pell on the support from the NewHope Community in 2023:

“NewHope’s partnership is foundational in so many ways to the shared work and witness of the churches across the City of Whitehorse. The faithfulness of the NewHope volunteers, the regular prayer support, the very practical assistance behind the scenes to develop our communications systems and videos which enable the stories to be shared, Allan Demond’s leadership of the WCC board and long history of connection with church leaders across the City, and the ability to use your buildings and enjoy the hospitality of the cafe are all significant contributions that enable us to grow our presence and impact. What a wonderful witness to the work of God amongst us.” -Kerryn Pell.

Social Enterprise

Middle Ground Café Eva Gillam & Lance Blythe

Middle Ground Café served around 18,000 coffees, 7,000 lunches and provided catering for around 92 external events during 2023. The cafe catered for all of our regular external events, as well as weddings, funerals, and special one-off functions. Graduations, formals and valedictory dinners were enjoyed by many of our local schools, with these functions ramping up during the months of October through to December. We continue to support groups such as mainly music, Playspace, Whitehorse Churches Care and Prime Timers, Chat & Choose, Awe & Wonder to name a few.

In 2023 Middle Ground Café was named Whitehorse City Council's 5 Star Food Safe nominee for December 2023. We received a perfect 100% score during a recent inspection – a testament to the efforts of our staff and volunteers.

During 2023 Middle Ground was formally transitioned to exist under the auspices of NewHope Community. The purpose of this change was to enable the cafe to form a sustainable social enterprise model focusing on job skills development. Led by Katrina Lambert, a research project was launched to ascertain appropriate business modelling and program development to sustain the social enterprise concept. To the end of 2023 this work has shown that further work will be required in 2024 to prepare the cafe to successfully launch the concepts being developed.

While this research is taking place Middle Ground cafe continues to support individual volunteers seeking to develop job skills and work in a place of belonging and empowerment. This has been a longstanding feature of the cafe and one which will be strengthened through the formalisation of the social enterprise concept. We are proud of each of our volunteers and the contributions they make to our team and our customers.

SUSTAINABLE FOOD INITIATIVES

FOOD Pantry Hannah Freeman

NewHope's Food Pantry continues to be a source of food, material relief and connection for those experiencing hardship in our community.

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 the Everyday Independence team, Bread of Life Melbourne, and Evangelical Community Church Box Hill. We could not meet such widespread and diverse need without this support!

Food packs are distributed primarily to visitors of our Relief Centre, and also to other organisations including Jubilee Housing.

FOOD SWAP Hannah Freeman

The NewHope Food Swap met monthly in 2023. This ministry is a great connection point with the broader community and has blessed many through great conversations, sharing of homegrown produce, and 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. This initiative is supported by a local food rescue charity, Food Filled, who help us by sourcing fresh produce to share with our community.



Luckie Street Phil Gaudion

In February 2023, Katrina Lambert and the NHCC team launched an information session to explore the idea of joining with other Whitehorse Churches to launch a project to build relationships with residents of the Luckie Street Social Housing complex. A series of meetings with Matt Jones from Crossway LifeCare helped to discern that a fortnightly meal would be the starting place for the project, and members from various churches joined together to serve & meet together. As autumn and winter ensued, the search for an indoor venue became apparent. The team approached The Shed Door in Nunawading and that became the home for the Tuesday evening meal. The opportunities to invite guests broadened with contacts from other agencies included in the scope of the project. To continue the relationships built from the Luckie St connections, the NewHope mini Bus was employed to pick up guests from the Luckie St complex & other areas to ferry them to and from The Shed Door. Our volunteers Peter & Rebecca Savvas & Rachel Doan have provided faithful service throughout the year, providing meals and building relationships through conversations and sharing times throughout 2023.

COMING ALONGSIDE FAMILIES & CHILDREN DOING IT TOUGH

COACH Lance Blythe

Our COACH coordinator Miranda Lewtas went on Maternity Leave in April 2023 before giving birth to a beautiful daughter Eleanor. We celebrate the gift of this beautiful child to Miranda and Ben. Miranda had provided wonderful leadership to the COACH program as she trained potential mentors at NewHope and in support of other churches, as well as connecting mentors and participants.

