

Hopefield



2022
ANNUAL
report



stories of hope

Carolyn's* Story: DV

Carolyn was referred to Hopefield as she was living in a domestic violence situation and had been for many years. Over the years she had presented to emergency for broken bones and other physical health issues connected to the abuse she was experiencing.

Carolyn suffered from severe depression, anxiety and has significant health issues because of years of control and abuse.

We started working with Carolyn on some goals she wanted to achieve. We also spent time educating Carolyn on domestic violence and then working with Carolyn to understand what her goals were. Hopefield offered to help Carolyn continue to live safely where she was or support her if she was to leave her situation. The decision is always with the client.

After about eight months, Carolyn decided she wanted to leave her situation. There was significant time and resource devoted to creating a plan to exit her situation safely. It involved multiple people and multiple services. The lead up to, and accomplishing a safe exit, from domestic violence is one of the most dangerous moments for women.

We planned the date of leave for a day when her husband was going out. We had a window of two hours to get her out safely. Multiple organisations were involved as well as the Police DV liaison team.

Carolyn was able to exit safely into a place of her own, then police served her husband with an AVO the next day.

Six months later, Carolyn has remained in the safe place she has moved to. The move was not easy for Carolyn and, it has taken its toll emotionally. Some days are still a struggle for her.

Even though Carolyn is no longer living with the abuse, the impact of abuse is still with her. Carolyn continues to stay connected and works closely with multiple services, supporting her to work through her trauma and to rebuild her life.

When talking to Carolyn we asked her if she feels like she made the right decision to leave and she always replies with an emphatic 'Yes, I will never go back! Even

though I might continue to struggle many days - it is nothing like being treated like I'm worth nothing!"

Hopefield continues to walk alongside Carolyn as she rebuilds her life and our hope and prayer is that Carolyn will recognise that she is valued and worthy of a full and abundant life.

**Client name changed to keep confidentiality.*

*"If I hadn't walked into Hopefield,
I don't think I would be alive."*

- Female survivor of domestic violence



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*"The **power** of **understanding** and
acknowledging my **experience**
of DV is **immeasurable** in terms of my
healing. I also like the practical tools for
coping with anxiety." - Client feedback*

Acknowledgment & Thank you

Volunteers

Hopefield Board

Chairman: Ross Langford

Vice Chair: Melisa Giles

Treasurer: Kerrin Ryan

Secretary: Jason Ezzy

Member: Marc Rader

Member: Neil Evans

Member: Rob Seaton

Hopefield Prayer Team: Sandra Beavis, Beth Kepu, Leisel Savage, Martha Hatzidis, Hisae Kobayashi.

Community Hubs

Men's Groups: Bruce Munro, John Duke, Eric Dobbie, Tony Winton, Doug Chapman, Richard Southworth, Gordon McOrist, Bruce Neilson, Craig Gerlach, Ed Brooke, Jerry Lee, John Barker, Peter Sparks, Rob Milson.

Women's Groups: Jean Dougall, Barbara Higgins, Colleen McDonald, Nola Brooke.

Christmas Wreath: Janelle Drake, Hisae Nottage.

Parenting Pilot: Lyn Green, Jennifer Macfarlane, Roxane Lawler, Bec Venum, Phil Moss.

HopeDrive: Leanne Langford, Ross Langford, Gail Allen, Kathy Berg, Sharyn Dacosta, Cheryl Duke, John Duke, Narelle Montgomery, John Padgett, Lachlan Watkins.

One Meal: Lachlan Watkins, Rotary Cronulla.

IT: Stan Kirkman

Interns: Leisel Savage, Elysia Jackson, Matthew Cottam, Mary Kiama, Tash Searles.

General Assistance

Maintenance Team: Glen Nelson, Lawrie Green, Rod Wolf, Ian McDonald, Paul Johnson.

Admin Assistance: Jean Dougall, Christina Isaac.

The EVE Project car and caravan registration: Rob Sherry.

June Event: Jackie Martin, Karen Watkins, Roxane Lawler, Karl Faase, John Duke, Bruce Munro.

Giving Tree Coordinators:

Sheena Hind, Leanne Langford.

Giving Tree-Hampers: Michelle Cox, Kat Lewis O'Connor, Phil Lowe, Johanne Champness, Leeanne Smith, Nicole Rader, Janine Johnson.

Giving Tree-Donations Table: Dylan Eastment, Lanie McHugh, Rob Seaton, Michael Foster, Beth Kepu, Leisel Savage, Alexis Hudson.

Financial Support

- Hopefield supporters
- The EVE Project supporters
- The Big Sister Foundation
- Gymea Baptist Church
- Sutherland Shire Council
- AXA XL Insurance
- Tradies (Food Co-Op)
- Dominelli Ford
- Our fee-paying clients
- Stronger Communities - Cronulla - Scott Morrison
- Stronger Communities - Kirrawee - Craig Kelly
- Community Partnership Support Program - Eleni Petinos
- Sutherland Shire Toy Restoration Centre
- Cronulla RSL
- Sylvania Waterways Waterfront Residents

In Kind Support:

- Gymea Baptist Church
- Revive Cronulla
- The EVE Project
- Southgate Shopping Centre
- Dominelli Ford
- Cronulla Toastmasters
- Cronulla Lyons Club
- Cronulla Rotary

Chairman's Report 2022

Community is where the heart is and where the love and protection reside. Hopefield is a community full of Christian love and protection; dedicated and passionate staff and volunteers that 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 the 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 the Christian Church and enhance it further with excellence, professionalism, and accountability in all Hopefield does.

After much planning the Hopefield Kirrawee reception and rooms were given a long-awaited renovation. The outcome, thanks to Vicki Sherry, Janet Hayes and a few other key individuals, is so much brighter and welcoming; appreciated by both clients and staff.

I have been Chair for three years and continue to be in awe 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. Vicki regularly meets with organisations to discuss how we operate our therapeutic care model as we seek to allow the excellence in Hopefield to be replicated. It is more important to care and protect the vulnerable than protect intellectual property.


This Annual Report highlights Hopefield's four programs and practice areas:

- Clinical Services
- Support Services
- Community Hubs
- The EVE Project (announced in May 2022 for integration in 2023).

We are so thankful for our generous donors who support Hopefield allowing our coverage to remain in place and grow, impacting other areas by allowing access to our service model.

