



Annual Report

Contents

Hopefield Services Incorporated

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Who are we?

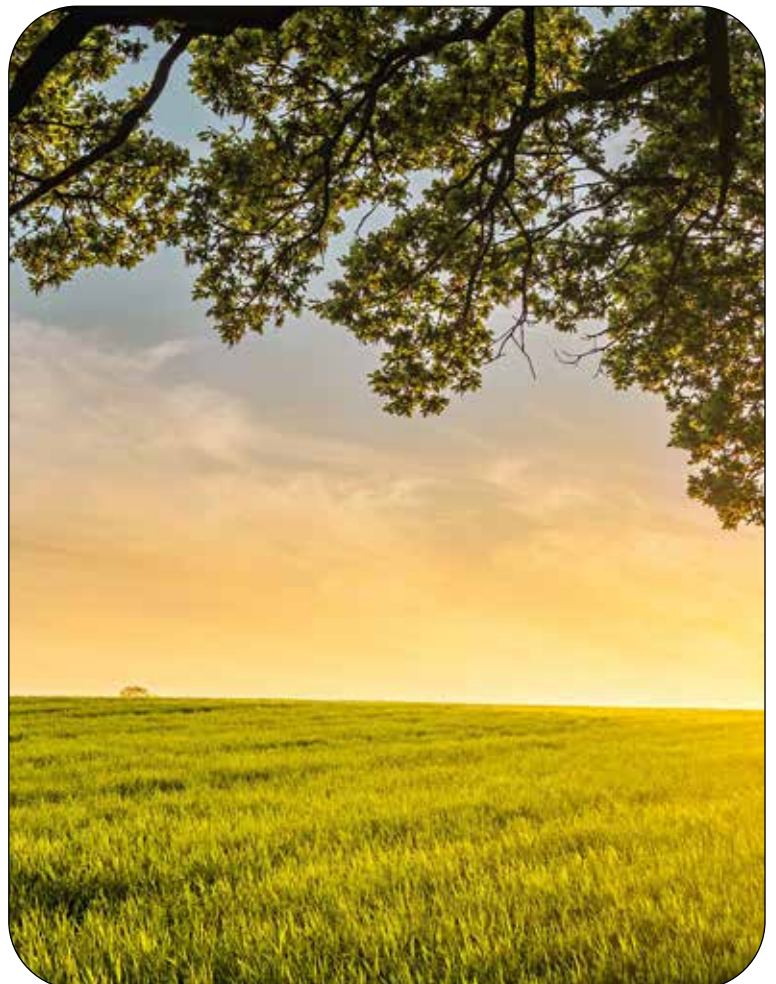
Hopefield Services, Inc., (or Hopefield as we are known), is a community based, charitable, non-profit, therapeutic and social services organisation.

Hopefield's purpose is to serve those in our community experiencing poverty, disadvantage, distress, or isolation, enabling people to solve issues by equipping them for meaningful change and inspiring hope.

Hopefield improves the lives and wellbeing of our people by showing them that change is possible. We do this by offering "pay as you can services", equipping clients with the everyday skills necessary for improved communication, resilience, social and emotional functioning, healthy relationships and an improved sense of belonging.

At Hopefield our Clinical Services, Support Services and Community teams provide professional, evidence-based, psychological, social and group services and have built a strong reputation for delivering effective clinical, social and relational services and programs.

Hopefield operates as an Incorporated Association that complies with the ACNC governance standards, and has Deductible Gift Recipient (DGR 1) and Public Benevolent Institution (PBI) status. Hopefield is managed by a Chief Executive Officer under the governance of a management committee, known as the Hopefield Board, according to the Hopefield Services Inc. Constitution.



02	<p>The Hopefield Model</p> <p>Hopefield believes that every human being is inherently worthy and that, regardless of life circumstance, background or beliefs, every individual matters.</p>
05	<p>Chairman’s Report</p> <p>Community is where the heart is and where the love and protection reside. Hopefield is a community full of love and protection. Dedicated and passionate staff and volunteers serve our community strongly. We are ‘more than the sum of the parts’ resulting in excellence in all that we do</p>
06	<p>CEO’s Report</p> <p>As we stood at the start of another new year in January 2021, we really thought that the worst of the pandemic was behind us, and for a few months that seemed to be the way.</p>
08	<p>Clinical Services</p> <p>Throughout 2021, the Clinical Services team provided quality services to over 357 individuals, couples and families.</p>
10	<p>Support Services</p> <p>The Support Services team work with some of the most vulnerable population groups in our community including those at risk of, or experiencing, domestic and family violence (DFV); those at risk of, or experiencing, homelessness; those experiencing financial distress, mental health issues and/or social isolation; and other vulnerabilities.</p>
16	<p>Community Hubs</p> <p>Whilst Support Services and Clinical services aims to provide social, mental, and emotional support, the Community Hubs support people in developing and expanding their skills and community connections. It offers a suite of programs in a particular location to create vibrant, connected, inclusive and thriving communities.</p>
19	<p>Treasurer’s Report</p> <p>Hopefield Services ended its financial year on 31 December 2021 with a net surplus of \$279,896. Each year Hopefield endeavours to achieve a break even result or modest surplus and constantly makes efforts to both control costs and simultaneously ensure that sufficient income is obtained.</p>

The Hopefield Model

Vision

Flourishing Communities

Mission

To enable people to solve issues by equipping them for change, inspiring hope and transforming lives.

Purpose

To serve those in our community experiencing poverty, disadvantage, distress, or isolation enabling people to solve issues by equipping them for meaningful change and inspiring hope.



