

Hopefield

2020

Annual Report

Thank You, Partners 2020

A service as far-reaching as Hopefield could not happen without our many partners and supporters. Thank you for your support. In providing services throughout 2020 to our clients, we would like to acknowledge the assistance and support of the following groups.

Special thanks to the following organisations:

- Gymea Baptist Church
- "Revive" Cronulla Baptist Church
- The Big Sister Foundation
- Sutherland Shire Council
- Kingsley Foundation
- Sylvania Waterways Limited
- National Storage – Kurnell
- One Meal
- Orana
- The Salvation Army
- Lions Club Cronulla
- Cronulla RSL

Thank you to supporters and Volunteers for:

- Christmas Hampers & Gifts - Special thanks to Sheena Hind, GBC volunteers and the many donors who contributed
- GBC Food Drive
- Hopefield Op shop - Volunteers
- Admin Support - Jean Dougal
- Food Co-op - Wayne Staunton, Rob Cook, Coralee Rough & Elizabeth O'Neil
- Food Pick up & Packing - Connor Mellersh, Rob Milz, Jerome Lee, Bruce Munroe
- IT Support - Stan Kirkman
- Men's Group - Volunteers
- Hopefield Prayer Team
- Thursday Boys - Maintenance
- Donald Robinson Village - Faye Hillier & Food Collections
- Hopefield Markets - Mel Timpson
- Community Programs Support and Cronulla Project Management - Phil Moss
- Sutherland Shire Toy Restoration
- The Inner Wheel Club of Sutherland

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A scenic landscape photograph. In the foreground, the dark, silhouetted branches of a large tree frame the top and right sides of the image. Below the tree, a vast, flat green field stretches to the horizon. The sky is a mix of soft orange, yellow, and blue, suggesting a sunset or sunrise. A few small, distant trees are visible on the horizon line.

Mission

Hopefield is a Christian, community-based, therapeutic and social services organisation that enables people to solve issues by equipping them for change, inspiring hope and transforming lives.

Board of Directors 2020



Ross Langford
Chairman



Melisa Giles
Vice Chair



Jason Ezzy
Secretary



Kerrin Ryan
Treasurer



Neil Evans
Member



Rev. Dr. Marc Rader
Member

Chairman's Report 2020

What a year, what a heritage and a blessed future to come. Over 21 years, Hopefield has transitioned from Tea Garden's Cottage to Southern Community Welfare and now to Hopefield Services. So much has changed and grown but so much remains the same. Especially the Heart to serve and do so much with so little. God continues to go before us.

After 16 years of faithful service, Russell Fox stepped down as Chair on 4th March 2020 and I accepted the Board's nomination to become Chair. And what a year it has been. Despite the pandemic, the staff continue to strive to see lives changed for the better; Helping people be empowered to break free from debilitating struggles affecting their lives. Anyone who has been a client has been cared for as a child of God. The support has been so heartening. Donors continued to support us as well as the Government. We are so thankful. All services were maintained and some enhanced.

We have a fabulous, talented and passionate team at Hopefield. The Board's deepest thanks go to Vicki Sherry, our CEO, and to all our hard-working staff and volunteers, for the wonderful work they are doing, and the exceptional results they are achieving. Even though we are a small organisation, with God's blessings, we make little go far.

It is exciting to see the great results achieved by a team who share a common vision to see people be given new hope and empowerment so they can reach their full God given potential in their lives. None of which would be possible without the backing of our dedicated and loyal supporters whose tax-deductible donations keep our doors open and our services available to all those who need our help. Please know how grateful we are for each one of you. And we expect 2021 to be just as exciting as the last, with many positive possibilities. Please look out for our updates and your chance to continue to support the work of Hopefield.

Ross Langford

Chairman

CEO Report 2020

Following a year that has been both complex and uncertain, a year in which new vocabulary such as 'pandemic' and 'social distancing' emerged in our vernacular, a year that for many was also highly turbulent, it is my pleasure to present the Hopefield 2020 Annual Report.

Having taken the time over the last few years to be clear on our vision, mission, values and purpose, and to invest in the right people, programs and systems, Hopefield was able to ride the 2020 wave of uncertainty with clarity and purpose, adjusting services and program delivery to meet emerging needs. This would not have been possible without the enormous support and work of many. On behalf of the Hopefield Board and staff, I thank you for your support, your encouragement, and your faithfulness to Hopefield amid this extraordinary year.

Hopefield's three consistent organisational outcomes (refer to page 13 for details) across all endeavours, were key to ensuring our activities remained methodical, measured and meaningful in their impact for individuals, families and communities.

Our Clinical Services team adjusted to a multitude of changes without skipping a beat. The team adapted to delivering services through new mediums (including phone and video) so that support continued even through the tightest lock down periods. This channel for service delivery continues as an option even as restrictions have eased. In a year that exacerbated uncertainty, anxiety and loss, it was critical to be well-positioned to support those in need.



Further adjustment was necessary as the team adapted to the loss of Robert Boardman as Clinical Director (following his move with his family overseas). Despite these changes, the team continued to operate strongly, and services not only continued, but expanded, over 2020.