COVID continued to impact services in the first half of 2022. The team have carried on strongly from 2021 by continuing to innovate in the provision of quality care. The maturing 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 ongoing outcomes of Covid restrictions. 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, grants and some clinical program income. I commend to you the Treasurer's report. Financial donors include



local churches in Gympie and Cronulla who provide free and 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, dedicated, 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 2023/24 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 and that Hopefield be blessed. We are so grateful for each one of you.

Please enjoy this report on the care, services, and resources of Hopefield Services over 2022.

Ross Langford

CEO's Report 2022

The Collins Dictionary word of the year for 2022 was 'Permacrisis'; defined as a state of permanent crisis.

Whether we were managing COVID outbreaks, vaccination status, bushfires, floods, inflation, the outbreak of war in the Ukraine, or just the general sense of global and political instability, permacrisis perfectly captures the feeling of needing to come to terms with one extraordinary event after another.

Whilst many of these issues may not always be on our shores or even in and around our local community, there is no denying that we are very much an interconnected society, with dependencies and impacts on one corner of the world making their mark on us all.

So, it was no surprise that, for much of 2022, we saw significant instability in our local community. Following two years of uncertainty and lockdowns, we entered 2022 with an enormous desire to see things 'return to normal' but quickly recognised that we all needed to re-adjust our expectation of what would become our new normal.

The first six months were dominated with client cancellations and rescheduling of appointments along with employee absenteeism due to sickness, at levels we had never seen before. In true Hopefield spirit, the team all worked together and still managed to deliver some outstanding outcomes.

Over the next few pages, you will see insights into the incredible work of this small team, supporting, empowering and equipping people to overcome barriers to disadvantage, isolation and vulnerabilities to become flourishing and thriving individuals.

Noteworthy achievements beyond the day-to-day work also include the announcement of The EVE Project Thriving Future program integrating into Hopefield, the launch of the Kirrawee Community Hub, the appointment of Keely Oste as our Community Hubs Coordinator, the upgrade of the Kirrawee facility and completing our Strategic Plan.

Whilst there is a small team of people on the Hopefield front lines, behind this team is an incredibly generous group of dedicated supporters and an ever-faithful group of volunteers. Rarely in the limelight, these groups provide the underpinnings for Hopefield's operations and community impact. To each of you we offer our sincerest gratitude and thanks for trusting Hopefield.

A special note of thanks also to The Big Sister Foundation for their Impact grant funding and to GyMEA Baptist Church for their long-term partnership with Hopefield supporting initiatives from fundraising through to food collection and to Revive Cronulla for extra space throughout the year.

Finally, I wanted to also express my deep gratitude to our dedicated volunteer Board who provide so much guidance, advise and support to the whole organisation and especially to me personally.

It is always an honour to serve alongside so many devoted people.

Sincerely,





Hopefield

1. OVERALL SERVICE



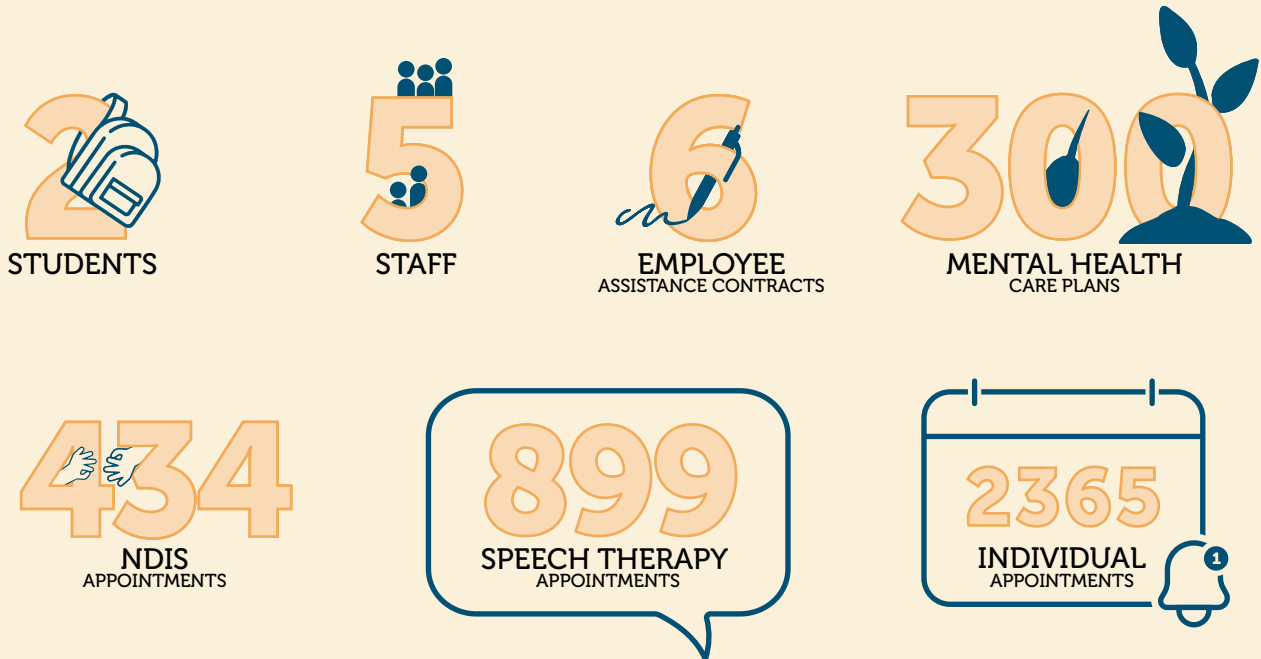
*"The **difference** in my children's
behaviour was so **astounding** in just
one week, I rescheduled all my work appointments
so I could **come back**."*

