



To See People  
in Tough Places  
Flourish.



Annual Report  
2012

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**Incorporation**

Crossway LifeCare Ltd.

ABN 61 144 934 592

**Charitable Status, Tax Concessions  
and Fundraising**

Crossway LifeCare is a not-for-profit community organisation funded by donations from our generous supporters. Donations over \$2 are tax deductible in Australia.

**Support us financially by giving****By Direct Debit**

Account name: Crossway LifeCare Ltd.

BSB: 083 004

Account number: 19 226 3226

**By Credit Card**

To make a credit card donation, please call us on

(03) 9886 3899.

## What is LifeCare?

LifeCare was created by Melbourne's Crossway Baptist Church to see people in tough places flourish.

It offers a holistic service, joining in with God and others to bring transformation so that people flourish physically, financially, emotionally and spiritually.

Highly qualified and experienced counsellors, social workers and clinical psychologists provide directed assistance to individuals and families. Our executive team and board are charged with stewardship – managing the resources that individuals and philanthropic organisations contribute. By ensuring a high return on investment in the service, LifeCare is equipped to resource holistic community transformation, as well as assuring supporters of financial diligence.

Yet LifeCare is empowered by its volunteers – several of whom are former clients – people who walk alongside each individual, providing friendship and community bonds. It is these relationships that give some of our clients a focus for the day, a reason to get out of bed in the morning, the hope that one day their lives will change for the better. Equipped by ongoing training programs, our volunteers are supported as valued members of the LifeCare community, with debriefing opportunities and fun events crucial to our service.

In the last year, LifeCare has supported over 680 people, and 74 volunteers are continuing to walk side by side with families seeking assistance.

**VISION** To See People in Tough Places Flourish

**MISSION** We believe God cares deeply for the marginalized in society. Our mission is to join with Him to bring transformation, helping people flourish emotionally, socially, economically and spiritually.

**VALUES** We are faith-based but not faith-biased and seek to benefit people no matter what their religion, race, disability or sexual orientation. Being non-judgemental is important to us. We do not proselytize.

We try to model Christ-centeredness, grace, care, trust and interdependence, within our team and to others. We value the relationships with our LifeCare Partners (volunteers and board), staff, funders and clients/coachees.

We look for every opportunity to empower the most vulnerable.



People feel genuinely 'loved' and 'care for' by LifeCare which just cannot be achieved in the government-funded welfare system.

## Chief Executive's Report Senior Pastor Dale Stephenson

As a community, Crossway is honoured to have opportunity to reach out to people in tough places.

LifeCare is an outstanding example of Crossway's commitment to loving people.

More than just a counselling service, LifeCare is a grassroots, holistic ministry of people supporting others, with a view to seeing them flourish. Whatever it takes... for however long is needed. The deep rooted problems associated with emotional or domestic abuse cannot be solved in three weeks, or three months.

Our hope is to create an embracing service where our LifeCare team gathers around the person and their family and treats them as a whole. This service occurs in the context of their financial crises, physical, emotional and domestic abuse, mental and psychological trauma.

By walking alongside an individual and their family we go far beyond meeting an immediate physical, financial or emotional need. Through LifeCare we assist people to rebuild their lives to the point where they may never need our assistance again. That's our hope and prayer.

People feel genuinely 'loved' and 'care for' by LifeCare which just cannot be achieved in the government-funded welfare system.

In such a short time, the LifeCare team has positively impacted the lives of many families for the long term. The growth achieved in service delivery in the last year is amazing - we are at capacity, and all of this has been achieved primarily with funding from the Crossway congregations. We're privileged to be in a position to grow our services to meet the increasing needs from local communities - from new migrants, single parents, the bereaved, the unemployed, the least and the lost. The first sod will be turned on the LifeCare and Administration Centre in 2013 or early 2014, providing greater outreach opportunities to people in desperate need of assistance. Now that's exciting.

LifeCare is only one expression of Crossway's commitment to the local community - just one tool as part of a holistic approach to responding to needs such as loneliness, confusion, addiction, or loss of community. Because we love people it is what we are committed to.

## Chairman's Report Stuart Yarnall

More than a counselling service, LifeCare is empowered, engineered and funded by individuals and families wanting to give back to community. Since its commencement in January 2012, LifeCare provides services holistically - through coaching, individual and family counselling, budgeting and financial assistance, and most importantly, community.

There is no defined client base: LifeCare's clients come from differing demographics, faith beliefs, and life spaces. Successful business people have sought assistance, as have people impacted by addiction, depression, family breakdown or financial stress.

Professional counsellors, social workers and psychologists work alongside trained volunteers to address the physical, financial, emotional and spiritual need of families and individuals. In essence, we are bringing them back to a place of normality so that they may concentrate on future opportunity.

LifeCare's services have grown through word of mouth alone. Imagine the impact on community wellbeing if we had expanded services and greater volunteer input; the marriages saved, families empowered to move beyond their current circumstances and plan for a future; individuals counselled through depression and into a new space of hope.