The Support Services team developed a range of collaborative programs to meet emerging needs, such as the Community Co-Op Sutherland Shire and HopeDrive. The team also adapted other programs such as the partnership with One Meal to operate as a take-away service. Case Management support continued and adapted to a variety of mediums (refer to page 18 for more details).

Hopefield's community and group programs delivered both Cool Kids and Circle of Security twice over the school year. Both are multi-week, small group, early intervention programs. Additionally, various parenting workshops were delivered including the "Anxiety in Children" workshop was delivered seven times across schools, churches and parenting groups.

Further bespoke programs were delivered, such as support to Inaburra School, (including support for the pre-school teachers/parents and high school year advisors) and education to 3-Bridges employees on social isolation.

Jitters was re-imagined into an e-book, with voice-over support generously donated by both Susan Scott and Mark Coleman, to whom we are incredibly grateful. Look out for the official launch coming up soon.

CEO Report 2020

Finally, Hopefield was commissioned by local government to develop a three-part video series for mental health month, in October 2020. This video series was made available to teachers for use in the classroom with children in primary years. We are excited about exploring the feasibility of expanding this program in 2021.

Outcomes and feedback for all programs remained strong throughout the year and two months were dedicated to ensuring feedback was obtained for all services. One of the most rewarding outcomes from this process was that 100% of clients rated both the therapist and the organisation as either 'good' or 'very good' at meeting their expectations and needs. A pleasing result that we aim to continue to maintain and, if possible, improve on.

The team's ability to pivot to digital service provision was supported by a well-timed investment in a digital practice management system. Completing the pilot at the end of 2019, with a cut-over to digital on 1 January 2020, was a providential decision. The organisation was ready and confident that our technology choice assured us of both data security and strong practice protocols.

As a result of incredibly generous support at the tail-end of 2020, Hopefield found itself in a unique financial position. This has already begun to make a significant difference to how we plan for 2021 as we explore the ability to invest in areas that have previously been out of reach and that can position the organisation for step change.

As we look forward to 2021, we are excited to begin planning for Community Hubs. This is a vision that has been placed on Hopefield's heart for some time. A vision of a welcoming space that brings services and community together.

Thank you again to our incredible community of supporters who have backed Hopefield across an extraordinarily challenging season. For giving us certainty and support during periods of incredible uncertainty and challenge!

Our sincerest thanks also goes out to all of our volunteers, and to the incredible work of the Hopefield Board. Each of you give selflessly and willingly for the greater good of those in our community. Hopefield could not do what it does without you, your gifts and skills.

On behalf of all the staff and our clients, we thank you, with the deepest of gratitude, for partnering with Hopefield.

Vicki Sherry
CEO

Clinical Services 2020

Among the myriad of presenting issues, the Clinical team at Hopefield has always desired to see one element enhanced – resilience! Building hope by gaining practical skills like resilience has been critical in this year that has been like no other.

Hopefield Clinical Services has continued to provide support and promote positive change for those in need. As the COVID-19 pandemic drags on globally, there is little doubt that it is taking a lasting toll on the mental health of many people. Fear of getting sick, the loneliness that accompanied quarantine and a fragile economy combined to create a complicated set of challenges to mental well-being. But there is always hope, and the team at Hopefield have seen people thrive regardless of the barriers they have had to overcome.

Hopefield has a very broad range of services delivered to a varied population. Ranging from clinical psychology for diagnosed mental health concerns, to speech pathology for articulation or literacy, to counselling for couples or bereavement, Hopefield has once again addressed a plethora of concerns in our community. The range of those receiving support is similarly as broad, from young families, to seniors, to women overcoming domestic violence situations, to children, to people experiencing homelessness, every person regardless of circumstances is welcomed at Hopefield.

Key services offered through the clinical services team in 2020 included:

- Psychological and counselling services for adults, children and families
- Speech therapy services for children and adults
- Preventative mental health education to schools, the sector and general public
- Small group early intervention and education programs for:
 - Anxiety (children aged 8 – 12)
 - Parenting (for parents with children aged 0 – 8)
- Resources development:
 - Video series with Gymea Baptist Church (GBC), for GBC community during COVID on mental health issues
 - Three-part video series commissioned by local government for October's mental health month targeting primary school aged children
 - The second edition of "Jitters", as an e-book

Additionally, services were delivered digitally for the first time. Telehealth, especially during the peak of restrictions, grew enormously. It is now established as a legitimate mode of delivery and for many people the preferred way of receiving therapeutic support.

Over 2020, the Clinical Services team was able to serve more than 290 clients, through completion of over 2,000 sessions, of which over 1,200 were either pro-bono or subsidised.

Clinical Services 2020

Program outcomes include:

- 100% of clients either 'strongly agreed' or 'agreed' that the therapeutic process was helpful in accomplishing their immediate objectives.
- 20% of sessions were delivered using a variety of telehealth options.
- 37% of clients were children (under the age of 17).