- Father attending parenting workshop

2022

THE NUMBERS AT A GLANCE

2. CLINICAL SERVICES

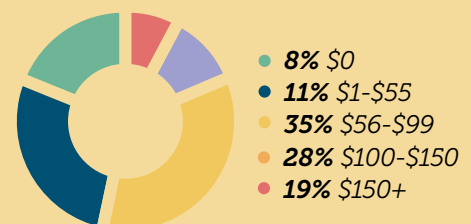


Pay it Forward *affordable services for all*

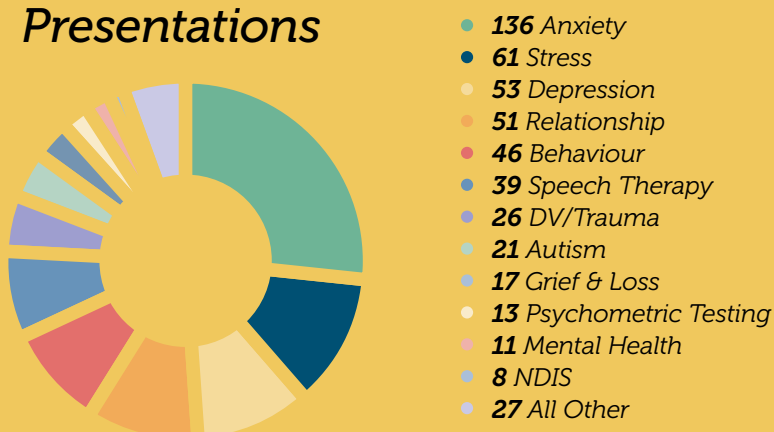
53% of fees are under \$100

80% of fees are under \$150

Fees charged



Presentations



Supported by:

- Gymea Baptist Church Hopetember program
- Pay as you can fee paying clients
- Supporters of Hopefield
- Gymea Baptist Church Giving Tree
- AXA XL
- Sutherland Shire Toy Restoration Library

Clinical Services

CLINICAL SERVICES

Practice Area

In the Clinical Services team, we are all about seeing clients because that is our primary function: to service the client well.

One of goals throughout 2022 was to service our clients better as a “team of experts” and not just individual workers. Collaboratively, we realised we have much to share that benefits our individual clients, and that together we are much stronger than on our own. A roll-on effect of increased collaboration and teamwork is the worker’s well-being and work satisfaction, which in turn benefits the client in the often-lengthy counselling work that proceeds.

This was done alongside continuing to see many clients over the course of the year across many different presentations.

Our Clinical Team Outcomes

The Clinical Services team had a total of 2,365 appointments over 2022. These were made up of psychology, counselling, and speech pathology appointments.

Our ‘pay-as-you-can’ model, provides for a sliding scale fee structure, with pro-bono fees making up 18% of Clinical Services clients. Over 50% of Clinical Services fees were between \$1 and \$100, a fee, well below any market rates.

This model facilitates affordable and accessible support to all. It provides a way for those that can afford to pay for services, to “give back” to those that cannot, knowing that all fee income is used to support those in need.

Across all Clinical Services sessions, 20% were NDIS, 12% were mental health care plans and 5% of clients continue to opt for telehealth sessions.

Presentations ranged across several issues. With anxiety continuing to come in a long way ahead of many other presentations. Anxiety, however, was often also present alongside other issues such as domestic violence, grief and loss or relationship challenges.

The primary referral pathways into Clinical Services continues to overwhelmingly be through personal, word of mouth recommendations, with approximately 50% of clients finding out about Hopefield through another person.

Team Collaboration and Development

The team took the bold move to set schedules that fostered mutual time out from client work to enhance fellowship and relationship between workers. This is particularly important (and sometimes challenging to achieve) in a part time workforce. However, after some consultation, we were able to establish a regular rhythm that facilitated team collaboration and strong client outcomes.

Peer review, Individual Supervision and Group Supervision:

Over the course of the year the team participated in internal monthly to bi-monthly individual supervision meetings provided by Robert Boardman and Linda Salem; combined monthly group supervision with Support Services and Clinical Services Teams guided by Robert Boardman to enhance professional relationships and facilitate better outcomes particularly for more complex presentations across service streams of Hopefield.

Monthly peer review meetings guided by Linda Salem and the clinical services team members. This regular meeting contributed much to the clinical services guidelines’ development, improving processes at Hopefield, and skills sharing from professional development attendances.

2022

THE NUMBERS AT A GLANCE

Interns

We were inspired and encouraged by three remarkable clinical services interns. Tash Searles (University of New England) completed her Master of Clinical Psychology placement in early 2022; followed by Elysia Jackson (Charles Sturt University) who completed two placements, first with Clinical Services and then pioneered a new placement option with our Support Services Team. Matthew Cottam (Excelsia College) completed a Master of Counselling placement and is now employed by Hopefield as a Case Manager with Support Services.

Clinical Guidelines Development

A true team effort, this document, which began some years ago as a clinical blueprint for

Hopefield Clinical Services, is now complete. The Psychologist/Counsellor now has a standard benchmark procedure to follow and reflect on the process of work with clients from first contact with Hopefield to completing work with clients (whether individuals, families, or couples). It documents evidence-based, best practice standards for therapeutic support and aligns with Hopefield's value of 'excellence' in all we do.

Ethical Practice and Record Keeping

Record keeping was reviewed, and audited and a standard is being developed to ensure quality and ethical standards are met and exceeded, as set by peak professional bodies. Records were appropriately and carefully culled and archived with a monitoring system developed to ensure records are maintained well.

2022 CLINICAL OUTCOMES	% Strongly Agree
SESSION FEEDBACK	
I found the counselor was knowledgeable and appeared well-prepared for the session.	85%
I found the counselor listened carefully and showed they understood my situation.	89%
The counselor helped me to problem solve and guide my decision making.	70%
The counselor encouraged me to ask questions and participate in the discussion.	81%
I found the counselor was non-judgmental and accepting.	78%
The session was valuable to me in working towards my goals.	81%
ABOUT THE COUNSELLOR	
I felt hopeful and empowered.	74%
OVERALL	93%
Would you recommend Hopefield's services to others?	100%

Linda Salem, Team Lead:
Support Services

Hopefield

3. SUPPORT SERVICES



CLIENTS



FAMILIES



CHILDREN



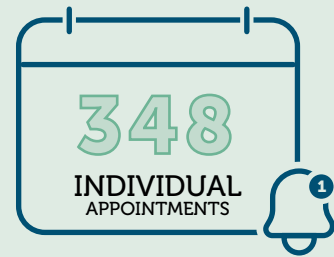
COMPLETED
CASE MANAGEMENT PROGRAM



ACTIVE
& ENGAGED



NDIS
APPOINTMENTS

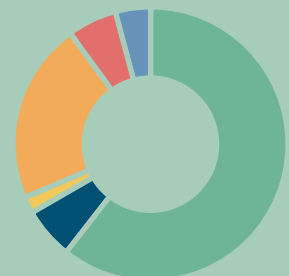


INDIVIDUAL
APPOINTMENTS

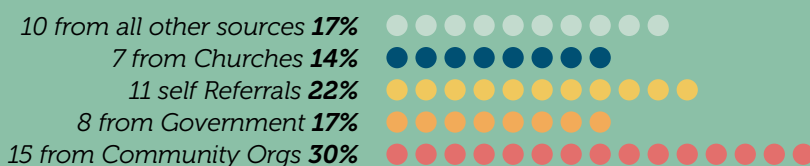
Gender of Clients



Employment Status



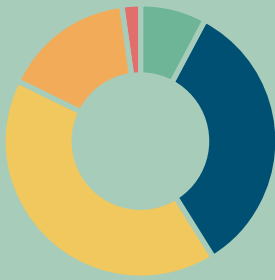
Referral Pathways into Service and Support