Core Values

Hope

Compassion

Empowering

Adaptive

Respectful

Excellence

What is the problem Hopefield is addressing?

Many people experiencing distress, disadvantage, trauma, poverty or isolation, lack the necessary skills, structure, resources and support to make effective change in order to lead full and productive lives. Many programs are not sufficiently long enough, whilst others are not broad enough, and people fall through the cracks of the system. Hopefield focuses on supporting and improving the wellbeing of those in need of practical, therapeutic and social supports by offering hope and showing that change is possible.

Hopefield's Theory of Change

What is a Theory of Change?

A theory of change is a description of why a particular way of working will be effective, showing how change happens in the short, medium and long term to achieve the intended impact.

Hopefield believes that every human being is inherently worthy and that, regardless of life circumstance, background or beliefs, every individual matters.

Hopefield exists to improve the lives and wellbeing of people by showing them that change is possible and equipping them with the everyday skills necessary for improved communication, resiliency, social and emotional functioning, healthy relationships and improved sense of belonging.

We want clients to feel heard, helped, nurtured and respected; to that end, Hopefield provides the structure they can lean on when in need, to gain hope for a better future and effectively supporting them in their efforts to turn those hopes into reality. What's more, Hopefield builds community with those who are disconnected and marginalised and serves as a place of safety and healing for those who need it most.

In this way, Hopefield serves the greater community with a non-judgmental, holistic and strengths-based approach, offering professional, evidence-based psychological, social and group services for individuals, couples and families that are flexible and affordable for all.

In addition, Hopefield seeks to share knowledge and expertise with the wider community to achieve even greater impact for more people.

Hopefield seeks to be an organisation that is both nurturing and inspirational and wants to make the world a better and more compassionate place.

It does this by:

- Responding to the needs of people directly on an individual basis in a caring way (especially those who are vulnerable or disadvantaged);
- Creating communities that are safe, inclusive and vibrant
- Expanding its reach and influence by partnering well, to reach even more people and create a legacy of positive social change.



Hopefield Services

1. Clinical Services – evidence-based, professional therapeutic support
2. Support Services – evidence-based, professional social and practical support
3. Community Hubs – empower and connect through group programs

Hopefield Organisational Outcomes

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

1. Individuals are emotionally and functionally healthy
2. Families are safe, nurturing and resilient
3. Communities are vibrant, connected, inclusive and thriving

Thank you!

Thank You

- Stan Kirkman – IT support
- Men's Group Volunteers
 - Bruce Munro
 - Rob Milson
 - John Barker
 - Eric Dobbie
 - Jerry Lee
 - Doug Chapman
- Leanne Langford and the HopeDrive Team- GBC HopeDrive Donations
- Jean Dougall – Womens Group, Cronulla
- Phil Moss – Project Manager and handyman
- The Main Event – Hamper donations
- Southgate Shopping Centre – Christmas promotion and food support
- Ernest Enterprises
- Gymea Baptist Church
- Big Sister Foundation
- Sutherland Shire Council
- Revive Cronulla
- Cronulla RSL
- Cronulla Lions Club
- Department of Communities & Justice
- Stronger Communities – Cook Electorate
- AXA XL
- Department of Industry & Science - Stronger Communities (Cook)
- Donald Robinson Village
- One Meal
- Orana
- Salvation Army Miranda

Chairman's Report



Community is where the heart is and where the love and protection reside. Hopefield is a community full of love and protection. Dedicated and passionate staff and volunteers serve our community strongly. We are 'more than the sum of the parts' resulting in excellence in all that we do. Hopefield was birthed out of Gymea Baptist Church and has transitioned through Tea Gardens Cottage to Southern Community Welfare to our current form as Hopefield Services. We provide love, care and community that is the long-term strength of Gymea Baptist Church and strengthen it further with excellence, professionalism, and accountability in all we do.

I have been Chair for two years and I am still amazed at the coverage Hopefield achieves with so little. Hopefield is seen as an excellent model service and other organisations seek guidance on how Hopefield does what it does. We allow anyone access to our model as we seek to allow the excellence in Hopefield to be replicated to care and protect the vulnerable.

Coverage includes (see the Report for details):

- Clinical Services
- Support Services
- Community Programs
- Bespoke Programs
- Community Hub planning

We are so thankful for our generous and selfless donors who support Hopefield allowing our coverage to remain in place, grow and impact other areas by allowing access to our service model. COVID continued to impact services in 2021. The team have carried on

strongly from 2020 by continuing to innovate in the provision of quality care and services. The growing partnership between Hopefield and local charities such as One Meal, Orana and The Salvation Army has been instrumental in providing care and meals to locals struggling through the pandemic. This includes the local homeless who are often invisible in society. We seek to protect, care for, and help the most vulnerable. God continues to go before us.

Hopefield's financial position remains sound due to our donors. Thank you. This includes financial donors and our local churches Gymea Baptist Church and Revive Cronulla who provide free and heavily concessional premises and office facilities. All Hopefield programs are tax deductible, so we encourage you to consider increasing your support.

The Board's deepest thanks go to Vicki Sherry, our CEO, and to all our fabulous hard-working, talented, passionate staff and volunteers for the wonderful work they are doing, and the exceptional results they are achieving. The Hopefield team are a Blessing. They enable people to solve issues by equipping them for change, inspiring hope and transforming lives.

We expect 2022/23 to be just as exciting as the last year with positive possibilities. Please look for our updates and your chance to continue to support the work of Hopefield. We also ask you to support Hopefield with prayer that Hopefield be blessed. We are so grateful for each one of you.