In 2013, LifeCare faces incredible opportunities with strategies in place to double the COACH Community Mentoring program and increase client care by employing further professional counsellors. With LifeCare already at full capacity for counselling offices, and inadequate pantry and administrative space, we face our greatest challenge - the construction of a new and dedicated LifeCare building to meet the growing need of our urban neighbours.

LifeCare's Board has strategically considered the organisation's growth. It is buoyed by the continual stream of volunteers: talented individuals from Crossway's congregations who are willing to share their considerable life skills and experiences. We are empowered through the generous donations of time, energy and finances. Strategic plans are good and necessary, however, it's the responses of our clients from the local community which dictates our direction.

I encourage and commend your support of this vital service.



It's simply amazing what LifeCare has achieved in only twelve months of operation.

## Executive Director's Report Toby Baxter

Already our service is at capacity, purely through word of mouth. Over 680 individuals received assistance from the counsellors, volunteers and staff. Local communities are embracing our outreach and input, and yes, we have had the honor of supporting 74 committed volunteers of all talents and all life stages. Most importantly, we're meeting a need - the need to provide family strengthening services which prevent relationship breakdown for the long term.

LifeCare started with a shared vision - the vision of several key community leaders who felt the call to join in with other agencies in the outer suburbs of Eastern and Southern Melbourne, to walk alongside individuals and respond holistically to their needs. It is a vision that sees people in tough places flourish. It is a vision to see transformation in tough communities, including Forest Hill - which is our main focus - as well as in North Dandenong and Braybrook.

That vision was shared by many members of the Crossway community who felt commanded to go beyond their comfort zones and help local families in need, regardless of their makeup or faith-orientation. It was a vision to prevent problems before they occur rather than react to crisis.

I first encountered this need while working as a drug and alcohol social worker in Dandenong, assisting drug and alcohol clients in one of Melbourne's toughest communities. So often the individuals before me were in serious crisis because of problems that could

have been prevented by early intervention. My experience led me to develop programs such as COACH Community Mentoring and B-Empowered that are preventative in nature.

LifeCare's service deliberately targets families, their schools, their entire communities. It tries to intervene when the child is still young. This holistic and early intervention approach creates long term change. That's the vision for LifeCare in our suburbs, in our neighborhoods, and right down to the streets in which we live.

Rather than a traditional 'top down' organisation, LifeCare's focus is on ground-level growth: our volunteers directly connect one-on-one with people in need to create relationships of trust, change and hope. Moreover, we want to empower our clients to help us make decisions and evaluate our services for ongoing improvement.

In any society, we all seek community to help shape, support and validate our decisions. That's LifeCare's goal - to create supported, holistic relationships by providing people with meaningful community through our COACH Community Mentoring, our B-Empowered program, and relationship counselling.

If our first year was a year of developing a healthy team, 2013 is our year of partnerships. Joint work with a range of stakeholders is the focus. As LifeCare expands its services to meet the need, we are partnering with local schools, families and communities. Cultivating long-term relationships with funders, however, for the benefit of local communities, is pivotal.

## Misha's Story

**"My life was chaotic, was really ugly, dark and dull. Now with LifeCare when I see my life I see bright, sunny days. I wake up and I'm alive."**

When Misha reflects on the past 12 months of her life, she can't believe she's the same person. This time last year she was desperate to reclaim her life from heroin addiction, and to be the best mum she could. It was a struggle, a roller coaster of two to three months of success, then she'd relapse and spiral into despair.

Now she is a bubbly and confident woman who exudes hope and possibility. She has a steady job as a hairdresser, and has a great group of friends who are far removed from the damaging relationships of her past. She thanks LifeCare's counsellors and volunteers for her dramatic transition.

Misha had attended a single mum's Lifegroup at Crossway but her addiction was always biting at her heels. At that stage she felt she had no hope. She welcomed the offer of help from LifeCare. Her new counsellor created a 'community of support' - specialists and volunteers who would help her through her past, her present and her future. Through COACH - Community Mentor program, she was matched with a volunteer from one of Crossway's congregations. The

two met regularly for coffees, shopping, and to simply 'do life' together. Her LifeCare counsellor met with her regularly, helping her through her relapses, to the milestone of achieving shared custody of her daughter with her parents. LifeCare's child psychologist also assisted Misha's four year old daughter.

Misha admits she has difficult moments but the support provided by LifeCare and its volunteers and counsellors gives her hope, confidence and faith to believe she can achieve in her life. Together they have developed tangible goals for her future - a steady job, travel, and the dream to help others through their own addictions. She encourages anyone who is experiencing depression, family breakdown or addiction to contact LifeCare.

