



Annual Report Book

2022/2023



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Service Profile

Hope Connect Inc is a not for profit incorporated organization established in Telopea since 1974 as a service of Telopea Church of Christ and is predominantly supported by Department of Communities and Justice (DCJ).

Here is an overview of the support we provided for the financial year 2022-23.

Targeted Earlier Intervention Program (Families & Youth (0-17 years)) *DCJ funded 3 month program*

- Individual support plans
- Advice & support
- Counselling
- Parenting programs
- Information, referral, advocacy and liaison with other services.
- Home and community visits

The Intensive Family Preservation Program *DCJ funded & referred 6 month program*

This program is for families who need a more extensive level of support and offers all of the services outlined in the Targeted Earlier Intervention program, plus an on-call element.

Playgroup (Play & Grow)

This is a supported playgroup for parents and carers. Children are engaged in fun activities with singing, craft, indoor and outdoor play areas. It is a fun environment for the children and a great opportunity to meet other parents and carers in the local area, and exposure to parenting strategies.

Parenting Education Programs

We regularly run evidenced based parenting groups on topics that are relevant to local families and teens. The sessions are typically 6-8 weeks, practically focused, and aimed at all learning levels. Single session topics are also offered throughout the year as needed.

Youth Projects (12-17 years)

We have a range of opportunities for teens, including counselling, youth work, afternoon groups and school holiday activities.

No Interest Loans Scheme (NILS®)

The No Interest Loan Scheme that offers loans for essential goods and services up to \$2000, including whitegoods, homewares, health care and study needs.

Material Aid

Practical support is available in the form of food parcels, food vouchers, electricity, gas and water vouchers.

Telopea Shed

A volunteer led program open to the community with a fully equipped workshop offering maintenance, small projects, and DIY. Telopea Shed provides an opportunity to make friendships, repair broken household items, create and learn new skills with tea, coffee and lunch provided.

The Hope Connect Team

Management Committee

President

Tom Cummins

Vice President

Simon Brailey (*finished Dec 2022*)

Treasurer

Secretary

Kelly Aguirre

Public Officer

Sue Banks

General Committee

John Dickins, Liz Cummins

Staff

Business Manager

Kristy Peatling (*Acting*)

Family Support Manager

Acting: Kate Pederson (July-Dec), Helen Williams (Jan-Feb)
Losena Fuko (Feb-Aug)

Child & Family Workers

Kate Pederson, Helen Williams, Libera Milic, Carrie Davis
Davina Tan – *finished June 2023*

Playgroup (Play & Grow)

Carrie Davis, Skyler Williams

Material Aid

Carrie Davis

No Interest Loan Scheme

Melinda Parker

Telopea Shed Co-ordinator

Bruce Pederson

Accounts Officer

Alex Yelkapally

Office Manager

Kristy Peatling

Students & Volunteers

Students

Atalie Altman, Alice You, Chantelle Anlezark

Volunteers

Telopea Shed: John Dickins, Ray Cheal
Playgroup (Play & Grow): Gail Saxby



President Report

Tom Cummins

Hope Connect is motivated by the love and compassion of Jesus for all people and has been serving as a ministry of Telopea Church of Christ since 1974. After 49 years of ministry in partnership with one congregation, it is significant to acknowledge that 2023 will be our last year serving co-operatively with Telopea Church of Christ. I want to take this opportunity to thank the leadership, the staff, and the congregation of Telopea Church of Christ for their faithful, generous, and fruitful partnership with Hope Connect.

There have been many benefits that I can reflect upon from the partnership between Telopea Church of Christ and Hope Connect. My first interaction with Hope Connect was as a congregation member when I got involved over 20 years ago with a mentoring program with kids in the area, which Hope Connect facilitated. All of the Management Committee (MC) have been congregation members in the church, and more than a few past and present staff have joined Hope Connect after being congregation members at Telopea. All of us have shared a love for Christ and a love for those in our community, and that legacy will continue.

In conjunction with a long period of planning by the church, the Hope Connect Management Committee (HCMC) has been working with the Church Elders to transition the ministry of Hope Connect as part of an anticipated church merger. At this point, a union with Epping Church of Christ is likely, and it is exciting to invite members from that congregation to join the Hope Connect Management Committee. Hope Connect's strength and resilience have grown from our organisational roots in the church, and we are blessed that the future of Hope Connect has remained a focus for the church, even as it undergoes such a huge change.

I have surprised myself each year with the quantum of change that we have embarked upon as a team, and this year has been no different. But this will need to be the last time I let significant change be a surprise upon reflection when writing my annual report, as I can't deny that the next few years will hold more change for Hope Connect, but that is exciting. One season ending allows a new season to begin, and we have good reason to remain positive and hopeful for what lies ahead. As we have prepared for the coming changes, it has been hugely encouraging to recognise our strength as an organisation to endure challenges, surprises, and change, all while remaining confident that our ministry work and our future are secure and sustainable. We are greatly assisted by the mature and stable core team we have at HC.