Ross Langford
Chairman

CEO's Report

As we stood at the start of another new year in January 2021, we really thought that the worst of the pandemic was behind us, and for a few months that seemed to be the way. Of course, challenges quickly arose whether they were related to rising COVID cases, lockdowns or managing the issue of vaccines, the year was going to hold another set of challenges for everyone.

Navigating through the worst global health and economic crisis of our times has demonstrated what a resilient, agile, and highly committed team we have at Hopefield. At every step of the way, the team never lost sight of its purpose and mission, with eagle-eyed focus on those in our community who were most vulnerable. The team sought to adapt, change, and transition, amidst the on-going starts and stops that the year was to hold. As an organisation, Hopefield has come out stronger with greater clarity on who we are and what we do.

It is at times like these that we remind ourselves of our core mission and purpose to ensure that as an organisation we continue to serve and support those in our community experiencing poverty, disadvantage, distress or isolation. Throughout these testing seasons the need for services to continue to operate and support those most in need, becomes even more pronounced!

Following on from 2020, most of us had the online pivot well-established and Hopefield again adapted service provision to meet and support the needs of the community, whilst also abiding with NSW Health orders. Furthermore, as a service working with vulnerable communities, we all quickly adopted a policy requiring all our staff to be fully vaccinated. This hybrid model of working however, gave us several advantages for both staff and clients and is likely to endure well past any pandemic requirements.

Over the course of 2021, Hopefield operated across two locations, offering Clinical Services and Support Services as well as completing the building works required for the Cronulla Hub and launching the Cronulla Community Hub. Highlights include delivering over 3,000 appointments across the service with over 1,000 of these appointments delivered using telehealth technology.

Our collaborative work with the Community Co-Op Sutherland Shire (CCSS) continued to grow in demand and was again a significant source of food security for many of the local charities in the Sutherland Shire. Operating now for over two years, the CCSS project delivers approximately 300 hampers (equivalent of 900 meals) each week! This project is a great initiative that involves four local charities working together to address a significant need in our local community. We are grateful to Miranda Salvation Army, One Meal and Orana for continuing to work with Hopefield in delivering this service.

Importantly, Hopefield works towards delivering key outcomes across the service and over 2021, undertook a significant analysis of outcomes of Support Services over a four-year period (2018–2021). The details behind this are far too numerous to outline in this report, however one outcome that we are particularly pleased about is connected to people experiencing an increased sense of hope.

Hope is a key value of the organisation as well as a key outcome that we work towards.

There are three separate tools that are used to measure the change in a client's level of hope. These measures are taken at the start of a client's engagement with Hopefield, mid-way

through service and at the end. Our hope outcomes show that they are consistently high for all clients that completed their program across all four years. It is remarkable that even during the last two years of pandemic and working with some of the most disadvantaged and vulnerable clients that hope has continued to remain high.

Hopefield is also extremely grateful to have been the recipient of a significant one-off donation from Gynea Baptist Church. We were able to use part of this donation, along with some government grant funding, to undertake a very significant technology upgrade across the organisation. This included upgrading the very aged personal computer fleet as well as introducing mobile laptop technology and upgrading software licenses which added far greater functionality, productivity and, importantly, cyber-security features.

More of this donation will be used in 2022 for additional technology upgrades that were not undertaken in 2021 as well as for capital upgrades to be made to the aging Kirrawee location.

Hopefield was again supported by the Big Sister Foundation, who were able to extend their commitment to Hopefield and continue funding a significant portion of Hopefield's Support Services programs. I would specifically like to acknowledge our gratitude to Kim Brown and the Big Sister Directors, for their investment and support of Hopefield over the last four years and commitment over the next three years.

Additionally, Hopefield applied and was successful in being endorsed as Public Benevolent Institution (PBI) Charity by the Australian Charities & Not for Profit Commission (ACNC) and by the Australian Taxation Office. This was a significant undertaking

and I extend my sincerest thanks to Kate Brown who undertook the considerable work that was required for this.

Hopefield's work can only exist because of the support, engagement, and faithfulness of our big hearted and others-focused community of supporters. Whether you give financially (large or small), through produce and food, or volunteer, each role is invaluable in the operation of this organisation. On behalf of the Hopefield Board and staff, we are sincerely grateful for your belief and support of the work and mission of this organisation.

As we look forward to the new year ahead, Hopefield's desire is to continue to see lives changed. We will continue to provide structure and support and expand our community hubs activities in Cronulla as well as launch the activities for the Kirrawee Hub. There is much to do, and the team of dedicated staff are always adapting and growing to ensure our service is relevant, accessible and impactful.

Finally, my sincerest thanks go out to the Hopefield Board of Directors, who are a completely voluntary group that give so much of their time, skills and resources to support this organisation. Their wisdom and source of guidance to me personally is valued and appreciated.

Blessings,

Vicki Sherry
CEO

Clinical Services

Throughout 2021, the Clinical Services team provided quality services to over 357 individuals, couples and families. Although small in number, the Clinical Services team at Hopefield is made up of clinical and registered psychologists, accredited counsellors and a speech pathologist. Collectively, 2185 assessment and/or therapeutic intervention sessions were provided during 2021 to clients ranging in age from pre-schoolers to seniors.

221 new clients attended Hopefield's Clinical Services this year presenting with a broad range of clinical presentations. As in 2020, over a quarter of clients presented with issues related to anxiety, while over 10% presented for relationship counselling, speech pathology, management of behavioural issues or stress-related issues. Over half (56%) of new clients came to Hopefield through word-of-mouth recommendations.