Due to the skillset loss while Miranda was on leave, the program was maintained without recruiting new mentors or participants through the remainder of the year. A handful of participants continued while Miranda was on leave. The ongoing sustainability of the COACH program will be assessed as NewHope Community Care positions it's vision moving forward.

Kids Hope Pauline Williams

Kids Hope is a program which connects a local church with a local primary school and trains volunteer mentors to go into the school for one hour once a week and mentor one child who is in need. If children are valued and have self esteem, they learn better and make friends more easily.

2023 saw our Kids Hope team with 10 mentors and 12 different students engaged in the program for most of the year. During the year, some



students left the school and some mentors left the program, leaving us in January 2024 with 9 students continuing in the program and 7 mentors. A number of prospective volunteers responded to the December 'Serve in Kids Hope initiative' and are being trained in the early months of 2024.

Our partner school, Kerrimuir Primary, continues to have students who would benefit from Kids Hope. If you are interested in more information or volunteering please contact either Viv or Pete Siede.

HOUSING

Jubilee Housing INC Lance Blythe

Jubilee Housing was established in 1986 as a community housing management organisation. Its founding involved collaboration and partnership between Box Hill Baptist and NewHope (then Blackburn North Baptist). Today, Jubilee Housing maintains 41 individual 1-4 bedroom units across 4 sites in the eastern suburbs of Melbourne. These properties supply affordable housing options for low income families. Since its founding, Jubilee Housing has added a third partner in South Croydon Anglican Church.

NewHope continues to serve the vision and purpose of Jubilee Housing through the provision of food gift cards through NHCC campaigns and governance oversight. NewHope holds two seats on the Committee of Management at Jubilee Housing. Katrina Lambert and Dave Taylor (Treasurer) represented NewHope in these roles on the committee in 2023. NewHoper Nancy Thia also served in 2023 as an employee of Jubilee Housing in the role of Finance Manager.

A Story of Hope

In 2023 NewHope Community Care was approached by a person in critical need. They were being threatened with immediate eviction from their current rental accommodation and had just recently lost their employment. The situation was very difficult and was understandably causing significant stress. To complicate the situation further, English is the second language for this individual.

Through a series of meetings, the NewHope Community Care team were able to gradually support this individual in developing clarity within their situation and explore some options they could pursue in response. Food relief was provided through the relief desk, mental health support offered, support in liaising with potential housing providers, employment opportunities explored and general pastoral support and reassurance offered.

As an answer to prayer, a unit became vacant at Jubilee Housing just as the need for accommodation became critical! The community care team supported the application process to Jubilee Housing and fortunately our client was accepted into accommodation with Jubilee.

The story continues wonderfully as Community Care volunteers were able to help our client pack and move into their new accommodation. New furniture and whitegoods were arranged through Eastern Emergency Relief, collected and delivered to the new unit by our wonderful NHCC volunteers.

We remain in close ongoing connection with this individual as they continue to find stability in their life. This is the work of NewHope Community Care, as we support, guide, and where possible, unlock opportunities for those whom we connect with. Praise God for His perfect timing and provision in this story, the networks and partnerships of NewHope Community Care and the amazing volunteers who give their time and energy to serve people in situations such as this!

“I was experiencing the darkest period in 2023 and I was looking for a church at the same time. I had been praying for it.

I am so grateful for the Community Care team. I am so grateful for the people in my life who have supported me during this time. They made me feel like I was home again. I would like to express my heartfelt thanks to each member of the team for their kindness and help.”

- NewHope Community Care Client

ASYLUM SEEKERS & REFUGEES

PERSIAN COMMUNITY SUPPORT Sam Farbod

Most of the people in our Persian community are refugees and asylum seekers who require extensive pastoral care and physical support. In order to respond to their needs, in addition to their pastoral care needs, we have been assisting by providing food vouchers, food parcels and connecting them with other support organisations. Sam also helps them by connecting those in need to professional family and psychological counselling services at Total Wellbeing.

In addition to Persian community members' ongoing needs, Sam also responds to many emergency cases when people are overwhelmed by financial hardship in their lives. Community Care tries to assist people in their hardship as much as possible.