### Lifecare Project

	2012	Target
COACH families and young people	57	40
Counselling sessions	3005	3100
Counselling clients	582	350
New volunteers in service	74	50
B-Empowered clients	29	25
Food parcels or other assistance given (total episodes of assistance)	217	200



## LifeCare - Holistic. A Family. A Community that Cares.

### Our Counselling Services

We all encounter struggles at different times in our lives. Relationships, mental health, self-esteem, careers and finances are just some of the areas in which we might find ourselves facing challenges.

At LifeCare, our team of counsellors, social workers and clinical psychologists are passionate about walking alongside people in tough places or experiencing difficult times. We are committed to helping them better understand themselves and their situations, and to discover positive ways to manage the issues they face. With professional, caring, confidential and holistic counselling we are confident that everyone can make progress, whatever their situation.

LifeCare Counselling works with children, youth and adults - as individuals, couples, families, or support groups. Counselling usually occurs through face-to-face appointments at the LifeCare Centre, but counselling through Skype and home visits are organised where needed. Our bilingual counsellors offer services in Chinese. Some counsellors offer Government funded services including the Medicare rebate through the Mental Health Plan. We also run specific support groups, such as a Grief Group, from time to time.

### 2012 Highlights

2012 was a year of exciting change for our counselling services. With the expansion of the COACH program and the launch of B-Empowered (our core financial care service), counselling has moved from being a stand-alone service to an integral part of LifeCare. The inter-referral of services means that LifeCare's vision of providing holistic care is a reality. Through referrals from other LifeCare programs we have seen significantly more clients from our local community. Consequently we have had more opportunities to provide support for issues like drug and alcohol abuse and domestic violence. There was a large increase in the numbers of children, men and couples seeking counselling, whilst numbers for women remained high. In total, we delivered over 3,000 sessions to 583 clients last year, which is a 8.5% increase on the previous year. It is so exciting and encouraging to see more and more people seeking and receiving the help they need.

Last year, two seminars were run for the broader community - Managing Grief, and Managing Depression. Both were very well-received. The Grief Support group also ran for a second year, in partnership with Bethel Care. The feedback was overwhelmingly encouraging, and as soon as the group was concluded we immediately received requests for another support group!

As well as expanding our counselling services, our team has also expanded. In 2012, we welcomed two psychologists to our counselling team. Their psychological services have added a crucial new dimension to our counselling services, and we are seeing the significant benefits of this in our clients. Three volunteer counsellors joined our team and generously offered their services pro bono. These are not student counsellors on placement, but fully qualified counsellors. This is another first for us at the Centre and we are extremely thankful for them.

Supporting LifeCare in 2013 will enable our counsellors and psychologists to assist twice the number of clients. What an opportunity to create positive change in people's lives! If you've ever had a friend or family member impacted by depression, illness, anxiety or family breakdown, then you will understand the importance of LifeCare.



Allan  
"It's all for my little girl."

In his sixties, Alan looked forward to retirement following decades in small business. When he gained custody of his young daughter, Missy, however, his life focus changed. As a single parent he realised he needed help. He reached out to LifeCare.

Alan first visited LifeCare's centre for food parcels, and a counsellor offered to help him with some of life's issues. She also suggested the COACH mentoring program. Alan linked up with Danny who had just completed the COACH training. Danny had his own children so the two would discuss the many challenges of parenting, as well as other challenges. At first they met fortnightly but that extended to whenever Alan needed to chat - a late night text, a quick phone call, or whenever he needed to reach out.

"We had a lot in common," said Danny, himself a businessman. "It was always in my heart to coach someone and pass on my life and business skills."

Alan says Danny is there when he needs someone to talk to, as a parent or a businessman. Regardless of his age, Alan is a hands-on dad who's doing all he can to create opportunities

for his little girl. She's been accepted into the Australian Girls' Choir, is a champion swimmer and a triple gold medal calisthenics competitor. When she wins, Alan is the first to wipe the tears from his eyes. He's endured endless challenges of joint parenting but his LifeCare family of volunteers and counsellors always support him.

Alan says there are moments when the worry and the stress of parenting become too much. A quick chat with Danny helps Alan see the opportunities rather than the negatives. "I've put my life on hold for Missy and it's so worth it. If I can just make it through to my 70s for her, then she'll have the right values and the right foundations to be the best she can."

Alan has also taken part in LifeCare's B-Empowered classes to help him budget for life with an eight year old daughter. "I will do anything to help her get ahead. I've raised a girl who is strong and resilient, I'm doing my best to give her the right background and the right start."



"LifeCare is like a stone tossed in the water... the ripple effect of its programs have done so much to change Missy's life, and mine."



## FINANCIAL CARE AND B-EMPOWERED

Financial Care provides practical services to help people who are struggling financially in our community. The service provides food assistance and material aid for people requiring emergency relief, as well as referrals to help find accommodation and access various community services. Managing crises, however, is not the primary focus of our financial care service. Instead we empower people to overcome their ongoing financial struggles and manage their money the best they can.