I have seen Sue for numerous highly traumatic issues over the last 6 years. Sue has helped me to navigate through these times successfully. I honestly could not have done this without Sue, especially when I was dealing with the death of my partner.

Sue is pragmatic and empathetic at the same time and helps to see the issues clearly and a way forward. It was the local police that put me in touch with Sue years ago and I am forever grateful.

Name Withheld, Clinical Services Client





During 2021, 36% of sessions were delivered via telehealth - an increase of 250% from the number of sessions delivered by telehealth in 2020. This reflected the extended lockdown in the middle of the year as well as the continued uncertainty surrounding the transmission of COVID-19 following the end of lockdown. However, many clients have reported that telehealth provides them with more flexibility to attend sessions than the traditional office-based services. Hopefield will continue to provide the option of telehealth sessions on an ongoing basis.

Hopefield Clinical Services team was privileged to offer 36% of sessions at pro-bono or subsidized rates. NDIS funding paid for a further 12% of sessions while 6% of sessions were accessed via a Mental Health Care Plan.

Feedback from clients on their experiences at Hopefield was collected in May, 2021. 71% of clients surveyed reported high positive regard for the staff and services provided and 71% reported that following their sessions they felt hopeful and empowered.

The ongoing pandemic has seen an increase in demand for mental health services in our local community resulting in delayed access to professional help. In order to respond to this increased demand for services during and following the COVID-19 pandemic, Hopefield Clinical Services has been trialling an innovative Triage Program that includes assessment of a client's needs, symptoms and level of risk of harm followed by immediate and brief evidence based interventions

aimed at reducing psychological distress while waiting for further treatment with specialist clinicians, as required. Although the trial is due to be completed in June 2022, the initial results have been encouraging with 55% of clients participating in the program reporting a reduction in distress and no longer requiring ongoing psychological therapy

Maintaining and promoting clinical excellence is a focus of the Hopefield Clinical Services team. In 2021 regular peer review meetings covering topics such as low intensity Cognitive Behavioural Therapy (CBT) for management of anxiety due to COVID-19, Autism Spectrum Disorder and caseload management were instituted, spearheaded by Linda Salem, Clinical Team Leader. Regular external group supervision delivered by Jodie Thelning (Psychologist) and Kath Craft (Clinical Psychologist) was received well by the team and contributed to the pursuit of excellence and high quality service delivery. During the year team members were also able to share their clinical expertise with the addition of two interns (psychology and counselling) and a speech pathology student.

Although 2021 has been another year of challenges for the delivery of clinical services at Hopefield, the cohesiveness of the Clinical Services team, the faith-based culture of Hopefield and the desire to see our clients improve their lives and wellbeing has enabled us to fulfil our mission and prepared us well for whatever 2022 may bring.



Support Services

The Support Services team oversee a range of services and programs including:

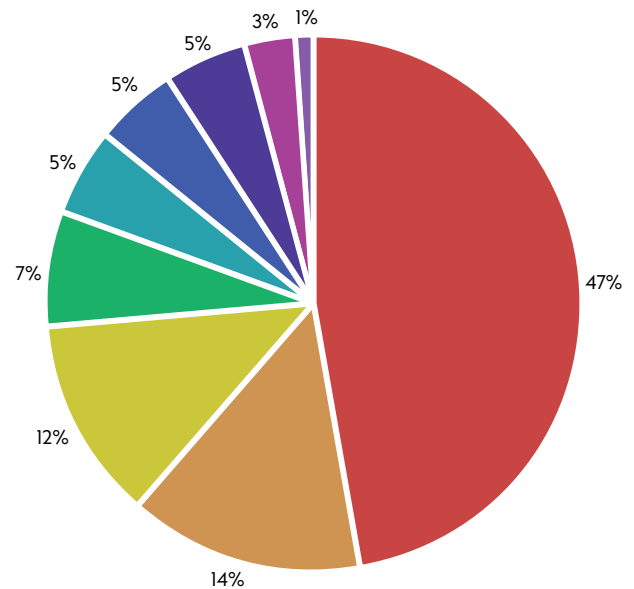
- a. Case management support for clients with complex needs
- b. Practical supports and collaborative programs (including food and meals services, food co-op, SCHAAC)
- c. Cronulla Community Hub activities

The Support Services team work with some of the most vulnerable population groups in our community including those at risk of, or experiencing, domestic and family violence (DFV); those at risk of, or experiencing, homelessness; those experiencing financial distress, mental health issues and/or social isolation; and other vulnerabilities. Typically, people accessing services from this team will present with multiple needs at the same time.

01. Case Management

Over the course of 2021, the Support Services team delivered 240 individual sessions for 60 clients that participated in the case management program. The team utilises a client-centred, goals-oriented, strengths-based and trauma-informed approach and seeks to achieve outcomes across a range of areas. Given this approach, the Support Services team works with clients for as long as they continue to engage in the process and clients may remain in case management for as long as is necessary for their situation.

47% of referrals into case management came from other community organisations, 14% from government organisations and 12% from primary healthcare practitioners.