HOUSE OF HOPE Hannah Freeman

We have been partnering with Baptcare as part of their Houses of Hope program which seeks to offer safe, suitable and secure housing to very vulnerable individuals and families who are seeking asylum in our community and who may otherwise face homelessness.

We have had the privilege of providing housing to a wonderful family for the past two years which concluded in November 2023.

Through this time this gift of housing has been able to offer stability and freedom from some financial pressure. We have also had the joy of seeing the family transition smoothly into a private rental, and of celebrating the approval of Permanent Residency Visas for the whole family!

ENGLISH

ENGLISH AND THE BIBLE Marilyn Burke

We continued to offer optional Easy English Bible Study classes from 11.30-1.00. The response in 2023 was quite amazing. Average attendances increased from 7 to 25 as we added a new class aimed at students with very low levels of English. This class was offered as a bi-lingual English and Chinese class with teachers fluent in both languages, and it was a huge success. Students told us they liked the picture story format with simple English and Chinese words for each picture, as well as the Bible passage printed in Chinese. Some students said they were reading the stories to their grandchildren! Praise God for this unexpected outcome.

The higher level Easy English Bible Study also grew with very consistent attendances and much interest in the Bible passages studied. Two faithful teachers prepare for this class, keen to answer questions and help students discuss their Responses.

Our connection with the NewHope Chinese congregation continued to grow and we praise God for this. Several students attended the Chinese Alpha course and we celebrated four baptisms during the year, three in a 9.00am combined Chinese/English baptismal service. These students encouraged others in their English class to come to Bible Study and also Sunday church. Some started bringing their children to Kids Church.

In September a very dear student who had attended English and Bible Study classes on Sundays for many years, but who dropped out during Covid, contacted our Bible Study leader Swee Lau. Phillip told her he wanted to be baptised. Swee learned that Phillip, an older Chinese man, was in palliative care in Box Hill hospital. Through our Chinese pastor, Swee organised for Phillip to be interviewed and then baptised the next day, in front of his wife and family. Philip passed away two days later, at peace in the knowledge he was joining his Saviour.

Our team members often comment that we may never know where the ripples of this ministry end up. Sometimes students move homes, return to China, stop coming for various reasons. Our aim is to bless our local community in whatever way we can. If students only benefit by learning some English, that's fine. We hope, however, that when a student comes to Learn English @ NewHope, just like for Phillip, it will be the first step towards meeting Jesus.

LEARN ENGLISH Marilyn Burke

Friday morning English classes continued for a second year in 2023 and in this year there was much to celebrate. At the end of 2022 an average of 30 students attended English classes however, by the end of 2023 this had increased to more than 60. Attendance had doubled! God was clearly at work.

An extra beginner class was added during the year to cope with large numbers of older Chinese students who spoke very little English. God had already provided a new teacher for this

group and more bi-lingual assistants joined to help explain instructions and difficult language. The steady growth in numbers happened without any specific advertising. Students invited their friends to join and on most Fridays, new students were welcomed. This meant that we ran six English classes each week using three different rooms. Friday mornings from 9.30-11.30 were very happy times for everyone involved. Our teachers and assistants enjoyed spending the morning with each other and then students. Through a team WhatsApp group, a weekly prayer letter helped us pray for each other, our students and for God to impact their lives.

MENTAL HEALTH SUPPORT

MENTAL HEALTH Hannah Freeman

Managing mental health is a growing challenge for many in our community. In 2023, NewHope Community Care hosted a Managing Anxiety workshop led by NewHoper and registered Clinical Counsellor Donna Pasco. This event was a great space for young people aged 18-25 to come together to learn effective strategies for reducing anxiety and managing stress, and explore ways to experience deep inner peace and contentment. Topics included: psychoeducation, the stress response, processing emotions, calming and grounding techniques to reduce anxiety, challenging limiting core beliefs, choosing values and strengths, self-worth and identity.

Our Relief Care Centre has also been an ongoing connection point for many needing access to health services. This year, our Mental Health Support program has enabled six people to engage with appropriate care from professional Psychologists, Counsellors, and Social Workers.

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.

Grants Alicia Demond

In 2023 we received a funding boost of \$500 from the Commonwealth Bank's Community Donations Program. We are so grateful for the community support and those who voted. We were able to apply the money to our food pantry and sustainability services.