B-Empowered, our financial coaching program, aims to help people set and achieve sound financial goals. A personal caseworker is assigned to coach each individual in areas such as budgeting, managing spending, dealing with outstanding debts and seeking employment. Meetings are usually held weekly or fortnightly at the LifeCare Centre, but home visit services are available where appropriate. For people making progress in the program, financial assistance may be provided to speed up their journey and help them attain their financial goals.

### 2012 Highlights

After initial planning and program design, the pilot project of B-Empowered formally commenced in early 2012. We are grateful for a Baptcare grant which helped to partly fund this new initiative.

The Financial Care team has expanded quickly during the year. The manager and financial care worker have been joined by two dedicated volunteers helping in the food ministry, and three others assisting with B-Empowered case work.

Last year, 29 families were helped by the B-Empowered program, 121 families were helped with food assistance and 55 families received other forms of financial assistance. We were greatly encouraged by those who received help. One lady brought in a cake to thank us, whilst another offered the team her professional skills as a beautician to show her gratitude.

In September, we hosted a lunch for our B-Empowered participants. It was wonderful to hear the testimony of a participant who shared how the B-Empowered program has helped him. When certificates were awarded to participants, there was nothing better than seeing the pride of those who had successfully finished the program.

Perhaps one of the biggest highlights was LifeCare's Christmas celebration. With lots of activities and games, and even an appearance by Santa, it was a great night of fun, food and

friendship-building for the young and the old. Generous donations from Crossway Baptist Church and the Parent Association of Waverley Christian College funded Christmas hampers and presents for families in our care. It was a great testimony to our care for those who are struggling financially.

Financial Care also receives feedback which motivates and uplifts our volunteers and staff. Gerard, a single parent with a young child, said, "It makes you look at where the money is going and then how to improve. Having someone meet with you regularly, listening and offering support has been so helpful – it has helped me change my spending habits for good!" Gerard now feels more confident to manage his finances on his own.

Sanit shared a similar story. After struggling for years with budgeting, she proudly announced to LifeCare's Financial Care counsellor, "I'm now in better control of my bills, am debt free and no longer ruled by financial stress."

Karin, a cancer patient, was struggling financially due to the expense of her treatment, coupled with her inability to work. She was extremely grateful for the financial and food assistance provided by LifeCare, relieving financial stress while her treatment continued. Through B-Empowered, she has also received regular financial care and emotional support.

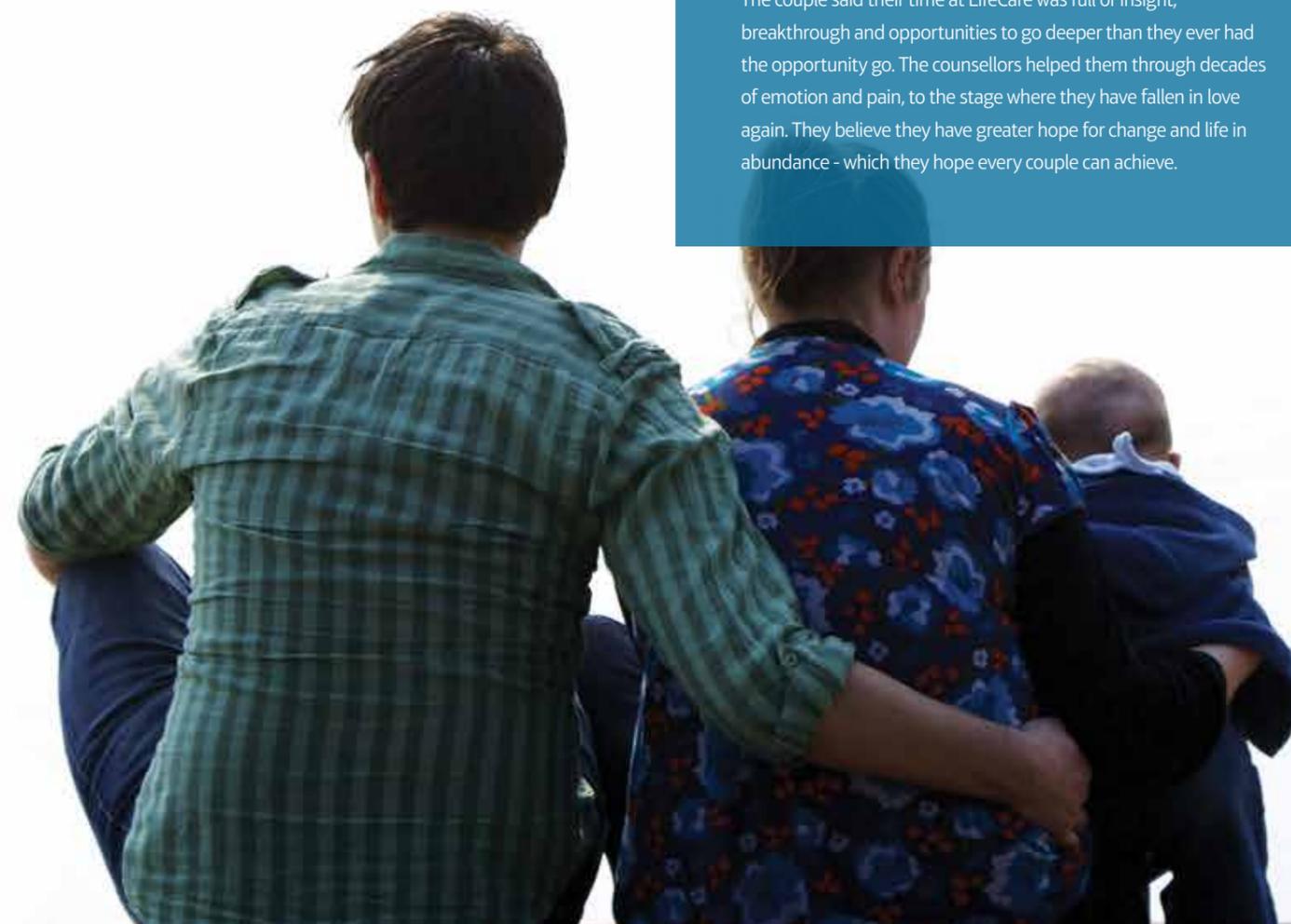
## Felix And Maria's Story "The support we needed to save our family, and our marriage."