Referral Pathways

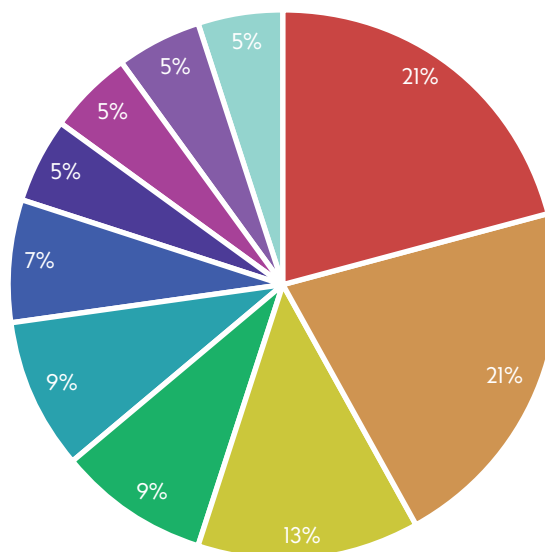
- Community Organisations
- Government Organisations
- GP
- Church
- Word of Mouth
- Self
- Other
- Internet Referral
- Council



The top three primary presenting issues over 2021 were domestic violence (21%), housing (21%) and NDIS support (13%)

Clients engaged in the case management process work towards six core outcomes. These are:

1. Individuals and families display an improvement in their overall wellbeing and life domains
2. Individuals and families are provided with essential needs
3. Individuals and families are re-housed in safe long-term housing
4. Individuals and families increase participation in purposeful and meaningful activities
5. Individuals and families display an improvement in community participation and connection
6. Individuals and families have an increased sense of hope



Primary Presenting Issue

- | | | | | |
|--|--|---|--|---|
| ■ Domestic Violence | ■ Permanent Disability | ■ Mental Health | ■ Legal | ■ Emergency Relief |
| ■ Housing | ■ NDIS | ■ Parenting | ■ Financial | ■ Squalor & Hoarding |

In addition to the six core outcomes, there are additional outcomes for clients presenting with specific needs. These are as follows:

- Clients that present with DFV have two additional outcomes:
 - Clients have a safety and exit plan in place.
 - Clients understand the DFV cycle and its impacts.
- Clients that present with housing needs also have one additional outcome:
 - Clients have a completed application with all supporting documents with Housing NSW.
- Clients that present with child and family support needs also have two additional outcomes:
 - Children are linked to specific services
 - Carers receive education for parenting and difficult behaviours

One of the most important and pleasing outcomes has been that 84% of individuals and families reported experiencing an increase in hope over 2021. This is a key service outcome and is pleasing to see despite challenging circumstances throughout the year.

2021 was a challenging year for clients in case management, particularly over the extended lockdown periods. Many clients found this season overwhelming and generally clients found that their anxiety levels increased and they were unable to continue with progressing their case management goals and plans. For many the lockdown season was marked as one of treading water and trying to hold their lives and families together, focussing largely on ensuring essential needs were met.

One of the primary goals during this time was for the team to support clients with reducing their anxiety and managing mental health impacts. This largely included support with food relief and/or emergency relief around overdue bills and reducing rental arrears.

Once lock down restrictions were eased, the floodgates opened and there were several new presentations of clients with significant mental health issues, trauma, and abuse.

Key case management statistics for 2021:

- 70% of case managed clients were female and 30% male
- Across the 60 clients there were 52 children aged 0 – 18 years
- Over 80% identified as Australian and 14% as Culturally and Linguistically Diverse (CALD)
- 21% of clients identified DFV or Housing as their primary need for support, followed by NDIS (13%).
- 47% of clients were referred to Hopefield through other community organisations, followed by 14% from government organisations and 12% from primary healthcare providers. There has been a significant shift in referral pathways with a significant increase from government organisations and health care providers compared to other years.

It is important to note that the primary presenting issue is not the only presenting issue. In 100% of Support Services client presentations, the team are typically working with multiple concurrent issues connected with the individual or their family.

Domestic and Family Violence (DFV)

The following outcomes are of those clients that identified DFV as their primary issue and remained connected with the service:

- 100% reported an improvement in their overall wellbeing.
- 100% of clients had an exit and safety plan in place.
- 100% of clients were educated on understanding the DV cycle and its impact.
- 100% of clients reported an increase in feeling hopeful about the future.
- 83% of clients received support with essential needs.
- 55% of clients were able to form connections and engage in community life.
- 45% of clients were able to engage in purposeful and meaningful activity.
- 16% were able to access safe affordable housing (which rose to 33% for those that were able to complete the case management program).

There have been some very strong outcomes with DFV clients, but more work is still needed in other areas. Housing remains a significant issue as does building community connections and partaking in purposeful and meaningful activities. As the community hub activities expand these outcomes should be positively impacted.

Across DFV clients, 64% had children under the age of 18 and 73% were receiving Centrelink payments or had no income. Working with this client set is complex as often the case manager is also working concurrently with parenting, housing, mental health and/or legal issues.



Child and Family

The following outcomes were achieved for clients that identified child and family support as their primary issue and completed the case management program:

- 100% of families were provided with essential needs
- 92% of families improved community participation
- 85% of families reported feeling an increase in hope for the future
- 65% were educated in parenting and difficult behaviours
- 35% of families had children linked to other services
- 36% were linked into purposeful and meaningful activities
- 21% were rehoused into safe affordable accommodation.

There were 43 children represented across the 27 child and family clients with children under the age of 18. The primary needs that most families presented with was support with housing, DFV, mental health and NDIS. Of these families, 76% identified as Australian and 18% as CALD. Identifying and securing safe affordable housing continues to remain a significant issue.

Thank you so much for listening to me today and being so supporting and helpful. I appreciate it more than I can find words for.

Name Withheld, Support Services Client

Housing

The following outcomes were achieved for clients that identified housing as their primary presenting issue and completed the case management program:

- 100% have been settled in safe affordable accommodation
- 100% were supported with essential needs
- 100% had increased hope for the future
- 83% improved community participation
- 58% were linked into purposeful and meaningful activities.