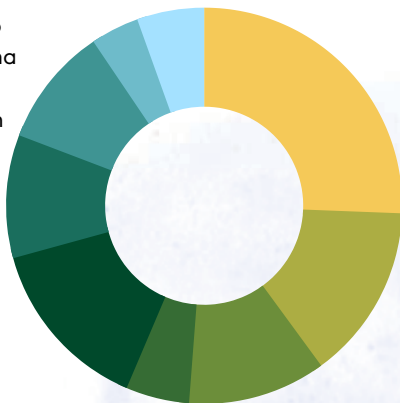
"I'm so grateful to Jo for her guidance, empathy & gentle nature. She is very knowledgeable and has a great talent as a psychologist. I'd thoroughly recommend her. I haven't found a Christian counsellor / Psychologist before finding out about Hopefield. This has made such a difference being able to talk openly about faith & spirituality & being understood. God has blessed me to have found Hopefield."

Anxiety continues to be the dominant presenting issue followed by behavioural support for parenting and relationship support.

Domestic Violence counselling support made up 10% of clinical presentations and typically co-presented with anxiety and/or relationship counselling. Another co-morbid presentation was parenting support with anxiety and/or relational support.

Clinical Presentations

- 25.6% Anxiety
- 14.3% Behavioural (incl. Family & Parenting)
- 11.3% Depression
- 5.2% Grief & Loss
- 14.3% Relationship
- 10.1% DV / Trauma
- 9.8% Stress
- 4% Mental Health
- 5.5% Other



On average, clients engaged with the therapeutic process for 6 sessions, which typically is sufficiently long enough to achieve therapeutic outcomes.

With 12 months of data now available to us through the digital practice management system, the team are also looking at how to continue to improve our engagement rate and how to continue to therapeutically assist clients to achieve outcomes faster. This takes investment in both the therapeutic supervision process and skills of the team. Hopefield has been privileged to have an incredible depth of expertise available, so that even with Robert's departure, Linda Salem was able to step into the supervisory role in a temporary capacity and has since been appointed as Clinical Team Leader.

One of the new things that Hopefield was able to deploy in 2020, was a comprehensive client feedback program. Feedback was collected on the quality of the service from the individual therapist, through to the overall support from Hopefield. One of the most rewarding outcomes from this process was that across all feedback received, 100% of clients rated both the therapist and the organisation as either 'good' or 'very good' at meeting their expectations and needs.

"Great service and professional, caring staff members."



Hopefield is...



Hope



Compassionate



Empowering



Respectful



Excellence



Adaptive



Vision Flourishing Communities

Hopefield is...

Mission

Hopefield is a Christian, community-based, therapeutic and social services organisation that enables people to solve issues by equipping them for change, inspiring hope and transforming lives.

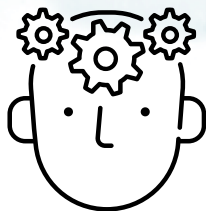
Our Why

- We fundamentally believe that every human being is inherently worthy.
- Regardless of life circumstance, background or belief, every individual matters and we exist to improve the lives and wellbeing of our clients by showing them that change is possible.
- We do this by offering "pay as you can services", equipping clients with the every-day skills necessary for improved communication, resilience, social and emotional functioning, healthy relationships and improved sense of belonging.

Our Values

Hope is the umbrella under which every interaction is conducted. Hope is offered to every person who comes into contact with Hopefield, initially as a means to combat trauma and eventually as a state of mind.

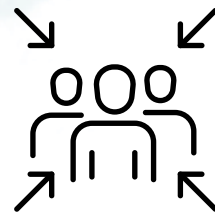
What We Do



Clinical Services
Therapeutic Support



Support Services
Social Support



Community Hubs
Empower & Connect

Hopefield Organisational Outcomes

Hopefield has three consistent organisational outcomes across all endeavours, which are also underpinned by creating hope in every interaction.

These are:

- Individuals are emotionally & functionally healthy
- Families are safe, nurturing and resilient
- Communities are vibrant, connected and thriving

Support Services 2020

Throughout 2020, the Support Services team worked with a range of clients across case management, relief and group programs. During the lockdown period, services adapted to minimise disruption and ensure service provision to those in need. As a result, clients were able to engage in most programs, receive appropriate supports and achieve outcomes.

1. Support Services Outcomes 2020

The Support Services team has 6 outcomes that are aligned to the three core Hopefield organisational outcomes. These outcomes and measures are designed to determine if the Support Services programs are having the right impact on clients' overall wellbeing, including meeting their emotional, physical and practical needs.

Outcome 1: Individuals & families have improvement in their overall wellbeing and life domains.

- o 88% of clients who completed their programs had an improvement in two or more life domains.
- o 40% of clients indicated a reduction in either depression, stress or anxiety levels.

Outcome 2: Individuals & families are provided have access to essential needs.

- o 94% of clients used one or more of the practical assistance programs.
- o 46% of clients received food parcels at least every fortnight.

Outcome 3: : Individuals and families are in safe long-term housing.

- o 100% of clients that completed the Support Services program went into stable safe accommodation.

Outcome 4: Individuals and families increase participation in purposeful & meaningful activities.

- o 83% of clients were linked into two or more services in the community and were still using these services on completion of the Support Services program. Clients were supported to stay engaged with appropriate services to achieve their goals.

Outcome 5: Individuals and families display an improvement in community participation / connection.

- o 54% of clients increased their community participation.
- o 34% of those who increased community participation started working or volunteering, giving them some routine and purpose.