We also applied for four other grants, which were unsuccessful this time. These included two avenues of funding for Middle Ground Café as it transitions to become a Social Enterprise. Though it was disappointing not to see a successful outcome, we learnt a lot with each application, and the details of projects became more clear and focused.

We trust in God's timing and provision. In 2024, we have more knowledge and capacity. We look forward to a new round of grant applications.

Committee of Management, Staff & Lead Volunteers

The Church Council of NewHope Baptist Church functions as the Committee of Management for NewHope Community Care. The Senior Pastor of NewHope, Rev. Dr. Allan Demond is the Executive Director of NHCC with Associate Pastor, Rev. Lance Blythe the Operations Manager as of January 2024.

Committee of Management:

Tristan Ellett

Darryn Hockley

Amanda Carruthers

Brett Rice (commenced 21.6.2023)

Monique Jaksic (commenced 21.6.2023)

Steve Stavridis (commenced 21.6.2023)

Murray Baird (concluded 21.6.2023)

Liza Somers (concluded 21.6.2023)

Andrew Gale (concluded 21.6.2023)

Chris Meyers (concluded 20.2.2023)

Staff:

Phil Gaudion

Hannah Freeman

Sam Farbod

Alicia Demond

Miranda Lewtas (maternity leave from April - December 2023)

Katrina Lambert (concluded December 2023)

Lead Volunteers:

Marilyn Bourke - Learn English

Pauline Williams - KidsHope

Michael Webb - Flourish

Cath Lyons - Food Swap

Financial Report (Pre-Audited)

Surette Southwood

NewHope Community Care Inc. Financial Report 2023

Income	Actual 2022	Budget 2023	Actual 2023	Note:
Donations	\$610,619	\$559,572	\$367,688	A
June Appeal	\$94,010	\$100,000	\$109,197	2023>2022
Relief Care	\$7,180	\$5,000	\$6,640	2022>2023
Rental 522 Middleborough Rd	\$52,008	\$52,008	\$30,338	B
Advocacy, COACH, Learn English	\$28,620	\$24,749	\$22,878	2022>2023
Social Enterprise	\$0	\$196,551	\$189,934	New 2023
Transfer from Reserve	\$5,000	\$0	\$0	
TOTAL	\$797,437	\$937,880	\$726,675	

Expenses	Actual 2022	Budget 2023	Actual 2023	Note:
Vision & Strategy & Staff Costs	\$222,037	\$230,291	\$208,193	Actual < Budget
Relief Care	\$25,658	\$36,835	\$30,538	Actual < Budget
Property 522 Middleborough Rd	\$2,961	\$4,372	\$2,367	Actual < Budget
Advocacy, COACH, Learn English	\$1,978	\$14,343	\$3,940	Actual < Budget
House of Hope	\$61,907	\$52,782	\$51,193	Actual < Budget
Finance, Audit, Legal, Management Fees	\$298,423	\$300,170	\$325,220	Actual > Budget
Volunteers & Communication	\$811	\$6,950	\$1,269	Actual < Budget
Partnerships & Community Relationships	\$15,620	\$22,025	\$12,565	Actual < Budget
Social Enterprise	\$0	\$270,112	\$295,398	Actual > Budget
TOTAL	\$629,395	\$937,880	\$930,683	

NET SURPLUS/DEFICIT	Actual 2022	Budget 2023	Actual 2023
	\$168,042	\$0	-\$204,008

Notes:

A: Funds are transferred from the NewHope Tax Deductible Fund as required by NHCC.

B: The sale of assets and transfer of the business of NewHope Medical Ltd. impacted the rental income for NHCC.

Balance Sheet as at 31 December 2023

ASSETS	\$1,531,378
Bank	\$7,442
Current Assets	\$51,679
Fixed Assets	\$869,545
Non-current Assets	\$602,712
LIABILITIES	\$134,014
Current	\$53,987
Non-Current	\$80,027
NET ASSETS	\$1,397,364
EQUITY	\$1,397,364
Reserves	\$30,960
Retained Earnings	\$1,570,412
Current Year Earnings	-\$204,008

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