Housing is a significant issue, especially in the Sutherland Shire. There is a lack of affordable and social housing stock in the area. The Sutherland Shire Homeless Assertive Collaborative (SSHAC) - which Hopefield is a part of - has been a great collaborative project that has been making in-roads into addressing the homelessness and housing issue in our community.

02. Practical Support and Collaborative Programs

Community Co-Op Sutherland Shire (CCSS)

The Community Co-Op Sutherland Shire started out as an interim project in April 2020 and has become a significant and on-going program. The purpose of the project is to be able to offer residents of the Sutherland Shire access to food relief, in response to the COVID-19 crisis, by providing registered charities (and other non-profit organisations) with a supply of food for distribution to their clients.

CCSS was started during the first lockdown which caused panic buying across supermarkets in NSW, leaving shelves empty and vulnerable people even more vulnerable.

The project provides a supply of the following foods:

- Readymade meals
- Perishable fresh food,
- Non-perishable pantry goods

The project is co-managed by Hopefield, One Meal, Orana and Salvation Army Miranda. Whilst CCSS does not charge for any food product, it does incur charges for securing food supply and some minimal overhead costs.

Each week there are on average 270 hampers that are created, approximating to enough food to prepare over 800 meals. Hopefield provides a resource that collects food each week from suppliers and Miranda Salvation Army has the wholesale distribution facility. Gynea Tradies provide a weekly volunteer base that assembles the hampers that are then collected by each organisation.

The project is now in its second year of operation and continues to be a much-needed service across the Shire. This project has been able to continue due to the generous funding from The Big Sister Foundation and Sutherland Shire Council grants.



HopeDrive

Each week Hopefield provides support to approximately 20 visitors in need of practical support and supplies them with food, food vouchers and fuel vouchers.

A partnership between Gymea Baptist Church (GBC) and Hopefield was established to provide long life non-perishable pantry items to support both Hopefield clients and the CCSS project.

On the second Sunday of each month a group of dedicated volunteers (led by Leanne Langford) co-ordinate the collection and sorting of donations. People from the community can drive by and have contact-less donations accepted by the volunteers.

The program has also recently expanded so that supporters are also able to give financially to support the purchase of fresh food and fuel cards. Despite the emergence from COVID-19 restrictions towards the end of 2021, Hopefield has continued to see a surge in families in need of food support. This program has been an enormous blessing to clients of Hopefield in need of practical support.

On behalf of all the Hopefield Board and staff we are grateful to Leanne Langford and the GBC volunteers and supporters of this program.



One Meal

Hopefield's partnership with One Meal in Cronulla, is an on-going program. Operating weekly from Hopefield's Cronulla location, each Thursday evening from 5:30 – 6:30, patrons can access a hot meal, breakfast packs, pick up groceries for the week and engage with workers for any other needs.

This service has been operating for over two years and is frequented by a community of over 25 people every week. Over the course of 2021, there were approximately 860 hot meals served and an equal number of breakfast packs and grocery bags collected.

"I found the solidarity with the other participants very comforting, but mostly I found the insights into the fact that many of the kinds of problems I've been having with my teenager are within the range of normal. Learning how to identify communication styles was really helpful."

Tuning in to Teens Parenting Program participant



Sutherland Shire Homelessness Assertive Collaborative (SSHAC)

In 2020 the SSHAC was formed as a direct response to the 2020/21 homeless street count. This collaborative initiative between state and local government and local services providers (Hopefield, Orana and Wesley), is a great example of collaborative engagements with a common purpose and each organisation working to their strengths.

The purpose of SSHAC is to share resources, skills and knowledge across specialist services in order to rapidly respond to the needs of people sleeping rough in the Sutherland Shire and Georges River areas so that they can exit homelessness and access on-going health care, long term housing and appropriate

wrap-around supports. Research and evidence point to models that provide long term on-going support are most likely to achieve stronger housing, health and wellbeing outcomes.

The project has been able to successfully reduce homelessness and rough sleeping in the Sutherland Shire with a 42% reduction between 2020 and 2021 in the annual homeless street count.

Over the past two years, the SSHAC program has supported 45 individuals; 75% (34) have been successfully re-housed in safe long-term housing and are managing to retain their housing tenancy, 2% (1) are in temporary accommodation and 11% (5) remain unhoused.

Community Hubs

Whilst Support Services and Clinical services aims to provide social, mental, and emotional support, the Community Hubs support people in developing and expanding their skills and community connections. It offers a suite of programs in a particular location to create vibrant, connected, inclusive and thriving communities.

Community Hubs recognise that overall wellbeing comprises of physical, emotional, mental and social aspects of a person's life. As such, key hub activities include the delivery of group programs that complement the work delivered in individualised settings. Group programs are designed to foster and develop skills, social connections, and participation in community life, to enhance total wellbeing.

Group programs fall into several categories:

- Educational
- Therapeutic
- Social and cultural
- Practical Supports (food, meals)
- Service Partners

Activities offered educate, provide opportunities for social connections as well as opportunities for volunteering that in turn provides meaning and purpose. Activities are driven by hub participants who are encouraged to contribute in the co-design process of programs offered.



01. Cronulla Community Hub

In 2021, Hopefield launched the Cronulla Community Hub.

The first phase of the new Community Hubs program was to get the Cronulla Hub operational. This required a fit-out of the old Op Shop space converting it into a warm, welcoming, invitational community space.