Outcome 6: Individuals and families have an increased sense of Hope.

- o Overall, 86% of clients reported an increased sense of hope or purpose when exiting the program.

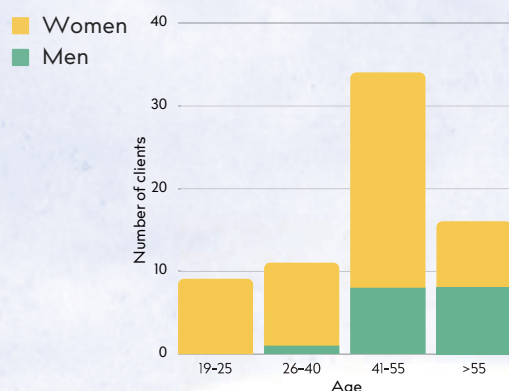


"Services at Hopefield have been extremely helpful & proactive. Tools are given to help people & situations immediately which is exactly what I need. Very appreciative of their professional ethics & support."

Support Services 2020

2. Case Management Program

The Support Services team worked with a total of 70 clients: 50 females and 20 males. Most female clients were aged 41 to 55yrs, whereas most males were 55 years and over.



Breakdown Origin

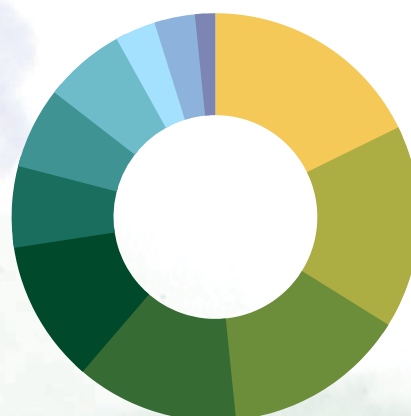
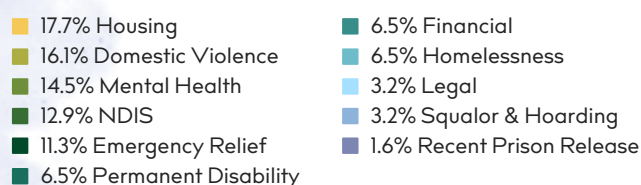
Out of the 70 clients who participated in case management, 54% were Australian, 35% were Culturally and Linguistically Diverse (CALD), 5% from New Zealand, 3% British, 3% Aboriginal and/or Torres Strait Islander.

Referral Pathways

The primary referral pathways over the course of 2020 were: 48% community organisations, 17% self-referral, 7% churches and other non-government organisations, and the remainder were referred through government organisations, psychologists, word of mouth and council. This is quite different to the primary referral pathways of 2019, where the top two pathways were 15% government organisations and 15% internal referrals. This would indicate that community organisations are collaborating more and at the front line of a lot of the fallout due to the COVID pandemic. Connected to the pandemic would also be the increase that Hopefield has seen in self-referrals, with many individuals and families presenting in dire need of practical and emotional support.

Primary presenting issues

The top three primary presenting issues were: housing, domestic violence and mental health.



This year Hopefield has seen a slight shift in primary presenting issues. By comparison, in 2019 the top three were: Permanent Disability, Housing and Domestic Violence.

It is important to note that the primary issue is not the only issue present and hence is not the only issue that the Support Services team will assist with. 100% of Support Services case managed clients had other concurrent challenges, connected with the individual and/or their family, that required support.

Clients identified as having experienced (or currently experiencing) secondary issues such as Mental Health (21%), Emergency Relief (15%), and Housing (12%). Other issues included: homelessness, drugs and alcohol, financial issues, parenting and permanent disability. Primary and secondary issues are recorded as 'self-identified' by the client. Support extended by the Support Services Case Management team was often not exclusive to these two identified issues.

Support Services 2020

Domestic & Family Violence (DFV) Support

Client statistics

In 2020, Hopefield provided case management to a total of 12 clients presenting with DFV as their primary issue: 83% of the DFV clients were women, 17% men, 58% have children under the age of 16 years. Within these domestic violence client statistics, 92% of clients were receiving Centrelink payments or had no income. There were a further 9 clients with DFV in their history, however they presented with other issues such as mental health, housing and financial hardship as their primary concern for case management.

Work with clients experiencing DFV can be very complex as the client is often dealing with multiple concurrent issues and the case manager is supporting the client as well as coordinating supports/services for multiple children. The main concurrent issues that the case managers work on are housing, mental health, legal and parenting issues.

Client outcomes

We had six DFV clients exit the case management program throughout the year, who identified DFV as their primary need.

- 33% of clients were rehoused/housed in safe long-term housing.
- 83% of clients were provided with essential needs (such as food assistance) and linked into other services in the community.
- 30% of clients disengaged with the service and were unable to be contacted.

NOTE: Just over half of the women in the case management program were in the age range of 41-55. Many of these women presented with other issues such as mental health, housing and emergency relief. As the team developed relationships and trust with these clients they identified that often there was either a background of domestic violence or ongoing violence in current relationships, that is not always disclosed on initial assessment.