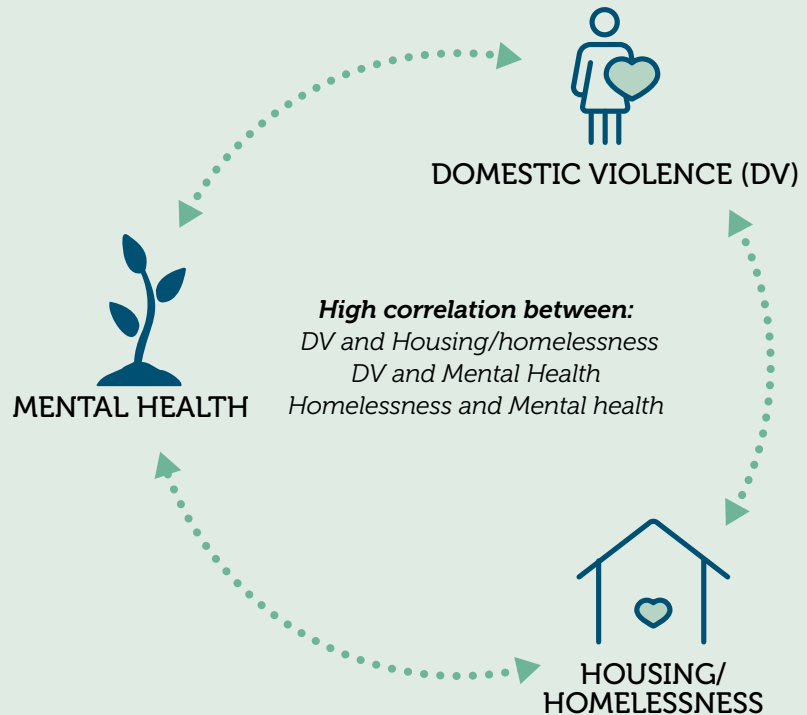
2022

THE NUMBERS AT A GLANCE

Age Breakdown of Clients



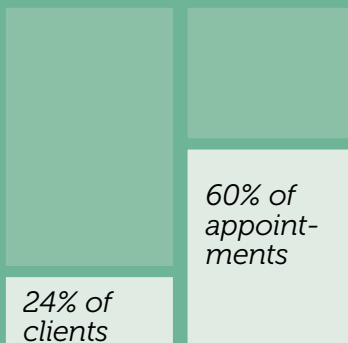
- 4 19-25 years
- 17 26-40 years
- 21 41-55 years
- 8 55-64 years
- 1 65+ years



83%

of all Support Services clients disclose a history of trauma

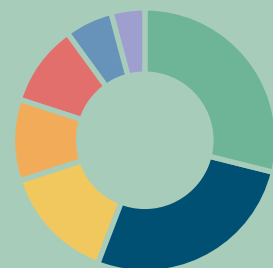
High Needs Clients



Supported by:

- Big Sister Foundation, Sustainability Program Funding
- Sutherland Shire Council
- Supporters of Hopefield
- Cronulla Revive
- Stronger Communities Grant Cronulla
- Cronulla RSL

Primary Presenting Issue



- 29% DV/Trauma
- 27% Housing/Homelessness
- 14% Mental Health
- 10% ER & Financial
- 10% NDIS/Disability
- 6% Legal
- 4% Other

Support Services

This year has been a time of uncertainty coming out of COVID. We have found the complexities of clients reaching new levels. The clients we have worked with needed multiple interventions and were in significant crisis for long periods of time. For these individuals, trying to gain support through some of our systems (Centrelink and Housing) can be hugely overwhelming and for Hopefield staff, difficult and time-consuming.

Our staff navigated illness and uncertainty coming out of COVID, taking six months to return to good health and get into the rhythm of the "new" normal.

Food insecurity has increased again this year with many feeling the pressures of increases in the cost of living. Our pantry is continually having to be topped up.

The complexity of an individual's or family's situation seems to be greater than what we have experienced in the past.

A high percentage of clients have significant mental health issues either diagnosed or undiagnosed. This may not be their primary or secondary reasons for wanting support, however, it can make the case management process very difficult to navigate as it can be an extra obstacle to manage and navigate especially if the person does not believe there is something happening for them.

Case Management Program

This year we have seen 51 clients from January to November.

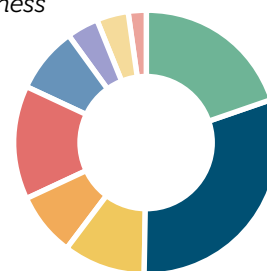
60% Female 40% Male

16 families with 36 children

The primary presenting issues show that housing and domestic violence and trauma continue to account for 60% of people that present for case management support.

Secondary Presenting Issues

- 20% Housing/Homelessness
- 31% Mental Health
- 10% Parenting
- 8% DV/Trauma
- 14% NDIS
- 8% ER & Financial
- 4% Legal
- 4% Drugs & Alcohol
- 2% Squalor & Hoarding



Overall Case Management Outcomes

- 70% achieved their goals
- 26% partially achieved goals
- 4% clients disengaged
- 83% of all case managed clients had either historical or present trauma experiences

The following table shows the outcomes for people who completed the case management program in 2022.