With the help of the Stronger Communities and Sutherland Shire Council grants, Cronulla RSL and Cronulla Lions Club donations as well as funding allocated from our faithful on-going supporters, Hopefield had sufficient capital to undertake the project. Phil Moss, our amazing volunteer project manager and handy man, undertook coordinating the work and within a few months, the old Op Shop space was converted. The Hub space has a private office for client meetings as well as a fully stocked pantry with both fresh and long-life goods (generously supplied by HopeDrive donations and Food Co-Op). There is a free internet kiosk, lounges and games space, coffee/tea facilities as well as indoor and outdoor seating space. The Hub serves as a gathering place for not just education, service provision and access to practical supports (food, showers, laundry) but, just as importantly, for social gatherings for members of the community that are isolated.

Cronulla Hub was completed in June 2021, just before we went into lock-down. This delayed our opportunity to use it for gatherings of groups of people, however it was frequently visited for food supply, One Meal participants as well as for use of the shower facilities. Once gathering restrictions were lifted, there was an immediate desire to re-introduce the groups that had only just started to meet. A weekly women's gathering quickly gained momentum along with the men's group, which had also been put on hold.

In 2021, the men's connection group continued to grow and has continued to meet for one day per month for social connection and outings. The group has grown to include over 15 regular participants and is coordinated by a faithful group of volunteers. Our sincerest gratitude to Bruce Munro, Jerry Lee and all the other leaders for their oversight coordination and expansion of this much needed program.

The women's social connection group also met weekly, gathering for morning tea and a craft activity. These women have established strong social connections with one another and have improved wellbeing because of forming these friendships. Special thanks to Jean Dougall who diligently oversees and runs this group every week.

From September 2021 onwards, the Cronulla Hub was able to operate and ran over 20 regular activities, had 50 on-going participants, and was supported by eight volunteers.

As we plan for 2022, we anticipate that Cronulla programs will continue to expand and new programs will be offered for the community from Kirrawee also.

Phase II of the Cronulla Hub project, planned for 2022 will see the completion of the laundry facilities that dove-tail well with the shower facilities, as well as expansion of the group programs on offer to include a games afternoon and a range of other activities identified by patrons of the Cronulla Hub programs.



02. Community Education

The first term of 2021 began with honouring our proposed delivery of in person programs. Participants were nervously stepping out to join in gathering in small numbers and we successfully filled all available spots. Participants were enthusiastic about meeting face to face and enjoyed the ability to do so in the early months of the year.

By the middle of the year, we were returned to a sudden and extended lockdown and after the preparations of the previous year, we pivoted to the online space and were able to continue to offer our education and programs. We did find that as the year came to its end, there was less interest in online participation as Zoom fatigue and the sheer demands on families to manage the constant changes to COVID-19 restrictions had their effect.

Our team responded to a variety of requests to assist other organisations and professionals with supporting re-entry and self-care workshops to assist with return to the workplace after lockdown in various contexts. There was a reported general feeling of fatigue and uncertainty in the helping professions as workers in these fields attempted to understand the changing needs of their clients whilst managing their own personal concerns about returning to the workplace and their overall safety and job security.

Mental health across the year became a greater concern in the COVID-19 climate as the population negotiated another lockdown and everything associated with it (such as balancing home-schooling and working from home and staying connected with loved ones young and old). After this lockdown period, schools reported many children returning to school reasonably well. However, there was a reported negative effect on their capacity to concentrate, their motivation to participate in learning activities and social skills generally. Along with this, parents were more stressed and more anxious about the consequences of these disruptions to learning whilst continuing to manage their own personal, financial and relationship challenges.

Local Council and mental health organisations reported anxiety and other mental health issues to be on the increase in children and young people particularly and negative effects on families who had a mixed response to the challenges of lockdown. Hopefield recognises that the

ongoing effects of the pandemic are yet to be fully realised, given the continued threat and uncertainty for society generally. Adding to this have been continued weather and world events and financial struggles. Hopefield envisages support in the future to take many forms and intend to develop programs and education to support individuals facing a broad range of ongoing pressures and struggles.

Highlights of our 2021 Community Programs include:

- Attachment-based parenting talk face to face for a local Playgroup
- Circle of Security – parenting program delivered twice (once face-to-face and once online)
- Social Isolation Workshop delivered to volunteers of Early Years Support Service providing support for new mothers
- Conflict Management workshop for church volunteers
- Tuning in to Teens parenting program (one group delivered online and delivered 1:1 twice)
- Understanding and Managing Anxiety in Children talk (online delivered twice)
- Bite-Sized Parenting talk on separation anxiety (online to parents of a local preschool)
- Supporting Re-entry (after lockdown) - professional development workshop for Chaplains (East Coast of Australia) (online)
- Interagency Professionals – online delivery of a post-lockdown self-care workshop
- Circle of Security – classroom and self-care module delivered to the staff of a local kindergarten (online).

It is anticipated that Hopefield's Community Programs will continue to evolve in 2022 on-site at Kirrawee and Cronulla with the opening and growth of the community hubs to support the local community. Both brief and multi-week education sessions and programs targeting a variety of issues will have prevention and early intervention as the focus. At the same time, we are excited about the challenge of meeting the demands of our growing online presence across Sydney and beyond with our professional suite of programs and online community education sessions.

Community Education Programs for Families

The Circle of Security Parenting Program for parents and carers of children aged 0-5 continues to provide relevant content for families. It was well received in 2021, both face-to-face and online, with reported outcomes revealing positive changes from pre to post program participation. Some participants reported it being life-changing, not only in their role as a parent but also in other personal and professional relationships.

The Circle of Security Parenting Program – Classroom was delivered for the first time to the staff of a local preschool. The plan was to hold this face-to-face but the course was moved online due to COVID-19. Despite the challenges of the online space for this program material, the 19 educators who attended reported the material as engaging, relevant and helpful to their role personally and as a team. The additional self-care module was reported as particularly helpful in the context of COVID-19 and its associated stresses with participants agreeing they would be reflecting on and incorporating self-care strategies in their lives.