The team has been greatly assisted by familiar names stepping up to carry some leadership vacancies through the year. Thank you to Kate and Helen, who both spent time as Acting Family Support Manager and a huge thank you to Kristy, who has continued to be the critical glue in our team dynamics as she works across multiple roles. Thank you to all the staff and volunteers who serve our community so well, including my fellow MC members, which this year included Liz Cummins.

I also cannot miss the opportunity to say a huge thank you to Sandy Timbrell, who has served as a volunteer member of the church in ways that have assisted Hope Connect for as long as I can remember. Sandy's faithful service has, for a long time, been inspirational to me personally.

Finally, thank you to our supporters, be it financially, relationally, upholding Hope Connect in prayer, or spreading our reputation through word of mouth. All your efforts are greatly appreciated and critically required to ensure Hope Connect continues being the excellent service in our community that it is. I pray that our Heavenly Father will continue to bless our work and efforts as we seek to practically show His love to our community.

Acting Business Manager Report

Kristy Peatling

Our service is made up of a number of programs, funded by a number of different sources and we are thankful to each of them for their ongoing support.

Hope Connect provides the following services: Family Support which includes Targeted Early Intervention; Parenting groups; Youth peer support; Community events; Material Aide; DCJ Intensive Family Preservation; No Interest Loan Scheme (NILS); The Telopea Shed.

Family Support

Family support is our core program and is provided through our NSW Department of Communities and Justice funding, with contract till June 2025.

We are funded to provide:

1. Intensive Family Preservation (IFP)
2. Targeted Early Intervention (TEI)

IFP – Intensive Family Preservation:

The early part of 2023 saw the roll-out of **Info Share** the renewed IFP data collection portal aimed at improving the effectiveness of the IFP reporting system - requiring enhanced data entry and outcome measurement

Over the year 2022-2023 the Family Support Team have supported between 9 families under the IFP program – spending up to 6-months with each family with the option to extend to 9 months should the need arise.

TEI - Targeted Early Intervention

Within the TEI program we provide case management, parenting groups, a supported playgroup, information, advice and referral, community events and advocacy.

Casework, Information and Referral is the core business of the Family Support team and by far the most intensive part of the team's work. There were over 50 families that were supported through case management in the year 2022-2023. Clients were taken in upon referral from referral agencies or they had self-referred. In no particular order, the top 5 needs identified and addressed were family violence – including parenting practices support; mental health issues; food and material needs, utility bills and financial capacity support; and housing and accommodation issues.

This year we ran the following:

Parenting Groups

- **Supported Playgroup** – a weekly group which provides a fun and stimulating learning environment for children and their parents/caregivers
- **Tuning in to Kids** – a parenting group
- **Triple P Parenting** – a parenting group
- **Calm & Connect x 2** – a baby massage group, funded by a grant from Parramatta City Council
- **Construction Zone x 2** – a small maintenance skills & DV program, ran in conjunction with Cumberland Women's Health

Community Events

- Spring Community Fair
- Christmas Party for our playgroup community and their families
- Creature Features (a reptile zoo) at playgroup, funded by a small grant from Parramatta City Council
- Biggest Morning Tea



Community Development:

Interagency and Networks: Hope Connect entered the Child Healing Interagency for the first time in June 2023 – with Helen Williams as the HC representative. This interagency is convened by the Australian Childhood foundation with the purpose of supporting practitioners with professional development and ascertaining that the children can access the support they need to develop strong, secure connections with safe and reliable adults in their lives. As a newly convened network the plan is to hold bi-monthly meetings.

Youth engagement/Youth Outreach – a series of 10 fortnightly Youth-Drop-in Events based at Sturt Park Telopea that ran from March to June 2023. Young people aged 12 – 18 gained information on health and wellbeing as well as access to sporting equipment and activities. Youth Support mentors and life coaches were also available to provide on-on-one support on life skills, school, and general youth issues. Hope Connect Family Support worked in collaboration with the Telopea Connection and the Parramatta CDAT Networks – with Hume Community Housing currently the Network Convenor. HC took the activity lead on the 16th of March 2023 – together with the Dundas Area Neighborhood Centre (DANC), Parramatta Council Youth Support and The Y

The Big Morning Tea (BMT) – HC ran on 25th May 2023, its own version of the global Biggest Morning Tea – in support of Cancer awareness. HC's BMT was an awareness raising event incorporated into the Playgroup structure – at which parents who participate at the supported playgroup – and their friends - received:

- information on impacts of cancer
- practical links to support - for persons impacted by cancer.
- Information on other support organizations in particular the Cancer Council and the Cancer Institute; and
- a scrumptious morning tea

Student Placement:

Hope Connect is committed to the continuous provision of the necessary field support, training, and skills enhancement of prospective social and family support practitioners. The professionalism of the Family Support Team is demonstrated in their dedication to mentor and coach the students on intricacies such as Casework and/or safe practices; case notes techniques; introducing the agency as well as

Confidentiality requirements and Mandatory Reporting; and other relevant social skills. The students are mainly from Western Sydney University and the Australian Catholic University - undertaking Social Work Degrees. Each student is also supported to undertake a special research project on a topic that is relevant to both the student's studies as well as Hope Connect

During the year we have had 3 social work students from UWS & ACU do their placements with us, these placements range from 300-600 hours. The students are able to help staff with research, case management and groups.

Staff Development:

Staff wellbeing, self-care as well as staff development are momentous features of the support that Hope Connect ensures for the Family Support Team. In the earlier part of 2023, we've provided updates on relevant services into which the team can tap for extra support in service delivery:

CAP - Christians Against Poverty - presentation on 22/03 with Zoe Stewart (Centre Manager, Carlingford CAP Debt Centre. The session provided HC staff with clear information on CAP's money mentoring support.

Centrelink Services: on 29/03 the family support team had a Q&A session with Heidi Taouk, the Community Liaison Officer, at the Parramatta Centrelink office. The Team were provided with multiple much needed tips, to supporting their clients with/through access to support services presented at Services Australia (Centrelink).

Youth Justice Conferencing: An Information session on Youth Justice Conferencing provided by the DCJ Parramatta Youth Justice Office was incorporated into Group Supervision on 03/05. This essentially provided the Family Support Team with a noteworthy orientation to the Youth Justice system and the Youth Justice conferencing process

Annual Team Retreat 13-15 June 2023: Hosted in Leura, NSW, a rural location, the retreat provided an environment where the team was able to learn to work together, get inspiration, and efficiently recharge, outside of the regular noises of the workplace.

Telopea Shed

A community of men and women meet on a Wednesday (and from July 2023, Saturdays) to explore their creativity in woodwork, home maintenance, carpentry and small projects. Numbers fluxuate each week as people's lives are always unpredictable but there is a dedicated core group of 10—15 who attend regularly.



This year, Bruce worked in conjunction with Cumberland Women's Health to deliver Construction Zone, an early intervention domestic violence program, in Term 4, 2022 and Term 2, 2023.

Management Committee & Staff

Thanks to the Management Committee who are diligent in their governance and oversight of Hope Connect. In December, Simon Brailey resigned as a member due to family commitments and Liz Cummins joined in February 2023. Current committee is: Tom Cummins, Kelly Aguirre, Sue Banks and John Dickins.

The potential merger with Epping Church of Christ will open up new avenues for Hope Connect to link with new management committee members, expanding our skill set and knowledge in a number of areas. We look forward to the next chapter.

Our team over the last 12 months has remained dedicated with a number of people having to continue in dual roles as we searched for a new Family Support Manager and Business Manager.

We are thankful to Kate Pederson who stepped in as Acting Family Support Manager between April 2022 till December 2022, and, Helen Williams stepped up and was Acting Family Support Manager while Kate took some Long Service Leave.

In February 2023, Losena Fuko started in the role as Family Support Manager, however finished with Hope Connect in August 2023, so the search continues. Carrie Davis has joined the team, replacing Davina Tan, who finished in June.

The Business Manager position remains unfilled, with Kristy Peatling continuing as Acting Business Manager.

Our current staff are:

Kristy Peatling, Kate Pederson, Helen Williams, Libera Milic, Carrie Davis, Alex Yelkapally, Melinda Parker, Skyler Williams, Bruce Pederson.

Our amazing volunteers are:

Gail Saxby, John Dickins and Ray Cheal



Parenting Education

Calm & Connect Baby Massage Group

The Projects Objectives are:

- Increase in skills and knowledge in parenting and attachment
- Increase in social connection
- Increase in wellbeing through massage and self care skills for participant and baby
- Increase in awareness of services by males, for parenting support
- Increase in awareness of services in the community that offer support

Overview

The course ran for a duration of five weeks, four weeks with a trained massage consultant (Trish Doyle) and on the fifth week the mothers 'ran' the massage sequence unaided by Trish in view of consolidating and mastering the skills they had learnt over the past month. The babies age range was from 6 weeks to 9 months, this age range was optimal for the purposes of practicing infant massage before the babies are crawling or toddling away!

This course also had a focus to include dads as part of the new baby journey and offering parenting support to fathers.

