A photograph of a woman with long brown hair, wearing a white and grey striped shirt, smiling and holding a baby. They are in a forest setting with trees and sunlight filtering through. The image is partially covered by a teal and dark blue wavy graphic at the bottom.

# Crossway LifeCare Annual Report 2017

Helping people in tough places

*flourish*





## Welcome

In this report you will read of the impact and commitment of the Crossway LifeCare team. It is so very encouraging to see what has been achieved over the past year. Almost 1,000 people were assisted in 2017 for which we are truly grateful. Through a broad suite of services LifeCare has developed a best practise model of holistic care for those in need.

It is our vision at LifeCare to see people in tough places flourish. We have adopted a hand-up model rather than a hand-out model. LifeCare not only delivers immediate local impact but has also become an innovative provider of evaluated services like COACH and B-Empowered which have the proven capacity of positive impact and which can be facilitated into other environments.

I particularly want to acknowledge the dedicated staff, broader team and supporters for their tireless efforts that have made such an impact possible. Those in need are truly grateful for your efforts and for many their experience of life has been significantly altered for the good.

Be encouraged as you read.

**Dale Stephenson**  
CEO, LifeCare



**“Looking back, if it weren’t for LifeCare I would have had a breakdown and then only God knows what would happen to me and my children. I’m now enrolled in further studies and look forward to full-time work”**

- Domestic Violence Survivor



### Rhonda

Rhonda migrated to Australia with her husband but several years and two children later, the marriage broke down. As a single parent, she was struggling financially and emotionally. Rhonda was having a challenging time parenting her teenage daughter and was distraught and isolated. Although she had worked overseas she had not worked in Australia and had lost her confidence.

Rhonda was matched with a COACH mentor who walked alongside her for 18 months. During this time Rhonda completed a diploma in social work and was able to find work. After graduating from COACH, Rhonda is feeling positive about her future and continues to meet her mentor as a friend.



**“LifeCare gave me support and helped me to realise that I was not alone. It has given me life and a friend and a sense of belonging and community. It has helped me see that God has a purpose and there is a reason why things happen.”** - Abandoned Youth



“I love being part of the process of making a lasting impact in people’s lives as they discover hope even when they are in quite dismal and seemingly immovable situations.

A client told me that a friend encouraged her to come to counselling. She was very cynical but because the receptionist was “just so nice” she did book an appointment. Watching her transformation from being initially overwhelmed with life and traumatic past memories, then gradually gaining new insights and skills to deal with her

situation with confidence, is a joy for me. Knowing that clients have hope to not only manage their situation better but also sense that they are not alone in life, makes counselling very worthwhile. I love seeing people flourish through counselling, but I know some clients need more holistic help. So, I also refer clients to other Lifecare services where more hope is unleashed as they find healthy ways forward through services such as Financial Care, Women’s Centre and COACH. And for people who find it difficult socially for a myriad of reasons, LifeCare’s B-Together community

provides a safe and nurturing family community atmosphere for them to heal and grow.

I love working in a team that meets people where they are at, not only helping them through tough situations but encouraging them to have the hope of flourishing in their lives.”

- Anne, Counsellor



## Growing our Impact

COACH helps to mobilise the community to break generational cycles of poverty by supporting young people through mentoring. Beyond our local COACH model at Crossway, the program is helping to transform lives around Australia and abroad.

In 2017, we continued to grow our number of partner programs to a total of 52, including 6 in the UK. These new partners included big organisations such as Hillsong CityCare and the Salvation Army, as well as smaller churches in regional towns. By the end of the year, we were supporting 508 approved mentors, 301 families, 453 children and 51 young people.

COACH is evaluated externally by Monash University. These evaluations have found that the program improves the health and wellbeing of families, with ongoing evaluation and monitoring “baked into” our methodology. 2017 outcomes for participants (after twelve months mentoring) saw 86% of graduates achieve a significant life goal, 27% increase in the resilience of participants, and 57% engage in a local community group/purposeful activity. None of this could happen without the dedication of our extended COACH family - those who work, give and pray for the benefit of others. Thank you to every one of you!

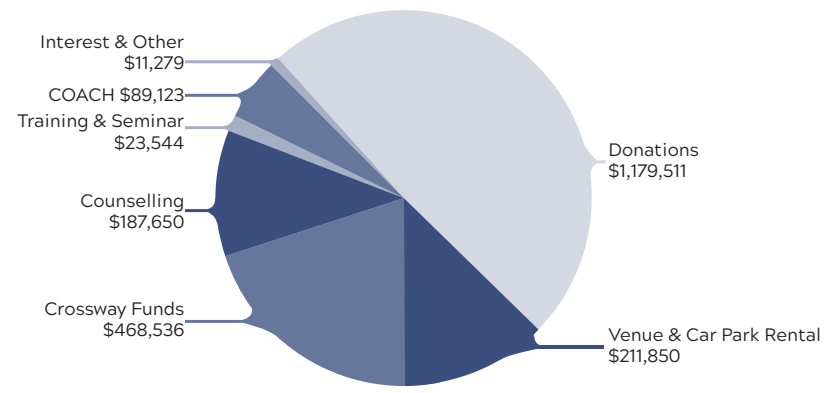
**Toby Baxter**  
Director & Co-founder, COACH Community Mentoring