The Tuning in to Teens program attracted participants from across Sydney in an online group and in one-to-one settings. This program was found to be beneficial in both methods of delivery. Participants reported positive outcomes overall. Specifically, there was recognition of the obstacles to communication and connection between parents and their teens, with many reporting a positive change in themselves and in their teen in response.

Our suite of programs was well-attended and had no participant attrition. This was a positive outcome as we were concerned that the online delivery of programs may lead to group members feeling unsupported and unmotivated. Facilitators were careful to offer extra support and follow up during the delivery of our online programs to ensure individuals were understanding content and feeling comfortable throughout.

Community education on the topic of anxiety in children was held twice in 2021 with a focus on separation anxiety. 45 people attended these sessions online. Again, we welcomed parents from across Sydney and beyond. Reported outcomes from participants revealed 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.

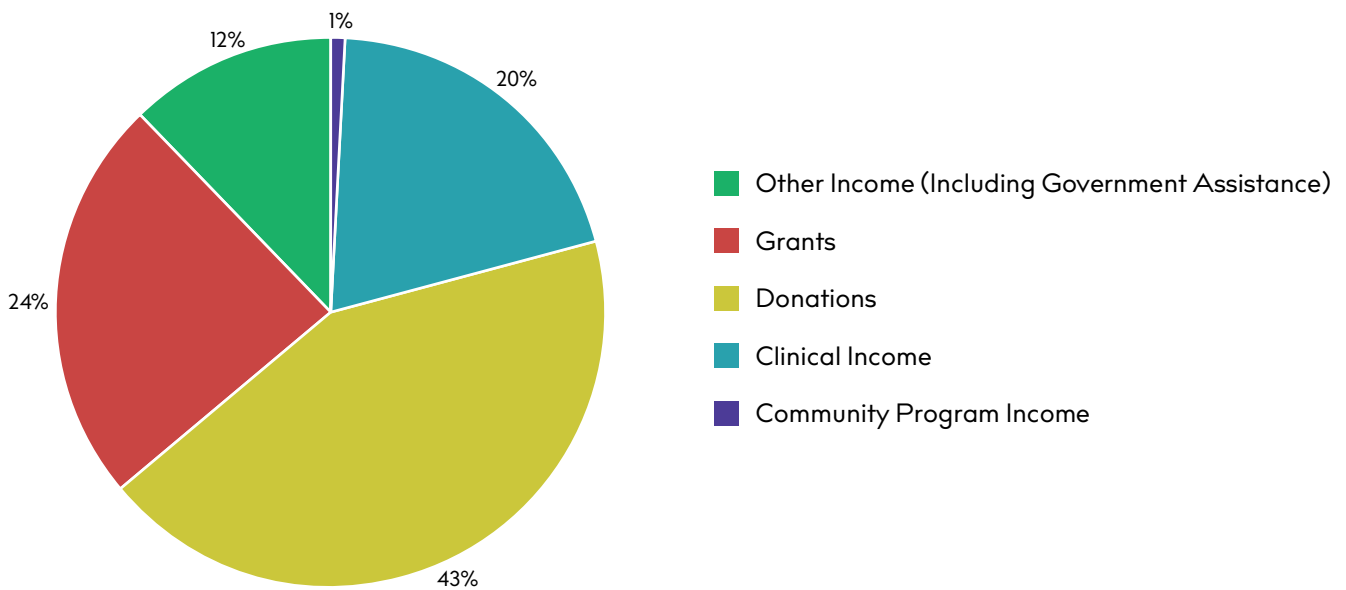
The workshops developed post lockdown for professionals in various contexts in support of re-entry and self-care were well attended with a total of 90 participants over three events. Feedback was favourable with 100% agreement by participants that the information presented was helpful and relevant and that they would be using it to promote self-care to their colleagues and make changes to their own self-care routines.



Treasurer's Report

	2021	2020	2019
Total Income	\$1,003,206	\$911,634	\$552,336
Net Surplus/(Deficit)	\$279,896	\$301,470	(\$6,162)

Sources of Income



Hopefield Services ended its financial year on 31 December 2021 with a net surplus of \$279,896. Each year Hopefield endeavours to achieve a break even result or modest surplus and constantly makes efforts to both control costs and simultaneously ensure that sufficient income is obtained.

As in 2020, Hopefield continued to be affected by the ongoing global pandemic and its flow-on effects within Australia and in particular in NSW. 2021 saw these challenges intensify and again included 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. A generous one-off donation by Gymea Baptist Church and continuing Federal Government assistance allowed Hopefield to continue to provide these vital community services. We are thankful to both Gymea Baptist Church and the Federal Government for this generous assistance.

Hopefield again would like to acknowledge assistance provided by Gymea Baptist Church who continue to allow our operations to continue rent free from their premises.

87% of Hopefield's costs were staffing expenses for both the dedicated staff and contractors required for the delivery of service provision, who again rose to the many challenges posed by 2021. The remainder of the expenses included IT upgrades, brokerage expenses and other general operating expenses.

At year-end the Balance Sheet of Hopefield appears encouragingly healthy with total assets exceeding total liabilities by \$671,681 (\$391,785 in the prior year).

As stated last year, this will allow Hopefield to continue 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 Vicki are continually striving to deliver outstanding services to those in our community whilst being mindful of keeping expenses as low as possible.

Hopefully the coming year will see a return to a more normal way of life without the restrictions and limitations of the past two years and as we move forward 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.