There may be various reasons for this and the team plans to review this in further detail. Early thoughts on possible reasons for this include:

1. Clients recognise their situation but are ashamed and/or fearful of being in that situation and don't trust to disclose this at the assessment stage.
2. They may not be aware that they are in an abusive situation.
3. They are so conditioned to being in abusive relationships that the violence does not even register as an issue.

It does however point to the ongoing impact of trauma, violence and abuse in a person's life, often times long after the abuse has ended.

Child & Family

Over 2020, the team worked with 45 families. Across these families there were 99 children and 49% of families had a child (or children) under the age of 16 years of age. The top three presenting issues for families were Housing, Domestic Violence, Mental Health and NDIS which had an equal number of presentations.

We also found that:

- 96% of families had additional need for support with food and emergency relief.
- 36% of families identified as culturally and linguistically diverse (CALD), and 51% identify as Australian.

NOTE: It is important to note that often the primary and secondary presenting issues do not capture the full story. It is quite common once rapport has been built to have a disclosure of domestic violence and/or other trauma. Across the Support Service Case Management Team, we identified that 78% of the families supported also had a history of domestic violence which has had (or continues to have) an impact on the family's day to day lives.



"I appreciate the non-judgmental approach and how I'm assisted to work on the areas of my life that have been challenging for me in a safe and comfortable environment."

Support Services 2020

Trauma

A common thread that we see with clients in the case management program is that trauma is highly likely to be a part of the client's presentation or history. Many clients have had one or multiple traumatic events leading to an overwhelming amount of stress that exceeds one's ability to cope or integrate the emotions involved with that experience. This can make their lives very chaotic as, over time, they have learnt maladaptive behaviours to cope with the trauma experience.

This year, 87% of our case management clients had experienced trauma at some stage. At Hopefield we work using Trauma Informed Care practices to reduce re-traumatising clients. Trauma Informed Care aims to:

- Support clients gain to an awareness of their trauma.
- Help them understand the impact trauma can have on their lives.
- Help them to recognise the triggers/signs of their experience.
- Learn strategies to respond to the triggers.
- Learn how to resist re-traumatisation as they move forward.

This process, however, can be very difficult for many clients and can be a long and slow process of change.

Homeless Persons

We continue to work with those in our community who are the most vulnerable. This year we worked with 11 people who were either homeless (living in their cars or on the streets) or at risk of homelessness. We participated in the street count in February, where we partnered with Wesley Mission and Sutherland Shire Council in counting those living in cars and on the streets across six suburbs in the Sutherland Shire (note – the count did not include people who may have been living in parks or bushland areas).

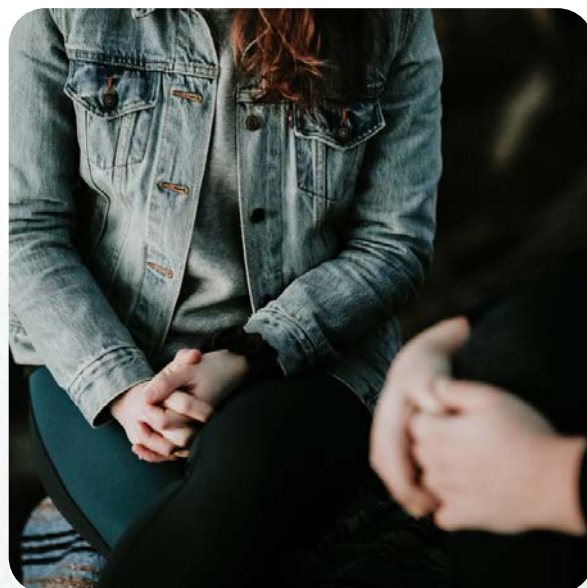
There were 33 homeless people identified across the Shire on that date; 29 of those were counted in the Cronulla area. These were people that were in visible and high traffic areas and as such we believe this is an underestimation of the true number of rough sleepers.

The Sutherland and St George Homeless Assertive Collaboration (SSHAC) was formed as a result of the street count initiative and the partnership between all participating organisations has been very strong.

The SSHAC initiative includes representatives from Department Communities and Justice, Sutherland Shire Council, Wesley Mission, Orana and Hopefield. It has been very successful in supporting clients who are homeless, with multiple services coming together to support each client. The team worked really hard during COVID to re-house five homeless clients who were coming off the streets, and another six who were at risk of becoming homeless and are now resettled in safe, affordable homes.



"I'm so grateful for the support and concern that you have shown me. I don't know where I would be if I hadn't contacted"



Support Services 2020

3. Relief Programs

Emergency Relief

This year we have been the fortunate recipients of ongoing voucher donations. This has included Coles, Opal cards and Target gift vouchers. The Coles vouchers have supplemented food hampers for the purchase of protein products. The Opal Cards have been invaluable for many of our homeless clients (allowing them to access public transport without incurring fines), The Target vouchers were given to clients moving from street to home for the purchase of housing items.

Community Co-Op Sutherland Shire (CCSS)

Hopefield has been privileged this year to have partnered with three other organisations; One Meal, The Salvation Army Miranda and Orana, to form the Community Co-op Sutherland Shire. At the start of the COVID-19 pandemic lockdown, we saw a significant increase in unemployment, with an increase in presentations at Hopefield of clients experiencing financial distress or concerns about upcoming financial strain and financial uncertainty.