When Felix and Maria first approached LifeCare, their family was experiencing pain and disappointment. They had already separated twice, and had kept changing careers and moving cities in attempts to start over. The couple was clearly desperate to save their marriage. But first they had to deal with other long term issues - childhood abuse, rejection, fear, loneliness, sexual addictions, violence, anger, control, manipulation and neglect.

Their LifeCare counsellor created a holistic 'community' of psychologists, coaches and supporters to journey with the couple through some of their toughest days and memories. At first, Felix and Maria met with separate counsellors to focus on their individual circumstances. After only a month, they were ready to take the next step - to see a counsellor together. While their discussions brought up difficult issues and old wounds, the couple felt encouraged and empowered by their LifeCare supports.

When Felix lost his job, LifeCare's financial counsellor helped him to determine the family budget and ensure they could manage in the short and medium term.

The couple said their time at LifeCare was full of insight, breakthrough and opportunities to go deeper than they ever had the opportunity go. The counsellors helped them through decades of emotion and pain, to the stage where they have fallen in love again. They believe they have greater hope for change and life in abundance - which they hope every couple can achieve.





## LifeCare COACH

The LifeCare COACH mentoring program has a strong record of strengthening families and young people. Set up by the Director of LifeCare, Toby Baxter, in 2010, COACH responds to families and young people in need. Staff and volunteer coaches engage directly with disadvantaged young people and families to help turn their lives around. We recruit coaches (mentors) through local networks, provide them with twenty hours of modularised training, then link them with young people or families to be coached, regularly reviewing each coach-coachee pair. As role models, coaches build a sustained relationship with the beneficiary, offering practical help and coaching towards life goals at weekly meetings, conducted over a minimum twelve month period.

The beneficiaries are young people aged from 9 to 14, from families that are disadvantaged or at risk of poor parenting, family violence, isolation, crime, addiction or poverty. The majority of the young people come from low-income, single-parent households, often dealing with substantial emotional issues, and are frequently welfare dependent and unemployed. The program also benefits families with children aged 0 to 11, usually struggling with isolation, past offending histories or homelessness. The other beneficiaries are of course, the coaches themselves, who report high levels of fulfillment and personal growth as a result of their involvement.

## Highlights

LifeCare invested a huge amount of effort into launching LifeCare COACH in 2012 and the outcomes have been very encouraging. Eighty-one volunteer coaches were trained through the COACH training program, which equips volunteers with the knowledge, skills and understanding to operate as mentors in the local community. Eighty-three percent of trainees rated our training as either 'excellent' or 'very good', with the unit on communication skills being the most popular.

The COACH program has provided:

- 57 coaching relationships with an average matching period of around seven months
- 43 supportive coach relationships have contributed to improved family cohesion
- Four families were supported to address severe substance misuse
- Eight families were encouraged or assisted to gain new insight or develop a greater ability to manage their finances
- Fourteen families received advocacy and support in relation to justice and/or legal issues
- Twelve coach relationships supported a child toward improved school performance
- Six relationships supported an adult into education, employment or training
- Eight coachees were assisted to stabilise their mental health
- Four families were assisted to stabilise or access housing.

In the latter half of 2012, we launched Youth COACH in partnership with Forest Hill Secondary College, which has supported seven young people. LifeCare is currently evaluating resilience in families. Early indications are positive, in that families are reporting an increase in resilience to cope with stress and setbacks.

## The Future

The future is extremely bright for COACH and we have been invited to expand the program into the Dandenong and Braybrook communities. The 2011 census indicated that these are among the most challenged communities in Australia. Given our emerging partnerships in these neighbourhoods, we are looking forward to the challenge of supporting vulnerable families and young people living in them. Already, we have deployed lead coaches into these communities who are pioneering work with seven families who are struggling with complex issues, including family violence and relationship breakdown.