The course content each week included a 20–25-minute discussion topic, identified in part by the participants in week 1. The massage component lasting approximately ½ hour and plenty of time for morning tea and connecting with other parents. At the end of the group participants also had time to seek individual parenting or infant massage advice. The setup of the environment was important to encourage a state of calm and connection for both babies and parents. The room had low lighting with 'stars' projected onto the ceiling; relaxation music was playing softly through- out session. And of course, tea/coffee, and special nibbles were provided for morning tea.

The Infant Massage

Trish Doyle a registered nurse, infant massage therapist and breast consultant, facilitated the practical component of the course. Massage dolls were provided for the parents in case a baby was asleep at massage time or for the other partner to practice on when both couples were attending or another family member such as a grandparent. Each week participants learnt a new massage technique to add to their repertoire so that eventually skills were acquired to massage baby on the different targeted body parts. The techniques and skills learnt were directly related to calm baby, release stress in both baby and caregiver and alleviate colic and wind pain. Many parents identified in week one the desire to have the skill to alleviate colic and wind pain!

Discussion Topics

There were opportunities for large group discussion and then sharing in smaller groups to further strengthen social connections. During the 5 weeks the following topics were covered:

- Benefits of baby massage
- Bonding and attachment
- Developmental milestones
- Connecting and Communicating
- Self-Care



During the session on self-care participants also had opportunities to share helpful community services such as playgroups and gyms with child-care attached and websites, such as the Raising Children Network.

Outcomes

Calm n Connect 2023 was an overwhelming success. We had 14 registered and a wait list of 10! The average attendance each week was 12 babies and 15-16 adult participants. We had one father attend for the full 5 weeks and at least 4 other new fathers who attended at least one session as they were able to take the day of work. There were also 2 grandparents who were able to attend at least 2 sessions.

Participants reported that they were learning new skills and practicing the massage techniques at home. The dads who attended reported that the massage time was helpful in the bonding process with their babies.

Half-way through the course we had funding to pay a professional photographer to video a session, which we can use to feedback to our funding body and use in the future to apply for further grants for Calm n' Connect.

Parents also reported that it was “really good” to connect socially as they were still feeling the post-covid isolation.

Triple P Parenting Group

The Group Triple P Parenting Program centres around building a parent or carers capacity to manage the challenging behaviours of children aged 2 years to 12 years through the implementation of positive strategies to guide their child's behaviour and foster positive connections.

We had the pleasure of facilitating the group over six weeks in Term 1 of 2023. The group which was attended by nine mothers from our local community focused on unpacking what positive parenting looks like through exploring topics such as, factors which contribute to a child's behaviour, the use of routines and family rules to promote positive behaviour and healthy boundaries, utilising positive reinforcement and aligning expectations with the child's developmental age & stage.

At the end of the program participants reported that they were feeling more informed, capable and confident to approach challenging behaviours in constructive ways.

Supported Playgroup (Play & Grow)

Play And Grow – the Supported Playgroup at Hope Connect is always the proverbial hub of activities. Children and Parents indeed play, learn, and grow together

2022-2023 started off with the Special-Themes season in Term 3 2022. There is always excitement when parents and children are all engaged together in targeted activities marking special concepts – as in Gardening – in the month of July 2022; celebrating ATSI Children’s Day and Olympics Day in the month of August; and in the month of September 2022 the activities focused on bringing to the fore R U OK Day and marking Father’s Day/Appreciating Parents’ Day.

As with other P&G activities, the thematic activities throughout this term were designed to heighten the learning experience for the children and enhance the parents’ capacity to support their growing child in grasping basic listening, doing and relational skills.

Term 4 2022 was an opportunity to wind down and build up for the Christmas Season. It was a comparably short term – ending on 8 December, but there was still hype in marking White Ribbon Day with an emphasis on activities that bring harmony to individuals, to family and to community. We were able to end the year with an amazing Christmas party, with lots of games, singing, decorations, food and a special visit by Santa himself!



Through a small grant from Parramatta City Council we were able to bring *Creature Features* reptile zoo onsite at P&G in Term 1 2023. This was a highlight for the term, this activity enhanced the parent-child relationship – by bringing the best animal experience to the families - in a very safe and family-friendly environment.

In Term 2 2023 Play & Grow made its contribution to promoting cancer awareness in the community, by offering its own version of the Biggest Morning Tea. The Big Morning Tea at P&G was an awareness raising event incorporated into the Playgroup – at which parents and their friends received information: on the various types of cancer; on the impacts of cancer; on links to relevant support for persons impacted by cancer; linking to other support organisations in particular the Cancer Council NSW and the government led Cancer Institute NSW



A big thank you is extended to Davina Tam who led the group in 2022 until end-May 2023 – after which the baton was handed over to Carrie Davis. The greatest thankfulness also to Skyler Williams, the Playgroup Support Worker as well as Gail Saxby our forever Champion in Playgroup Volunteer.