Outcome 1	Individuals and families have improvement in their overall wellbeing and life domains	89%
Outcome 2	Individuals and families are provided with and have access to essential needs	88%
Outcome 3	Individuals and families are re-housed in safe long-term accommodation	33%
Outcome 4	Individuals and families increase participation in purposeful and meaningful activities	45%
Outcome 5	Individuals and families display an improvement in community participation/connection	85%
Outcome 6	Individuals and families have an increased sense of hope	96%

2022

THE NUMBERS AT A GLANCE

The following outcomes for people with specific needs were as follows:

Housing

Outcome 1	81%
Overall wellbeing	
Outcome 2	79%
Essential needs met	
Outcome 3	56%
Safe long-term accommodation	
Outcome 4	37%
Purposeful meaningful activity	
Outcome 5	59%
Community participation	
Outcome 6	81%
Increase in Hope	
Outcome 7	81%
Completed NSW Housing application with supporting documentation	

Domestic violence

Outcome 1	93%
Overall wellbeing	
Outcome 2	86%
Essential needs met	
Outcome 3	40%
Safe long-term accommodation	
Outcome 4	48%
Purposeful meaningful activity	
Outcome 5	69%
Community participation	
Outcome 6	90%
Increase in Hope	
Outcome 7	93%
Safety plan/exit plan in place	
Outcome 8	93%
Understanding of DV cycle & Impacts	

Child and family

Outcome 1	89%
Overall wellbeing	
Outcome 2	76%
Essential needs met	
Outcome 3	30%
Safe long-term accommodation	
Outcome 4	39%
Purposeful meaningful activity	
Outcome 5	56%
Community participation	
Outcome 6	86%
Increase in Hope	
Outcome 7	43%
Children linked to specific services	
Outcome 8	48%
Education around parenting/difficult behaviours	

Mental health

Outcome 1	86%
Overall wellbeing	
Outcome 2	83%
Essential needs met	
14% Outcome 3	
Safe long-term accommodation	
Outcome 4	45%
Purposeful meaningful activity	
Outcome 5	41%
Community participation	
Outcome 6	84%
Increase in Hope	

Support Services

Groups

The Support Services team facilitated several small group programs, particularly to build well-being and social connections. With the appointment of the Community Hubs Coordinator, these groups are now under the Community Hubs section of the report (see page 20).

Food Services

The Community Co-op (Hopefield, Salvos, One Meal, Orana) Sutherland Shire (CCSS) was established in April 2020 as a food relief initiative to support those in our community who were struggling throughout COVID. CCSS successfully met its objectives. As COVID lockdowns ceased, CCSS comprised of Hopefield, Salvos, One Meal and Orana met in September 2022 to discern if there was a need in the community for the food relief to continue. The 12 services who participated in the Co-op's food program provided feedback through surveys. All services believed the need was still present and increasing and it was essential that the Co-op continue.

To fulfill the Co-op's food needs we access: Second Bite, Food Bank and Produce to Plate providing over 230 hampers each week to 8-12 organisations which equates to 1000 meals a week. The Co-op operated for 46 weeks of the year in 2022.

One Meal

One Meal continues to be a wonderful partnership; a great way to connect to our community as well as a soft-entry point for those needing ongoing support.

Attendance numbers ranged from 15-25 people each week; in addition, some patrons also joined Hopefield's Men's/Women's group activities.

Food Pantry

Our food pantry is a very valuable program for many people engaging in our services as well as those in the Cronulla area, with 8-10 people accessing the pantry each week. Thank you to GBC for provision of pantry items through HopeDrive - without this monthly campaign we would not be able to provide this necessary service.



Team Lead:
Support Services

2022

THE NUMBERS AT A GLANCE

Sutherland Shire Food Co-Op



TONNES OF FRESH, LONG-LIFE
AND READYMADE MEALS
MADE POSSIBLE BY:

Hopefield



ONE MEAL
IT MAKES A DIFFERENCE

orana
Creating Opportunities



Supported by:

- Tradies
- Gymea Baptist Church monthly Hopedrive Food collection
- Heart & Soul for weekly fresh meals
- Southgate Shopping Centre
- Dominelli Ford
- Supporters of Hopefield
- Cronulla Rotary

4. COMMUNITY HUBS



SOCIAL GROUPS

OPEN GROUPS

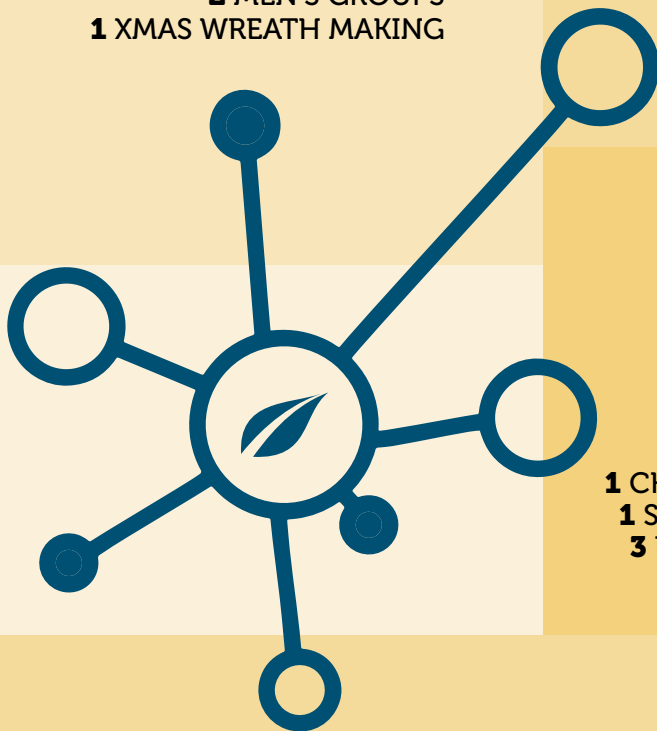
- 2 WOMEN'S GROUPS
- 2 MEN'S GROUPS
- 1 XMAS WREATH MAKING



WORKSHOPS

CLOSED GROUPS

- 1 CHILD AND YOUTH MENTAL HEALTH TALK
- 1 MULTI-WEEK PARENTING WORKSHOP
- 2 TECH SAVVY PARENTING WORKSHOPS
- 6 ANXIETY IN CHILDREN PARENTING WORKSHOPS



EDUCATIONAL MULTI-WEEK PROGRAMS

CLOSED GROUPS



- 1 CHILDREN'S EMOTIONAL REGULATION PROGRAM
- 1 SUPPORTING RESILIENCE IN TEENS WORKSHOP
- 3 PARENTING, MULTI-WEEK GROUP PROGRAMS

PARTNERSHIPS & THIRD PARTY SERVICES



- FREE** WEEKLY MEAL SERVICE WITH ONE MEAL
- FREE** FORTNIGHTLY LEGAL CLINIC WITH MARRICKVILLE LEGAL CENTRE
 - 2 LAWYERS
 - 6 AVAILABLE APPOINTMENTS EACH FORTNIGHT

Supported by:

- Community volunteers
- Gymea Baptist Church and volunteers
- Revive Church volunteers
- Rotary Cronulla volunteers
- AXA XL
- Sutherland Shire Council
- Supporters of Hopefield
- Federal Government - Stronger Communities - Kirrawee
- State Government - Community Building Partnership

Community Hubs

Our Community Hubs began to take greater shape over 2022 as the program logic for this area of practice was clarified and documented.