On a local level, our partnership with Forest Hill Secondary College continues to strengthen, with 15 referrals in the first term alone. Our strategic focus is on years 7 and 8 pupils, so we can intervene early in the child's secondary school education. As part of COACH's Prevention and Early Intervention Strategy, we are aiming to renew our partnerships with Parkmore and Weedon Heights Primary Schools, to provide volunteer coaches to children in years 5 and 6.

In 2013, COACH will recruit another staff member and 35 volunteers in order to support another 75 families and young people in communities in need.

## Lachie's Story: The Coach

University student and LifeCare volunteer, Lachie is utilising his spare time to coach not one but three young people through LifeCare's COACH mentoring program.

"I'd had a stirring in my heart to be out in the community, working with people who were doing life tough," he said. "When Crossway church asked for COACH volunteers, it was an obvious opportunity. At age 23, I have few commitments so I can invest time in volunteering and directly impact the lives of others."

Although Lachie is studying at university, contributes to Crossway's Kidspac ministry and works as an integration aide at a local primary school, he still finds the time to meet regularly with three young coachees. By reaching out to young people before age 14, family support services such as LifeCare have maximum opportunity to positively influence their lives.

"If this is the time in my life when I have the freedom to contribute to changing a young person's life, I don't want to miss out," Lachie said. He's seen the effectiveness of COACH first hand, and how the boys have developed through the program. He says he prefers COACH volunteering as continual training and 24/7 support is provided.

Lachie describes his coachees as normal young people who need someone to talk to. His role is not one of parent but of encourager and listener, and to monitor for any issues the LifeCare team could assist with. His reward comes when one of the boys opens up about a difficult issue or shares a positive experience. His greatest reward is instilling respect and dignity in the son/parent relationship and providing intentional role modeling that gives his coachees values for life.

The COACH program has strict guidelines for coaches of children and young people; including mandatory Working With Children and police checks. Boundaries are explicit, with appropriate protection and support mechanisms provided.

To become a LifeCare COACH or to support the COACH program, please contact LifeCare on 03 9886 3899.



## The Business Man and the Coach

When Eric first visited LifeCare in 2012 he was, to use his own words "anxious, distraught and probably the lowest I'd ever been."

He'd driven past LifeCare's signs on Springvale Road in Burwood countless times but never felt ready to ask for help. After months of severe depression, Eric found himself sitting alone in an empty house, thinking very dark thoughts. Finally, he listened to his inner voice and rallied the courage to call LifeCare. The phone went to voicemail. He felt utter despair.

He could have slipped into a depressive episode. Instead, as if on autopilot, he got in his car and drove there. At Reception, he uttered the words which changed his life, "I need to see someone." Recognising his distress, LifeCare counsellor Christina saw him that day.

"Christina was amazing, she was the right person at the right time," Eric said. She was such a lovely, gentle, listener. Even on that first day I felt comfortable talking and being open with her."

Eric had seen other counsellors and psychologists before but hadn't felt it worked. Within minutes of arriving at LifeCare, he experienced what he described as a safe place of peace and comfort. "I experienced two things at LifeCare that day, an incredible sense of calm and genuinely cared for."

The LifeCare team helped him to reassess his priorities in life. He learnt practical skills to deal with stress and anxiety, and to practice qualities of humility, calmness, patience and perseverance.

Christina assisted Eric with LifeCare's other supports. He was referred to the COACH Community Mentoring program. He reckons it was his lucky day when he met his COACH, John, who helped him to understand that life was about more than money, the main cause of Eric's anxiety. The GFC had decimated his small business - he lost everything, including money he'd borrowed from a family member. He'd hit rock bottom.

COACH aims to help people move towards their goals. One of Eric's was to start a business and to have his flagship product certified. John remained by his side as he achieved that goal.

He believes the biggest benefit of COACH was learning to be content with what he has. "When you're living in your own world, you find you're always thinking that your situation is unbearable. But my coaches and supporters at LifeCare have helped me put things in perspective."

**"Whatever's going on in the outside world, at LifeCare I can leave my worries at the door and be relaxed here. That's why I always look forward to coming... and I try to maintain that feeling after I leave."**



## Operations

Crossway LifeCare's inaugural year was a busy one, but with the help of many committed staff, volunteers and supporters we achieved so much.

The year kicked off with our LifeCare staff retreat and planning day at Chestnut Hill Conference Lodge, where staff and volunteers from LifeCare's different ministries and services gathered for a time of play, planning and praying. We were inspired by Toby Baxter's message on the Beatitudes – Be the Change You Want to See in the World. This is the foundation of LifeCare's service to the community of showing grace, care, trust and interdependence within our team and others.