The flourishing pathway ahead for Play and Grow is ascertained with this committed team in the helm.

NILS[®] (No Interest Loan Scheme)

Melinda Parker

Our No Interest Loan Scheme (NILS) has been very busy this year with 62 loans approved in the last 12 months. We work with clients so they are able to secure a no interest loan to purchase a variety of items, ranging from household appliances, to vet and medical bills.

The streamlining of the application process has meant that clients are able to complete their application either over the phone and online, or by an office appointment. There are still a number of clients who find the process overwhelming and 'give up' which is disappointing but we do our best to make sure that everyone has the opportunity to apply.

The new Illion bank scraping program, where clients can send their bank statements via link, the Adobe PDF document program that allows easy combining of numerous documents, a new laptop and a few less documents required by Good Shepherd have also improved the efficiency for each application. Kristy has made a wonderful Snap form so clients can find it and apply online and that has made it easier for some.

Some loan applications are extremely laborious, and some can be quite quick. For example, one person came into the office and the loan application was completed in a bit over an hour but never submitted for approval because the dear client couldn't decide on a workman to install her cupboards! There are also times when we complete the loan application and the client pulls out at the last minute....this usually happens 4 or 5 times a year.

This year only two of our loan applications were declined by Hills Community Aid, the loan provider. Usually we have a sense of when it may be declined and are able to give the client that feedback ahead of time. Some clients require a lot more handholding to get their loan sent in than others.

Hills community Aid and Hope Connect have a terrific working relationship where there is excellent communication and a sense that we are all working towards the clients best results.

Along with providing the loans we try and connect nearly everyone who approaches us with connections for anything from food vouchers or parcels, financial counselling, free legal aid, other resources in their neighbourhood. We have some clients who are fully separated by the digital divide, some who are very on edge and liable to get angry in the office, we talk pensioners through how to forward their bank statements from their phone app, and try to provide some kind of support or information to those who access our NILS program.

NILS Client feedback:

"I appreciate your assistance the past two years, you've been so helpful and kind and know your job makes a HUGE difference within the community. You surely did impact mine during my tough financial season and without your service I would not have had a vehicle to drive."

Hi Melinda,

It was a pleasure to work with you and I can't thank you enough for all your help and support for Jodie. It would not have been possible to achieve this without you and your wonderful network.

Hi melinda, I'm sorry if I was in any way rude in our call I take medication for anxiety and felt like I was getting anxious it wasn't your fault its just nothings gone right for me in my life and when I feel something I really want might not happen I might have a slight attack and need to take meds. Youve been a blessing and I do believe you are in contact with me through god so I appreciate all your help and patience with me god bless you and once thankyou for everything.

Material Aid

Kristy Peatling

Material Aid continued to be in high demand, and with Wesley Mission providing us with grocery cards and donations to our food pantry from The Lions Club, Carlingford Uniting Church, Telopea Christian Centre and members of the community.

Appointments for food assistance were conducted over the phone or in person, with clients coming into the office to collect physical vouchers. We are again thankful to Wesley Mission for their continued provision of grocery cards.

Our food pantry remained stocked during the year through donations from Carlingford Uniting Church, Domain Security, ARC Pet Food, Lions Club of Carlingford and members of the community.

Throughout the financial year Material Aid was accessed 474 times (325 appointments and 149 drop ins).

- 298 people received food vouchers
- 170 people received food parcels.
- 27 clients were provided with EAPA vouchers for electricity and gas bills



Staff & Volunteer Training

- Childhood Trauma Conference – Kate Pederson & Helen Williams
- Tuning In To Kids – Libera Milic
- LEAD: Clinical Supervision: Models & Methods – Kate Pederson
- ACWA: Child Protection: Identify and Respond to Children & Young People at Risk – Davina Tan
- iCare: Small Business – What you need to know about Workers Compensation – Kristy Peatling & Alex Yelkapally
- iCare: Small Business Hub – Your one stop shop – Kristy Peatling
- LCSA: Privacy & Information Security Forum – Kristy Peatling
- Welfare Rights Centre: Domestic and Family Violence & Centrelink – Libera Milic & Davina Tan
- LEAD: Hand in hand Make it Happen. Make it Matter – Libera Milic & Davina Tan
- Tuning In To Teens – Libera Milic
- LEAD: Managing Behaviours of Concern – Davina Tan
- LEAD: Key Concepts in On the Run (Accidental) Counselling Family Support & Community Workers – Davina Tan
- ACU Strathfield: Preparing for Placement - Field Educators and Supervisors' Seminar – Helen Williams
- Good Shepherd NILS: “Asking about family & domestic violence” – Melinda Parker
- LEAD: “Self-care is not Self-ISH! Self-care for TEI Workers” – Losena Fuko
- LEAD: Case Notes: Writing for Purpose – Losena Fuko
- LEAD: Introducing the TEI: An overview of the TEI for new Staff – Losena Fuko
- Our Community: Leading Change at your organisation – Kristy Peatling
- EAPA Advisory Meetings – Kristy Peatling