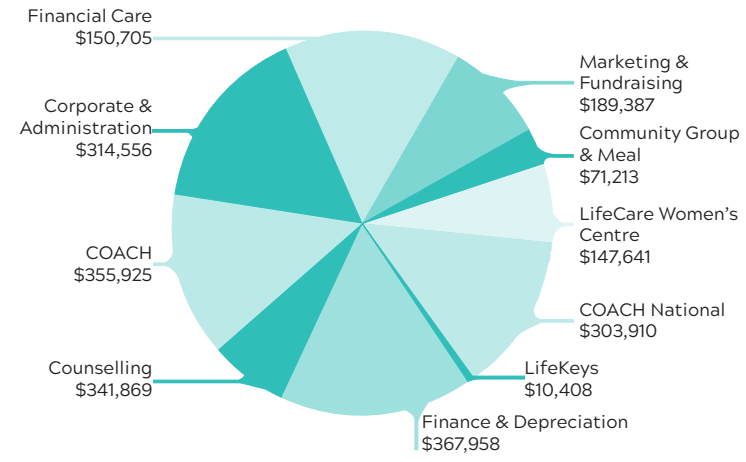


# Financial Performance 2017

## Revenue



## Expenses



Total Revenue  
**\$2,171,493**

Total Expenses  
**\$2,253,572**

“Being able to provide a “hand up” as opposed to just a “hand out” is one of the things I love about the B-Empowered program. Through relationship, our clients are empowered to take control of their financial situation and I have witnessed firsthand the positive impact this has had on their stress level, relationships and self-confidence.”

- Michael, B-Empowered Financial Care team member



## Thank you

We are greatly privileged to lead the passionate, dedicated and committed LifeCare team.

Our staff and team members are the heartbeat of LifeCare. They turn our vision - to see people in tough places flourish - into action on a day to day basis.

We believe God cares deeply for people living on the margins of society and our team join in with Him to see people flourish emotionally, socially, economically and spiritually. Their work brings great joy and satisfaction, but also comes with many challenges and we are thankful to God for each and every person who serves.

As we celebrate life-transforming client outcomes from 2017 we are mindful that these have been made possible through the work of our staff, who regularly go beyond the call of duty to bring the love and hope of Jesus to our clients' lives. We also champion the wonderful contribution of our unpaid team members and our financial supporters who give so generously of their time and resources for the benefit of others.

As we reflect on a great year of ministry together we celebrate the importance and privilege of team. We are called to serve together and we affirm the unique contribution each person brings.

In thanking our great team, we also take this opportunity to extend an invitation to others to join the LifeCare team. There is a special place for you to serve and make your mark.

Scott Pilgrim  
Executive Pastor

Christina Lim  
Director, LifeCare Services

# Lasting Impact

“LifeCare helped me when I had nothing and made it possible for me to dream again.”

- Survivor of Childhood Trauma

970 People struggling in our community were supported to build the resilience, skills and community needed for a brighter future and lasting transformation.

597 Individuals were provided confidential, caring and holistic counselling for a wide range of issues including relationship challenges, depression and anxiety, domestic violence and addictions.

155 People who were isolated and doing life tough found regular nourishment and a place to belong through our community meals program.

59 People facing financial challenges were empowered by one-to-one financial coaching to gain the tools, resources and practical assistance necessary to gain victory over their challenges.

352 Families and individuals (including 116 supported by COACH Local) were mentored to set and achieve life goals such as education, employment, parenting, and improved physical and emotional wellbeing.

43 Women and children struggling to recover from domestic violence were supported on their journey of healing, recovery and growth and are now flourishing.

# Lasting Impact

Our team of financial partners has grown substantially in 2017 as the blessing of giving seems to be contagious! Many of our supporters have made giving to LifeCare part of their routine as they see the importance of doing their part, however small, to collectively make a much greater impact. Whether it's regular monthly giving, large sum response to appeals, corporate sponsorship, or running events to raise funds for LifeCare, our partners are helping us make a real difference in the community!

Team LifeCare raised \$20,000 in the 2017 Melbourne Marathon with more than fifty runners and walkers. It was a great day of cheering one another on as we sweated it out to the finish line. Our fundraising prize this year went to an eleven year old boy who raised \$4273.20! How wonderful to see kids supporting kids and families supporting families at this fantastic family event. What a great way to teach children compassion and generosity!

Prompted by an article in the local paper about the work that LifeCare is doing for women who have suffered from family violence, the GoGirls Foundation held a fundraising event to support our women. The event surpassed expectations and raised \$33,600! We are thrilled to partner with the GoGirls team so that our women who have experienced family violence can be further empowered through a customised employment readiness program!

Co-hosted by our Platinum sponsor LightFM, the 2017 LifeCare Gala was an evening of fun, entertainment and celebration with

the 'stars'. We honored some of our real stars - LifeCare clients who shared their inspiring life-changing stories. Not only was the night full of fun and inspiration, it also brought in over \$80,000 to be used to help more people heal, join community and have hope for a better future. Thank you to all who participated. A special thanks to our participants who bravely shared their stories as well as our special friends who matched a significant portion of the donations made during the appeal on the night.

We welcomed a number of businesses, who share our heart for the community, into our new corporate sponsorship program. Check out their websites to learn more about the great work they do!

#### Gail Cameron

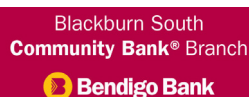
Director, Strategic Partnerships,  
Crossway Group



## Platinum Sponsors:



**Clear Networks** is a licensed telecommunications carrier based in Melbourne providing broadband internet services to residential and business customers around Australia.



**The Blackburn South Community Bank** is not only helping LifeCare reach out to those in need in our local community, they will also donate \$1000 to LifeCare when anyone connected to Crossway or LifeCare takes out a home loan with their branch!



**89.9 LightFM** is a Christian community radio station dedicated to bringing positive, family friendly content in a fun and engaging way.

## Gold Sponsors:



**ACS Financial** is a 'profit for purpose' business providing insurance, lending, investment and risk management for churches, schools and ministries.



**Mountain Timbers**, located in Kilsyth Victoria, is a family owned business supplying timber and builders hardware direct to the building trade and local handyman.

## Silver: **HOLA**



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