Additionally, there was no broad-based food relief program operating out of, or near, the Sutherland Shire. This led to the formation of the Community Co-Op Sutherland Shire project. The objective of this project is to create a wholesale source of food supply for Sutherland Shire charities and NGOs, to be used as a source of food relief during the COVID-19 pandemic and its aftermath. The food supply was made available to participating charities and NGOs, who could then distribute food relief to individuals and families experiencing financial distress as a result of the impact of COVID-19. Outcomes of this project were stated as:

- For CCSS to be a source of food relief for people in need.
- For CCSS to alleviate the distress associated with securing food supply during the COVID-19 pandemic.
- For CCSS to provide charities with a mechanism for continued connection with vulnerable groups through the provision of wrap-around services such as food.

The Co-op has been operating weekly between May and December. Each week, there have been up to 16 different local organisations collecting produce. On average, the co-op is distributing 350 to 400 hampers each week, which equates to over 1200 meals weekly.

The Co-op has distributed over 2,500 frozen meals and has handed out over 500 boxes of pantry items. We are extremely grateful to The Big Sister Organisation which has provided a donation to assist with this project and The Feed Appeal, which has funded a cool room, that has been invaluable in keeping produce fresh in the hotter months.

Food Support

Food support has not typically been part of Hopefield's core services, but has always been offered as an ancillary support for clients. This year, however, we have seen an increase in demand for food support services and, as a result, we have expanded our support. Hopefield has two pantries in Kirrawee and Cronulla, and also receives a fresh supply of fruit and vegetables weekly from the CCSS. Hopefield is issuing between 12-15 food parcels each week to individuals and families, totalling over 600 parcels this year. This consists of frozen meals, pantry items and fresh fruit and vegetables.

Additionally, Hopefield was approached by the Jesuit Society to support 500 of their clients in need of urgent food support. Many of these recipients are refugee and asylum seekers (both living in the local area and beyond), who have lost work and are not eligible for government support. At the time of the request, the CCSS determined that it was unable to scale to meet this demand, however Hopefield, in partnership with Gynea Baptist Church (GBC), stepped in through a monthly donation drive that was specifically set up to support this community.

For the last 5 months, GBC has co-ordinated and run the food drive collection, with all food going directly to support the Jesuit Society community.

HopeDrive

HopeDrive was a new initiative in 2020, delivered in partnership with Gynea Baptist Church (GBC) and the Jesuit Society to support 821 individuals who were ineligible for government assistance. Specific pantry items were donated for a largely multi-cultural community, to provide both food and sanitary items. The donation, collection and sorting was co-ordinated by GBC volunteers and made available to the Jesuit Society. One of the benefits of being connected to a large and generous church is the ability to respond to community need very quickly by mobilising resources across the church community. Thank you, GBC.

Support Services 2020

One Meal

Our One Meal partnership serving meals from Cronulla on a Thursday evening has continued operating all year. Additional diligence and safety measures were introduced as a result of COVID, which at times included converting the sit-down services to a take-away service only.

Each week, between 12-20 individuals and/or families attend the Cronulla One Meal dinner. We handed out over 1,000 meals in 2020, and have been able to assist, connect and/or refer 86 people from One Meal to other needed services.

Hampers & Toys

Sylvania Waterways waterfront residents continue to collect and donate toys for distribution by Hopefield to our clients, as well as to other community groups. The annual toy drive, collected on the Santa boat, is not only a marvellous sight, but provides an abundance of toys. Toys are distributed to various organisations including Hopefield, Southern Cross Kids Camp, Dandelion, 3 Bridges and others.

4. Group Programs

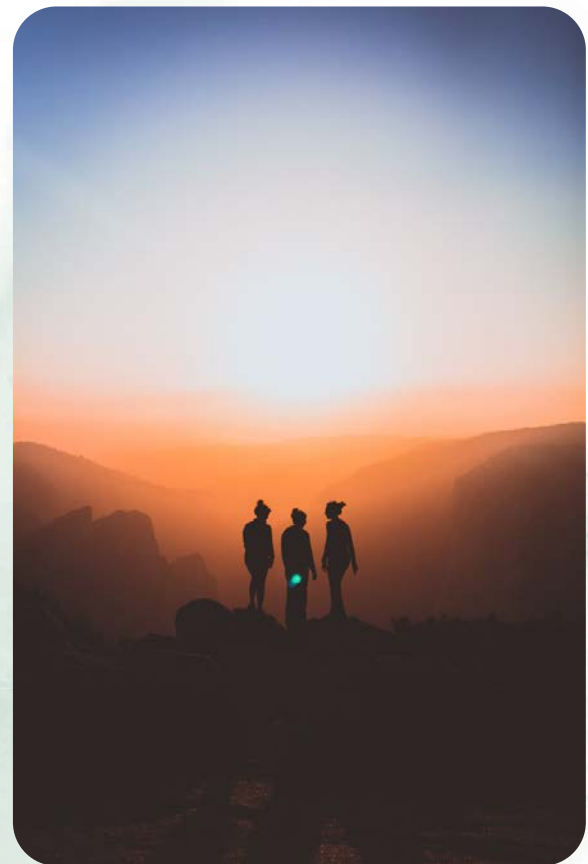
Many of the group programs have been a challenge to schedule and deliver this year as a result of the COVID-19 social gathering restrictions. Unlike many other members of the community, these group participants are unlikely to be able to pivot to online learning environments for a variety of reasons. As a result, a number of scheduled groups were postponed. This has been difficult for a lot of our clients who are already isolated.