Established Partners

- | | |
|---|-------------------------------------|
| • DCJ - Parramatta and Auburn office | • Cumberland Women’s Health |
| • Hume Social Housing | • Boronia Multicultural Services |
| • Dundas Area Neighbourhood Centre | • YMCA Street Gym |
| • City of Parramatta Council | • Australian Catholic University |
| • Wesley Mission | • University of Western Sydney |
| • Adorable Care | • Cumberland Women’s Health |
| • NSW Health High Street Youth Services | • Parramatta Leagues Club |
| • Hills Community Aid | • Police CALD & DV Liaison Officers |
| • Mobile Minders | • CDAT |
| • Sage Community Services | • LDAT |
| • Pathways Community | • St Bernadette’s Public School |
| • N-Able IT | • Domain Security |
| • Good Shepherd Microfinance | • Lions Club – Carlingford/Dundas |
| • DSS Early Intervention Domestic Violence | • Rotary Clubs – North Rocks & Ryde |
| • Wesley Specialist Accommodation Service | • Telopea Connections |
| • Auburn Community Health Social Welfare Support Services | • Carlingford Uniting Church |

Financial Contributors

Hope Connect wishes to acknowledge the invaluable assistance during 2020-2021 from the following funding bodies and donors:

- **NSW Department of Communities and Justice** – Family Support program; Material Aid worker salary
- **Fresh Hope Engage** – our auspicing body for DCJ TEI program
- **NSW Fair Trading** – NILS® program – worker salaries
- **Good Shepherd Microfinance** – NILS®
- **Sydney Water** – account assistance vouchers for clients in Material Aid program
- **NSW Department of Industry and Investment** – account assistance vouchers for payment of power bills for clients in Material Aid program
- **Parramatta Leagues Club (PCC Club Grant)** – funding 2 additional Calm & Connect Baby Massage groups
- **Sydney Young Nak Church** – Donation to Family Support program
- **Vivienne Court Trading** – Donation to our Family Support program
- **Rotary Carlingford** – Donation to purchase Opal Travel Passes
- **Wesley Mission** – Provision of Material Aid grocery vouchers
- **Lions Club of Carlingford-Dundas** – Donations to Material Aid program
- **Carlingford Uniting Church** – Donations to Material Aid program
- **Rotary Clubs – North Rocks and Ryde** – Christmas gifts for clients through the Tree of Joy program
- **Joshua Wellness Practice** – Christmas Food donations and gifts for clients
- **Domain Security** – Donation to Material Aid Program and Christmas Food Hamper clients
- Private individuals who gave generous financial and material donations to the work of Hope Connect

Donations

Hope Connect Inc has Deductible Gift Recipient Status (DGR). This means that financial supporters of their work can claim financial gifts as a tax deduction.

You can make financial donations to any of our projects, just put the project name in the reference section.

Some projects you can donate to are Material Aid, Parenting Groups, Christmas Hampers

Our bank details are: BSB: 082 186 Account Number: 04609 8955

Auditor's Report



SDJ Audit Pty Ltd t/a SDJA
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Hope Connect Incorporated
Auditor's Independence Declaration to the Management Committee of Hope Connect Incorporated
For the Financial Year Ended 30 June 2023

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor for the audit of Hope Connect Incorporated for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

SDJA

Simon Joyce
Director
September 2023
Sydney, New South Wales

Statement of Profit or Loss and Other Comprehensive Income (as at 30th June 2023)

	Notes	2023 \$	2022 \$
Revenue			
Revenue from contracts with customers	4	704,709	736,465
Other income	5	59,411	59,625
Total revenue		764,120	796,090
Expenses			
Administration and other operating expenses		(64,249)	(60,872)
Client assistance, program and materials		(66,654)	(67,038)
Depreciation		(34,911)	(35,257)
Employee benefits expense		(481,754)	(533,640)
Finance expenses		(1,929)	(2,511)
Lease payments for short-term/low-value leases		(560)	(241)
Office expenses		(44,009)	(49,436)
Total expenses		(694,066)	(748,995)
Net surplus for the year		70,054	47,095
Income tax expense		-	-
Surplus after income tax		70,054	47,095
Other comprehensive income		-	-
Total comprehensive income		70,054	47,095