We confirmed our goals and defined our short, medium, and long-term objectives. We defined the four categories of activities that will occur in a Community Hub setting. These are:

1. Wellbeing and Social Connection Activities
2. Co-located Services
3. One-off Workshops
4. Therapeutic Groups

For the first half of the year, our focus continued to be on delivering activities in categories 1 and 4. These are typically small group programs offering opportunities to informally gather for social connections or small group education programs with a preventative and early intervention focus. Most of the therapeutic groups were working with parents and caregivers.

Social Connections groups were operating on a weekly schedule with activities for women in Cronulla and Kirrawee and for men in Cronulla only. Most of these activities are volunteer-led and provide much needed social connection for isolated and vulnerable people.

*"It is **the single most helpful course/book/guidelines I have come across for parenting.**"*

- Circle of Security participant -

WELLBEING AND SOCIAL CONNECTIONS ACTIVITIES

Category 1

These groups transitioned into the Community Hubs practice area following the appointment of our Community Hubs Co-ordinator.

Women's Groups

Over this past year, we ran two weekly Women's Groups across both our locations. The Cronulla group, which has been meeting since 2021, and our Kirrawee group, which started March 2022, has a combined average of 30 attendees each week, which is ever-increasing. Each week women come together to build on social connection which we know supports an element of overall well-being. What started as a group with a focus on craft to allow women to keep busy with their hands while they socially interact, has now blossomed into seeing women make meaningful friendships and connect beyond the weekly group with other social activities such as trivia throughout the week.

Each group consists of volunteers who assist in supporting these women even beyond the scheduled meeting time by providing a phone call or a coffee catch-up.

The overall goal for the Women's Group is to continue to have a wider outreach to those who feel socially isolated to facilitate meaningful relationships. Along with this, we also hope to incorporate different activities within the scheduled time, e.g. guest speakers, games and cooking demonstrations.

Community Hubs

Men's Groups

Monthly: The monthly Men's Group meets on a Tuesday and the past two events were attended by approximately 25 men. Each meeting included saying 'Grace' before lunch which was well-received.

There was good representation from those affiliated with the Services from Hopefield including some case management clients and attendees from the fortnightly Men's group. It was encouraging to see a few of the volunteers from the monthly group engaging with the Hopefield men.

This group is creating a healthy space for men to connect and encourage each other and remains consistent with good numbers and outcomes thanks in part to Bruce Munro's organising, John Barker contacting potential attendees and to everyone's commitment to see the group flourish.

We aim to continue to build relationships between volunteers and attendees from GBC and those who are affiliated through Hopefield Services with the hope that attendees/volunteers see it as a real opportunity to connect with these men.

Fortnightly: The Men's group, which meets every second Thursday, had consistently increasing attendance numbers and by October the attendance ranged from five to nine men each fortnight.

Feedback indicated that the men appreciated having a place to come and feel welcome, enjoy coffee with a simple snack, share stories and talk about current news.

The mateship in the group increased over the year as the men shared experiences when participating in Hopefield events as well as external groups.

CO-LOCATED SERVICES

Category 2

Following the appointment of our Community Hubs Coordinator late in the year, we began to focus on Category 2 activities. Over the year, we established there was a significant need for legal advice across vulnerable people in our community. In October we established a relationship with Marrickville Legal Clinic and in mid-November a Memorandum of Understanding (MOU) between the two organisations was signed. The legal clinic will offer free legal advice and support to any qualifying resident in the Sutherland Shire and will operate from Cronulla Community Hub fortnightly. The fruits of this initiative are to come in 2023.

We are encouraged by the opportunity to continue to develop activities across all four categories in our Community Hubs area of practice and with a dedicated resource joining the team, this will become a space that will only continue to grow.

*"Being able to **ask specific questions**, give scenarios and **receive valuable and direct feedback**. I really appreciate **direct strategies** I can implement or try out."*

- Pilot Parenting Program participant

*“There was **such care** and experience and love shown in the presentation which made it so much more **engaging and meaningful**.”*

- Student, Youthworks -

ONE-OFF WORKSHOPS

Category 3

Several one-off workshops were scheduled throughout the year with various objectives. Some were to develop education and skills, whilst others were focused on wellbeing.

A pilot 4-week parenting program was also trialled successfully at Kirrawee in October/ November with prevention and early intervention as the focus. This offered parents of children aged 0-5 childcare, morning tea and the opportunity to attend a relaxed information session presented by Hopefield professionals discussing four relevant topics to early parenting:

- Week 1: Tantrums and discipline
- Week 2: Language and learning
- Week 3: The importance of play
- Week 4: Managing anxious moments

The parenting program was well-attended (10-15 each week) over the four weeks with parents engaged and interacting with each topic and feedback was overall positive. The feedback has given us helpful information to address further parenting concerns for this cohort.

Outcomes included:

- 100% of parents felt more supported after completing the program
- 89% of parents noticed a positive change in their child's behavior
- 100% of parents improved communication with their child
- 80% of parents noticed a reduction in conflict with their child
- 90% of parents gained a better understanding of mental health issues and strategies to support and help their child

Community education on the topic of anxiety in children was held six times in 2022, mostly online. One of these sessions was in partnership with a local library who hosted a hybrid delivery of this talk. We were invited to deliver a school readiness talk as part of a local preschool AGM and guest lecture at Youthworks College. Again, we welcomed parents from across Sydney to the community education online sessions with approximately 155 participants attending these workshops. Reported outcomes from participants revealed they were likely to recommend this talk to other parents, believed that they had more understanding of anxiety and would be able to use new strategies for managing it.