Some key operational highpoints achieved in our first year include:

### 1. Asylum Seeker Advocacy

Crossway LifeCare facilitated the Asylum Seeker Information Night with a Q & A open forum. The aim of the evening was to educate Australians about the real issues for people who risked their lives to arrive at our shores, and to advocate for the unaccompanied minors who were at risk of being placed in detention centres. The panel was composed of executives from Mission Australia, Baptcare, Crossway Baptist Church and Barrabool Hills Baptist Church.

This initiative resulted to a joint media release between Mission Australia, Baptcare and Crossway supporting the High Court's ruling that it was illegal to send unaccompanied asylum seeker children back to Malaysia. Both Mission Australia and Baptcare supported Crossway's offer to the

Government to accommodate and care for the minors at no cost to taxpayers. This is Crossway LifeCare's way of living out our values, of giving a voice to the voiceless and advocating for the vulnerable.

### 2. Welcome to My Place – Asylum Seeker Community Education

To better equip volunteers to advocate and care for asylum seekers, Crossway LifeCare hosted a Welcome to My Place training day. Welcome to My Place is a movement of Australian communities seeking to open our hearts and homes to asylum seekers and by doing so, model a serious alternative to mandatory detention and offshore processing. It embodies hospitality and friendship as a practical alternative to hostility and fear. The training links volunteers with different agencies working with asylum seekers. A highlight was hearing the testimonies of previous asylum seekers from Burma and East Timor who shared their struggles and challenges of trying to assimilate into the Australian society. This LifeCare initiative created partnerships with Mission Australia, Welcome to Australia, AMES, Asylum Seeker Resource Centre, Surrender, UNOH and local churches.

### 3. Grasstree Gathering of Emerging Indigenous Christian Leaders Conference

'Grasstree Gathering' is an annual Emerging Indigenous Christian Leaders conference. This much needed national, non-denominational event was planned and led by Indigenous Christian leaders with a focus on supporting,

training and networking for emerging Aboriginal and Islander leaders. Crossway LifeCare supported this conference by hosting the Grasstree Gathering Celebration night, giving leaders a chance to explore ways to deepen relationships and partnerships of mutual blessing. We were so privileged to serve more than 220 Indigenous brothers and sisters that night. The Grasstree Gathering was hosted by Crossway LifeCare in partnership with Jisas Wantaim and proudly supported by the Baptist Union of Victoria, Queensland Baptists, Baptcare, Mission Australia, NATSIEC, Scripture Union Queensland and TEAR Australia.

### 4. Community Education Seminars

Crossway LifeCare held an Actively Managing Depression seminar for more than 70 participants. It was presented by Bill Van Schie, an experienced counsellor specialising in supervision, trauma and marriage counselling.

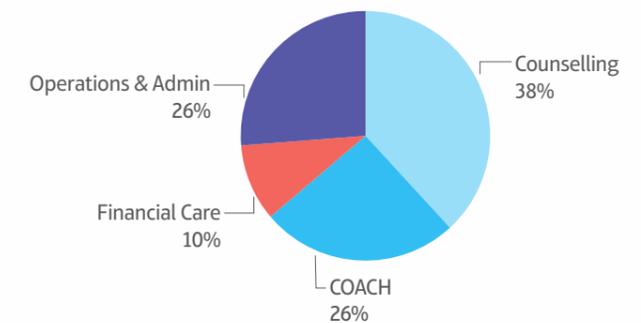
Another successful seminar was Let's Talk about Loss and Grief, presented by Dorothy Hodge of Bethel Care Ministries, and Bernadette Milsted who has extensive experience as a professional counsellor. This seminar aimed to help participants understand loss and grief and learn techniques to process emotions and adjust to loss.

## Finance

2012 was LifeCare's first full financial year of operation and we were encouraged that many people and companies linked to Crossway got behind us to give us a strong financial foundation. These donations represented 72% (\$661,631) of our income. We were also able to obtain an external grant from BaptCare and a short-term contract with Bethel, for which we were very grateful.

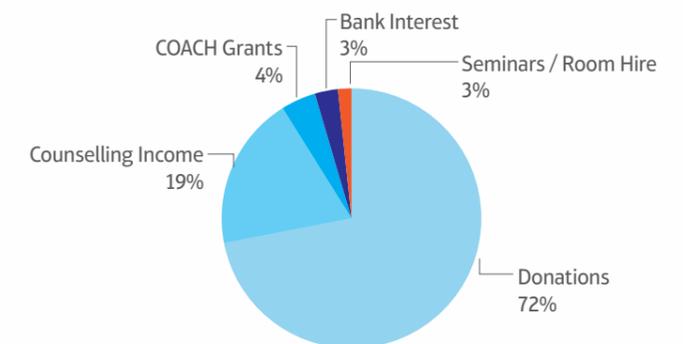
### Expenditures

Total for the Year	\$564,173.00	100%
Counselling	\$215,364.60	38%
COACH	\$144,446.20	26%
Financial Care	\$56,399.60	10%
Operations & Admin	\$147,962.60	26%



### Revenue

Total for the Year	\$919,633.00	100%
Donations	\$661,631.00	72%
Counselling Income	\$176,171.00	19%
Coach Grants	\$39,991.00	4%
Bank Interest	\$26,436.00	3%
Seminars / Room Hire	\$15,404.00	2%



Note: Our proportion of revenue spent on Operating and Administration Costs, including fundraising costs, was 20% (\$180,677 of a total income of \$919,633).