Statement of Financial Position (as at 30th June 2023)

	Notes	2023 \$	2022 \$
Assets			
Current			
Cash and cash equivalents		845,340	773,661
Other assets		830	1,340
Current assets		846,170	775,001
Non-current			
Other financial assets		1,130	1,130
Property, plant and equipment		60,721	93,524
Non-current assets		61,851	94,654
Total assets		908,021	869,655
Liabilities			
Current			
Trade and other payables		51,439	43,494
Provisions		97,133	101,337
Other liabilities		21,422	26,918
Current liabilities		169,994	171,749
Non-current			
Provisions		589	9,100
Other liabilities		22,462	43,884
Non-current liabilities		23,051	52,984
Total liabilities		193,045	224,733
Net assets		714,976	644,922
Equity			
Reserves		32,016	32,016
Retained earnings		682,960	612,906
Total equity		714,976	644,922

**HOPE CONNECT INC
ANNUAL GENERAL MEETING**

4th October 2022

AGM commenced 7.07pm

PRESIDENT'S WELCOME

Tom welcomed Elders to AGM

ATTENDANCE: Kate Pederson (online), Sandy Timbrell, Colin Timbrell, Tom Cummins, Kelly Aguirre, Sue Banks, John Dickins, Keith Stevens, Simon Brailey

APOLOGIES: Kristy Peatling, Ruth Stevens

CONFIRMATION OF MINUTES OF THE PREVIOUS AGM

Motion for acceptance of the minutes of 13th Oct 2021 Annual General Meeting, contained in the 2022 AGM report booklet be accepted as a true and correct record of the proceedings with two amendments as follows:

Update 'Attendees Present' to add Colin Timbrell:

Moved: Tom

Seconded: Kelly

Carried

ANNUAL REPORTS OF HOPE CONNECT ACTIVITIES

Sue acknowledged how HC services were laid out and staff profile was very clear overview, as well as stories, pictures gave life to the report. John acknowledged client feedback was excellent, as well as acknowledging Kate and Kristy work pressing ahead. Sandy acknowledged while other agencies pulled back, HC progressed, enhanced our reputation.

Tom acknowledged throughout lockdowns the team sought opportunities to stay as open as we could. Kate acknowledged this was welcomed by the local community. Throughout the whole lockdown Kristy and Steph remained onsite which was very helpful for incidental activities and distributing food parcels, keeping a face open with community. Case workers were working from home. External acknowledgement from Parramatta Council and Australia Day Award. Colin acknowledged Elders retain vision about being a lighthouse in the community and this is significant with Hope Connect Tom agreed it is still prompted in people's hearts. Sue discussed staff resilience and looking for new ways. Sandy acknowledged Loretta Pederson's support with external supervision since Stephanie had left. Tom reflected report highlights how much has been done, first 3 months of the year was lockdown, IFP program from Fresh Hope to directly managed by Hope Connect, saving 5%. We have had 5 students. We had Australia Day Awards. At times parents feel lost, what our child needs, the team help parents connect and support their kids better is wonderful to be a part of. Recognising cultural diversity reflected in Construction Zone and word of mouth effect, community bringing along others and initiating ideas, providing feedback. Straight Talk – less willing to accept sexual harassment, and challenge of online forums. Excited to see Gail Saxby contributing. Seeing a person receive a new couch, packaged food. Interactions with The Shed, moving from country and building connections. This is exactly what we are trying to do, provide a safe place people can connect. Case Work at Hope Connect can be a hard balance at times. There is truth and want to acknowledge and appreciate the team efforts. Tom acknowledged financial contributors listed on page 21 of report.

Motion for acceptance of the Annual Reports of Hope Connect activities in the 2022 AGM report booklet:

Moved John

Seconded Sue

Carried

FINANCIAL REPORT

Auditor Report in AGM booklet include in the next year include Executive Summary of the Auditors Report in future reports. Action: Add to the HC Timeline.

The Financial Statements and Auditor's report looks at a consolidation of finances from all Hope Connect programs. These are; Targeted Earlier Intervention (TEI) formerly Child, Youth and Family Support (CYFS), Intensive Family Preservation Program (IFPP), Hope Connect Material Aid (HCMA), No Interest Loan Scheme (NILS) and Telopea Shed. Grants and donations for one program cannot and are not used in any other program.

Motion for acceptance of the financial report:

Moved Simon

Seconded John

Carried

THE APPOINTMENT OF MANAGEMENT COMMITTEE MEMBERS

The following committee members for the coming year are re-standing with the approval of Telopea Church of Christ elders, in accordance with clause 3b of the Hope Connect Inc Constitution:

- President: Tom Cummins
- Vice President: Simon Brailey
- Secretary: Kelly Aguirre
- Treasurer: Simon Brailey
- Public Officer: Sue Banks
- SDJA as auditor for the financial year 2022-2023

Colin took the chair and outlined office nominations as above.