The men's group has continued, with changes to COVID-19 practices, and has actually grown throughout this very difficult year. There are now 15 men who are supported through the men's group, operated largely by a very committed group of male volunteers from a Gymea Baptist Church. Throughout the COVID-19 lockdown period, these men continued to stay connected to participants through regular phone calls. As restrictions were lifted, the group recommenced meeting with small one-on-one outings, and now are back to meeting again in small gatherings.

The Support Services team has started planning groups for 2021 and working on new group programs. These include resilience building, a living skills program and social groups to reduce isolation and connect people to others in the community.

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Community Programs 2020

Highlights of our 2020 Community Programs include:

- Circle of Security delivered twice (one group having to be suspended for 7 months)
- Cool Kids delivered twice
- Guest lecture: Supporting Children and Families with big emotions – Bible college students
- Positive mental health workshop for preschool parents.
- Understanding and Managing Anxiety in Children talk – online (including one hybrid delivery in partnership with a local church)
- Hope-filled Parenting for the future workshop for parents (in response to COVID-19).
- Three part video series – commissioned by a local government agency for Mental Health Month, October 2020.

2020 was a year that created many challenges for delivery of Hopefield's community programs. The Hopefield team rose to the challenge and identified ways to adapt to the limitations caused by the COVID-19 pandemic, which in turn, produced some unexpected areas of growth and innovation. We continued to support our local community through groups, education and relationship-based programs but also developed a wider online presence.

It goes without saying that 2020 was a year that challenged us worldwide. The Hopefield team set out with the vision of continuing to provide our suite of programs and education sessions related to anxiety and supporting parents with the day-to-day management of their families and relationships. However, 2020 brought new types of anxiety, grief, family stress, financial distress and general uncertainty about the future and the safety of our world. With limitations placed on delivery of programs face-to-face, we turned our attention to online delivery and development of our resources to be more accessible.

Our team used mixed-media methods to offer positive psychology strategies in uncertain times via various channels. Linda Salem and Robert Boardman, in collaboration with Gynea Baptist Church, provided video insights into managing parenting and family stress, as well as short video clips of encouragement, for our social media pages. These were well received, providing inspiration for continuing conversations around these topics.

In 2020 we completed the second edition of one of our popular resources, Mr Jitters. This was re-imagined as an e-book including animation, voiceover, and a change in title to "Jitters". The launch of this resource is drawing near, and we aim to use our established networks and pathways into schools and through other services to offer an accessible resource for teachers and parents to support children with anxiety. We were also commissioned by a local government agency to create a three-part video series to help children, their teachers and their parents in understanding and managing anxiety. This was part of a Mental Health Month initiative in October 2020. The video series was streamed into classrooms in the local government area and beyond. Given the observed value of this approach in supporting children and the significant adults in their lives, we will be packaging these resources for ongoing use, and supporting school staff to implement them as a preventative strategy.

With anxiety, and its effects on adults, teens, children and families causing ongoing mental health challenges in our local community and beyond, we delivered our Cool Kids Program and community education sessions for parents online. The mental health of children and young people in the COVID-19 climate became an even greater concern as children and families negotiated lockdown and everything associated with it, such as balancing home-schooling and working from home. After the lockdown period, schools reported some children having difficulty returning to school and higher separation anxiety, which in turn had a negative effect on their capacity to concentrate, their motivation to participate in learning activities and social skills generally.

In response, we delivered Cool Kids, our anxiety program for primary-school aged children, twice in 2020; with conversion to online for the March program in response to COVID-19 restrictions. The self-report measures revealed change in pre and post measures of anxiety for most participants in both programs. There were also positive shifts on measures of self-esteem and general wellbeing.

Likewise, the Circle of Security, multi-week parenting program was well received with reported outcomes revealing positive change from pre to post program participation with parenting.

Community Programs 2020

Community education on the topic of anxiety in children was held seven times in 2020, online, with a total of 82 people attending. A version of this session was also presented as a guest lecture to 20 college students. The unexpected result of promoting and holding these talks online was the expansion of our reach. We had participants attend from regional New South Wales, across the Sydney metropolitan area and as far as Perth. Reported outcomes from participants revealed that they were likely to recommend this talk to other parents, believed that they had a better understanding of anxiety and new strategies for managing it. 90% of college students agreed that they felt more confident to support children with mental health issues. Our other workshops and online resources reached countless people, for example the video series has had over 520 views to date with verbal feedback from teachers and wellbeing staff reporting that the material is engaging for children and provides a common language to help children and teachers to identify, understand and manage anxious feelings in the classroom.