Community Hubs

*"Reminder good enough IS good enough.
The facilitator's calm, knowledgeable and realistic
approach was very helpful."*

- Tech Savvy Parenting participant -

Finally, we also had the opportunity to run a Christmas Wreath making workshop for selected participants as an exercise in mindfulness and wellbeing. This was well received by all participants.

THERAPEUTIC GROUPS

Category 4

In 2022 these activities were facilitated in hybrid format, continuing delivery of online education and a return to face-to-face programs.

Mental health continued to be of great concern post COVID-19, with a reported negative effect on school-aged children's return to uninterrupted school attendance. Observational reports from teachers, chaplains and other school staff raised concern about a decrease in student behaviour in areas of: motivation to participate in learning activities; display of respectful behaviour; and positive social skills. With more influence on children from social media platforms, particularly mid to upper primary school students, there was more reported conflict, negative behaviours and poor peer relationships in the playground and other contexts. Families continue to be under more stress as they manage these influences in the face of rising interest rates and inflation, causing financial pressure and uncertainty about the future. With added pressure comes an increase in family breakdown, domestic and family violence and mental health issues, such as anxiety and depression.

Given the impacts of the above on children and families, and the resultant increase in anxiety and other mental health issues, Hopefield aims to meet these shifting needs for support in our local area and beyond as we plan programs and education in the future and intend to develop and

adapt our services to support individuals facing a wide range of ongoing challenges.

The Circle of Security Parenting program for parents and carers of children aged 0-5 continues to provide evidence-based and relevant content for families. A total of 34 parents (20 of which were couples) attended the program in 2022 with most attending online. An increase in couple participation was due to facilitating a more accessible session time i.e. in the evening, the use of hybrid delivery, as well as supportive funding from Sutherland Shire Council. Overall, outcomes measurement revealed positive change from pre to post program in parenting skills and enhancement of the parent-child relationship. There was 0% attrition with all participants attending or making up missed sessions.

Highlights of our Category 4 activities (therapeutic groups) includes:

- Circle of Security – Parenting program delivered three times (online)
- Parenting Program (4 weeks) – Community Hubs
- Understanding and Managing Anxiety in Children - delivered six times (online, in-person and hybrid)
- Tech Savvy Parenting delivered twice (online and in-person)
- Guest speaker for local preschool AGM – School Readiness
- Child and Youth Mental Health – guest lecture – Youthworks
- Supporting Resilience in Teens workshop – in-person

2022 THE NUMBERS AT A GLANCE

5. THE EVE PROJECT



PANDEMIC



LOCKDOWNS



YEARS
SINCE LAUNCH



INTAKES



WOMEN
RE-EMPLOYED
4 HAD NOT WORKED
FOR 8 YEARS



ACHIEVED
THEIR GOALS



COMPLETED
THE PROGRAM



COMMENCED
THE PROGRAM



CONNECTED
WITH EVE

2019

In 2019, The Eve Project, launched its flagship program offering a new alternative for women who live with trauma as a result of past abuse.

By bringing together a combination of therapeutic services, training and mentoring programs alongside supported work experience, The Eve Project provides pathways for women to reclaim their lives, to thrive and to work towards a sustainable future. With such high abuse statistics in the Sutherland Shire, we are delighted to be integrating The Eve Project as a Hopefield offering.

"Every time I sit at my desk I just sit for a while admiring my absolutely beautiful flowers. They are just so stunning... I have already taken one rose out to put it into my flower press... And although it is behind me I know my certificate is hanging on the wall and I cannot tell you how this certificate warmed my heart and it has given me a sense of achievement. The effort you went to with my goodies is so appreciated... I have even hang my gift bag up on the door of my bedroom. I proudly put a photo on my Facebook of the goods with the photo of you both giving me my goods. So just one huge thank you and I am so grateful you both came into my life. Always in my heart."

- The EVE Project participant

EVE

- Helen Dwyer on track to transition into Hopefield effective January 2023
- Re-branding of "Thriving Futures" program under The EVE Project to "The EVE Project" under Hopefield.
- Draft report 80% complete and on track for completion by 31 March 23
- Program manual framework completed and contents work in progress. Due to finalise May-June 2023
- Aiming for Sutherland Shire intake of The EVE Project in July 2023

Supported by:

- The EVE Project supporters
- The Big Sister Foundation

The EVE Project

THE EVE PROJECT REPORT

Program Area

The EVE Project ("TEP") launched in the Illawarra region of NSW in 2019 as an organisation with the vision to see women who have survived abuse, thriving with renewed self-worth, value, and purpose. To achieve this vision, TEP piloted a 12-month supported work experience and pathways to employment program alongside their hospitality-based social enterprise called EVE & Co.

At the close of 2021, after piloting the program and trying to grow a start-up business throughout two years of COVID 19 restrictions, it became clear that changes were required for TEP to continue. With strong values and strategic

alignment, in mid-2022 it was announced that Hopefield would adopt TEP programs. EVE & Co ceased trading in October 2022 as Hopefield was not able to undertake the operation of a new business stream at this stage. The EVE & Co assets were transferred to Hopefield to allow exploration of setting up a food-based enterprise in the future.

Helen Dwyer was a co-founder of The EVE Project and has transitioned to Hopefield as Program Lead for TEP program. A program evaluation of the Illawarra pilot is in progress with the report due on 31 March 2023. Alongside the evaluation, a revised program and implementation plan is being completed in readiness for a July 2023 intake at Hopefield. The program is structured to run two intakes each year, in February and July. We are excited to add this program to Hopefield's service offering and look forward to updating you on its progress.



"Loving every step we have taken and looking forward to the many more to come."

- The EVE Project participant

Kirrawee Renovation





In October 2022, Hopefield Kirrawee began a significant update and renovation of its very tired and dated facilities.

Following the generous donation from Gymea Baptist Church, a June fundraising appeal and then successfully being awarded both a grant from NSW State Government (Community Building Partnership) and Federal Government (Stronger Communities), we were able to complete a significant upgrade of the facilities.

The work was completed on schedule and within budget and we are extraordinarily grateful for Culbert Constructions who completed this work.

The new facility has undergone a significant internal transformation and both clients and staff are in awe of what has been done.

Our sincerest gratitude to Gymea Baptist Church, Ms Eleni Petinos MP and Ms Jenny Ware MP for their support with donations and grant funding. This project would never have been possible without their invaluable assistance.