Motion for acceptance of the office bearers auditor:

Moved Kelly

Seconded Tom

Carried

Colin handed over to Tom

Simon noted reclassification of Donations rather than Contracts with Customers.

Tom recognises value of Auditors willing to attend Hope Connect meeting and speak to the Audit, take questions and answer.

Tom acknowledge it has been a big year, lots of change and seek to fill two senior roles.

Close AGM 7.45pm

Vision, Mission, Goals, Beliefs and Values

Our Vision (Why Hope Connect exists)

To love our neighbours

Our Mission (How are we trying to achieve our Vision)

Hope Connect, motivated by the love and compassion of Jesus for all people, and serving as a ministry of Telopea Church of Christ, will endeavor to empower those we connect with.

Our Goals (What are we trying to do)

Be motivated by the love and compassion of Jesus for all people

- Be a light in the darkness
- Love our neighbours as ourselves
- Show compassion and empathy with boundaries

Serving as a ministry of Telopea Church of Christ

- Support people impacted by disadvantage
- Offer hope for those in distress
- Make the best use of our available resources in an efficient, effective and caring manner, with financial integrity and sound business practices

Meet the enduring and changing needs

- Meet the needs of others, with resources we have available
- Identify the changing needs of families, individuals and the connections they form
- Meet specific needs without discrimination
- Equip and empower people
- Regularly seek feedback and review our services and support

Individuals and families

- Promote a non-judgemental acceptance of people as unique individuals
- Respect, preserve and strengthen family relationships where possible
- Ensure privacy, confidentiality and dignity for all people
- Allow all voices to be heard, including children

Community

- Show the same concern for everyone as demonstrated by Jesus
- Promote the awareness of our services within the community
- Collaborate with others to provide diversity of assistance
- Seek to preserve the uniqueness of families and individuals and connect them into community
- Operate in a manner that continues to establish confidence and trust

Healthy wellbeing

- Provide a holistic approach to service that considers emotional, physical, social, financial, mental and spiritual needs
- Assist people in building community
- Provide a safe environment

Our Team (Who are our partners)

We are committed to working in collaboration with others.

We actively work with and value the partnerships with Hope Connect participants and their support networks to fulfill our mission and build a holistic and inclusive community of support.

Our partners include:

- The Hope Connect team, which includes management committee, staff and volunteers
- Telopea Church of Christ
- Fresh Hope Engage
- Local businesses
- Sectors relevant to our local community such as Health, Education, Housing, Justice and Immigration
- Peak Bodies and Professional Associations
- Local and other complementary networks and services
- All levels of government
- Other non-government community organizations
- The community

Our Statement of Beliefs

- the Bible is the true word of God inspired by the Holy Spirit;
- we believe in the Trinity - Father, Son and Holy Spirit;
- we are saved to eternal life through Jesus the Son;
- our hope is found in the life, death and resurrection of Jesus;
- Jesus will come again;
- all people having been created by God are valuable and care should be provided for those who find themselves in a situation of need or distress;
- we are called to love our neighbour as ourselves.

Our Values

Hope Connect endeavours to operate with the following values based on Christian principles:

Respect – Recognising the inherent value of people, we aim to respect people by treating people as we ourselves expect to be treated, offering love, grace, generosity, acceptance, confidentiality and dignity for all who we walk alongside. We strive to help people reach their potential while acknowledging their own experience and choices.

Integrity - We aim to display love through being honest, transparent, responsible and accountable for our actions in our support, finances and practices.

Perseverance - We are committed to walking alongside people through difficult times, within the framework of programs offered. Where we cannot meet the needs of an individual, we will seek to find and connect them with the most appropriate service, we are committed to “*no wrong door*”.

Inclusion – We recognise all individuals as worthy of respect, consideration and inclusion. We strive to value and support wellbeing, for all adults, youth and children, without exception.

Compassion - We walk alongside individuals where they are at, acknowledging that all have a story to tell and everyone’s story is respected and viewed with empathy, skill, care and concern, whilst focusing on empowerment, self-determination and sustainability.

Trustworthiness - We strive to be honest, ethical and worthy of trust in all our interactions, through prioritising the building of relationship. We endeavor to practice and reflect this in our processes, documentation and outcomes.

Social Justice – We actively uphold justice for all and will seek, within our capacity, to advocate and support individuals to have a voice and be heard, upholding those that have been disadvantaged.

Positive Workplace – We will create and maintain a welcoming and supportive environment, by generously sharing knowledge, working co-operatively, and respecting the skills and experience of others. We commit to growing our individual and team capabilities.