We received a request to develop a Positive Mental Health workshop for parents of preschoolers in direct response to COVID-19. 86% of participants were highly likely to recommend this talk to other parents. There was 100% agreement amongst participants, that following the workshop they had a greater understanding of stress in themselves and their children and that they that following the workshop they had gained some strategies to help support their family through COVID-19 and beyond.

The Hopefield team continues to utilise a wide range of skills, experience and knowledge. The challenges presented by COVID-19 have encouraged us look further afield to showcase these talents in a number of different forums. There were a number of our service users who postponed their scheduled programs to 2021 in order to have a better chance of meeting face-to-face, and we will honour these commitments as they arise. We expect to explore a number of different channels to strengthen existing networks and find different ones to expand our reach to the wider community, particularly supporting children in school.



Client Stories

2020

Domestic Violence

Jane* was referred to the Hopefield case management program from a local church. She had recently left a domestic violence situation with her two children and was living in a refuge at the time of referral. Jane came from another country and having English as a second language, as well as limited knowledge of local services, made it difficult for her to access the support she needed to help her cope with leaving her partner.

The case manager was able to support Jane in finding safe housing, providing her with ongoing food assistance and linking her into other local services, including referral to legal services. Jane was also educated on the cycle of domestic violence, her rights, and provided with help in preparing for court.

Jane has been in the case management program for over 12 months. In that time, she has been able to secure an AVO to protect her and her children from her former partner, moved into safe, long-term housing and started studying at TAFE. She is now looking to complete her studies and commence paid work to enable her to be more financially independent.

Child & Family

Nadia* was referred for Case Management to Hopefield 14 months ago by a Psychologist. She recently left a domestic violence relationship with her 3 children and was living in substandard accommodation – unsafe, too small, basic appliances not working, leaking roof, broken garage door and no security.

Nadia came from another country and found it difficult to understand English and our culture. She had difficulty in communicating with teachers, school, landlord and services such as Centrelink. She was unable to gain employment and had difficulty with understanding her rights, she was vulnerable and taken advantage of.

Hopefield Case management was able to support Nadia to begin the process of bringing a real estate agent before the NCAT tribunal. Nadia was then connected with a local domestic violence service, as well as specialised multicultural specific services. The case manager then provided support to Nadia in finding part time employment and helped her with parenting issues around boundary setting and schooling expectations. The case worker helped her to make police statements and follow up other services. Hopefield also supplied emergency meals, pantry boxes, fruit and vegetables, petrol vouchers and gift cards.

Nadia and her children are now living in a new, safe apartment block near the children's school. She has found part time employment and building her own cleaning business.

**Names have been changed for purposes of confidentiality.*

Treasurer's Report 2020

	2020	2019	2018
Total Income	\$911,634	\$552,336	\$499,959
Net Surplus/(Deficit)	\$301,470	(\$6,162)	\$27,622

Hopefield Services ended its financial year on 31 December 2020 with a net surplus of \$301,470. Each year Hopefield endeavours to achieve a break even result and constantly make efforts to both control costs and simultaneously ensure that sufficient income is obtained.

2020 provided many challenges for Hopefield Services. The global pandemic resulted in changes to both the way services needed to be delivered and the manner in which funds were sourced.

Traditional fundraising efforts and donation appeals were extremely limited whilst demand for the vital services delivered by Hopefield increased. Fortunately, Federal Government assistance provided through the Jobkeeper Program and Cash Boost incentives allowed Hopefield to continue to provide these community services. We are thankful to the Federal Government for this vital assistance.

2020 Sources of Income

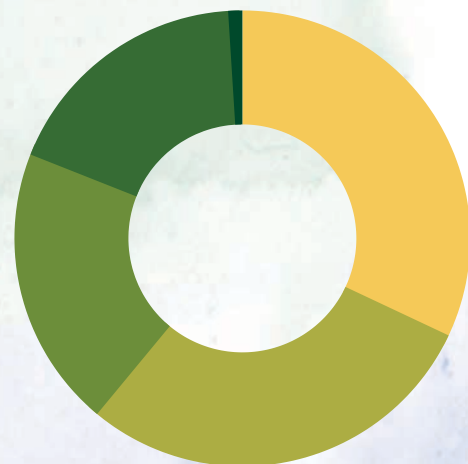
- 32% Donations
- 29% Other Income (Inc Govt Assistance)
- 20% Clinical Income
- 18% Grants
- 1% Community Program Income

80% of Hopefield's costs were staffing expenses for both the dedicated staff and contractors who rose to the many challenges posed by 2020. Hopefield again would like to acknowledge assistance provided by Gympie Baptist Church who continue to allow our operations to continue rent free from their premises.

At year end the Balance Sheet of Hopefield appears encouragingly healthy with total assets exceeding total liabilities by \$391,785 (\$90,314 in the prior year).

This will allow Hopefield to invest in both staffing needs and capital to build the extra capacity which is required to continue providing community assistance and services.

The dedicated staff at Hopefield led by Vicky Sherry are continually striving to deliver outstanding services to those in our community whilst being mindful of keeping expenses as low as possible.



The financial, prayer and volunteer support received by Hopefield is very much appreciated and is vital in ensuring that the essential services and capacity to reach our community continues to grow and develop in the years ahead.

Kerrin Ryan
Treasurer