After





stories of hope

Renee was referred to Hopefield Support Services due to escaping a domestic violence relationship. Concerned for her safety, Renee moved interstate to an area without friends or family support. She found herself needing support to rebuild her life financially, practically, relationally, emotionally and psychologically.*

During Renee's time with Hopefield, she had experienced another relationship that also involved domestic violence, along with numerous experiences of mental health crises that required immediate interventions. Due to a rapid decline in Renee's mental health, this also affected her Crohn's condition due to ongoing stress, leading to multiple hospital stays. Hopefield was able to support Renee through psychosocial support, financial assistance, furniture purchases for her new home, domestic violence support and counselling, food support, re-engagement into employment, connecting into local community and building new friendships and mental health interventions and counselling.

Renee is currently receiving ongoing mental health support through an external organisation and has relocated to a new safe area where she is closer to family support.



**Client name changed to keep confidentiality.*

Treasurer's Report 2022

Hopefield Services ended the financial year on 31 December 2022 with a net surplus of \$245.

As in previous years, Hopefield endeavours to achieve a break-even result and constantly makes efforts to both control costs and simultaneously ensure that sufficient income is obtained.

The first half of 2022 proved challenging with the effects of the global pandemic continuing to affect staff and clients with the flow-on effect of income being less than forecast. The second half of the year was considerably more stable as conditions returned to being more normal and predictable. Traditional fundraising efforts and donation appeals were somewhat limited again in 2022 and hopefully will return to full strength in 2023. During the year, the offices and rooms at Hopefield's Kirrawee location were given a long overdue renovation with the final outcome being greatly appreciated by both staff and clients.

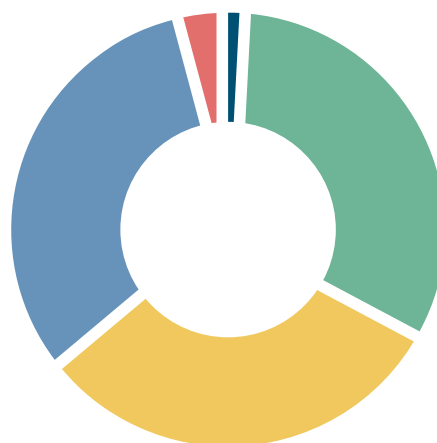
85% of Hopefield's costs were staffing expenses. The other area of increasing expense is the area of telecommunications and IT as licensing and support costs so necessary to the delivery of excellent service continue to increase.

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.

At year end the Balance Sheet of Hopefield appears encouragingly healthy with total assets exceeding total liabilities by \$671,926 (\$671,681 in the prior year).

This will allow Hopefield to invest in additional staffing needs to build the extra capacity which

2022 Sources of Income



- 1% Community Program Income
- 32% Clinical Income
- 31% Donations
- 32% Grants
- 4% Other Income

is required to continue providing community assistance and services. The dedicated staff at Hopefield, led by Vicki 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

	2022	2021	2020	2019	2018
Total Income	\$850,714	\$1,003,206	\$911,634	\$552,336	\$499,959
Net Surplus/(Deficit)	\$245	\$279,896	\$301,470	(\$6,162)	\$27,622

Communities of **Hope**

2022-2026

Strategic Plan

PATHWAYS TO IMPACT

HOPEFIELD'S PURPOSE

To serve those in our community experiencing poverty, disadvantage, distress, trauma or isolation.

OUR WHY

We believe, regardless of life circumstance, background or belief, every individual matters and we exist to improve the lives and wellbeing of others, by showing them that change is possible.

VALUES

Hope, Compassionate, Empowering, Respectful, Excellence, Adaptive

VISION

Flourishing Communities

MISSION

To enable people to solve issues, equipping them to make better choices, empowering them for change, inspiring hope and transforming lives.

The **HOPEFIELD** MODEL

STRATEGIC FOUNDATIONS

- 🌿 Christian Organisation
- 🌿 Serving the Community
- 🌿 Professional Excellence & Integrity
- 🌿 Connection with the Local Church

OUR STRATEGY

*Our Strategy outlines
3 Key Priorities that will build
on Hopefield's heritage.*

*Outcomes of our strategy
will see people empowered,
experiencing a restored sense of
belonging through community,
and finding meaning and
purpose through pathways that
lead to life satisfaction and the
ability to FLOURISH*

Priority 1

Strengthening the Foundations to Enable Growth

Vision *A robust, scalable, efficient operation capable of supporting the delivery of strong outcomes and growth.*

Key Elements



1.1 Scalable and Efficient Operations

Building the systems and processes required to deliver quality services.



1.2 Resourcing for Growth

Appointing key roles to expand capacity and achieve goals.



1.3 Clearly Defined Strategic Documents

Ensuring frameworks exist for strategic planning and governance including Theory of Change, Program Logic and Outcomes Frameworks.



1.4 Facilities that enhance service delivery

Recognising that physical space matters - buildings and furnishings enhance service delivery.

Strategic Priorities

Priority 2

Impactful Service Outcomes

Vision *Effective practice, programs and activities that empower change, deliver growth and are underpinned by a culture of excellence in service delivery.*

Key Elements



2.1 Expanding practice, programs & activities

Expand practice capabilities in existing and new communities, providing greater accessibility and convenience.



2.2 Program Development addressing specific needs

Strengthening and deepening our core program capabilities.



2.3 Community Hub Development

Enabling easier transitions into and out of practice and programs through activities that build competencies and create connection.



2.4 Pathways to Purpose

Opportunities to volunteer, develop skills and facilitate pathways to employment.



2.5 Eco-System Partner Development

Build an eco-system of strategic partnerships to support the work of Hopefield.

Priority 3

Sustainable Organisation

Vision *An organisation able to continue to deliver outcomes and impact into the future while enhancing the sector.*

Key Elements



3.1 Community Presence

Growing Hopefield awareness, reputation, and presence across the communities we operate in.



3.2 Enduring Partnerships that foster impact and growth

Build strategic funding partners that support and foster the Hopefield vision.



3.3 Commercial Enterprises

Create on-going financial sustainability including social enterprises and fee for service activities.



3.4 Be a valuable and contributing member of the social services sector

Continue to invest in interns, sharing skills and knowledge whereby Hopefield is a provider of choice.

Hopefield

"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."

Client names changed to keep confidentiality.



"Kate Brown has a wealth of experience in her field.

*I could see results in the first session and Albert has
come in leaps and bounds since. She also keeps me
updated on what the next step is.*

*Kate is one of your best assets and one of the
best people I know."*