## Board Member Profiles

**Stuart Yarnall** – Chairman. Stuart has served in church leadership roles for twenty years and been a member of Crossway Baptist Church for more than ten years serving in various ministries. Stuart is a strategic and personable leader with expertise in sales, marketing and front end business strategy within consumer goods markets throughout Australia, New Zealand and the United States. He holds a Bachelor of Arts (Organisational Psychology) from the University of Melbourne.

**Tim Farren** works in the financial service sector and has been involved in Christian ministry and leadership at several Baptist churches in the UK, including serving as a deacon and preaching. Tim's formal qualifications include Bachelor of Economics, Fellow of the Institute of Risk Management, Fellow of Institute of Occupational Safety and Health and Fellow of the Insurance Institute.

**Fiona Hall** is currently in Crossway Alpha team after finishing up her role as the National Training Coordinator for Alpha Australia. Fiona trained as an accountant with Ernst and Young in London, and has also held roles as an events and customer services manager and a youth pastor.

**Andrew Hill** is the Community Life Pastor at Crossway Baptist Church and has been on staff since 2006. Prior to Crossway, Andrew was a Pastor at Careforce Church for seven years. His qualifications include Adv Dip Theol, Cert IV AWT, B Min, Grad Dip Theol, MA (Church Practice).

**Francis Hoe** worked in several international banks and financial institutions from 1985 to 2010. He was involved with Calvary Baptist Church in Singapore and served in various capacities including Treasurer of the church. Francis was the Honorary Director of Contact Singapore in Melbourne Australia and currently serves on the board of Praxeis. He has a Bachelor of Business Administration with Honors in Finance.

**John Peberdy**. After a 37 year career with Ansva Insurance, which included eleven years as CEO, John now serves on a range of Christian and business boards, including Global Interaction, Christian Ministry Advancement and the Victorian Managed Insurance Authority. He also has a small consulting business and is an accredited mentor with Mentors and Business Coaches International. His qualifications include ANZIIF (Snr Assoc) CIP, GAICD.

**Dale Stephenson** is Senior Pastor of Crossway Baptist Church and has been a Baptist pastor for over 25 years. Known as an innovative and positive leader, his gifting is in evangelism, leadership, preaching and teaching. Dale's formal qualifications include Master of Arts in Church Leadership.

**Michael Stevens** is in his fourth year as Lead Youth Pastor at Crossway Baptist Church. Prior to Crossway, Michael was a school chaplain and youth pastor for five years and a secondary school teacher for three years. He holds a Bachelor of Applied Science (Human Movement), Bachelor of Education (Secondary), and a Masters of Christian Studies.

**Craig Winkler** is one of the founders of MYOB Ltd, which grew to employ over 1,000 people in multiple countries, while assisting over 700,000 small business clients. Since leaving MYOB in early 2009, Craig has worked on a number of boards, both commercial and not-for-profit. Craig has been a member of Blackburn Baptist/Crossway for over twenty years. He holds an MBA.

## Staff Profiles

### Our Team

We have a team of 20 highly qualified staff including clinical psychologists and registered social workers and around 100 volunteers who give up their time as coaches, administrators and supporters.

### Our Executive Team comprises

**Toby Baxter**, Director, with twenty-two years experience in community ministry and social work. He has worked within the juvenile justice and drug and alcohol sectors but has more recently specialised in developing mentoring and coaching programs for young people and families. He has trained over 900 mentors and coaches and founded COACH Community Mentoring in Australia and in the UK. He is a qualified and registered social worker.

**Christina Lim**, Manager Counselling and Financial Care, has been involved in pastoral counselling for fifteen years. She is currently managing Crossway's counselling services, and has been providing professional counselling here for the last eight years. She holds a Masters Degree in Counselling and is a clinical member of APC and PACFA. She also has a Masters in IT.

**Debbie Uy**, Operations Manager, has seventeen years experience in general business management with special focus in the areas of operations, administrative and financial functions. Debbie holds a Masters Degree in Business Administration, Bachelor of Science in Marketing and Bachelor of Arts in Psychology.



## You can share LifeCare

Phone Executive Director, Toby Baxter, on 03 9886 3899.

### Donate

The majority of LifeCare's clients cannot afford the cost of counselling, yet we turn no one away. So great is the need in local communities from families in distress, to children and young people facing difficulties, to individuals impacted by loneliness, depression or unemployment, we cannot ignore the demand.

### Major Gift Initiatives

LifeCare has DGR Status and encourages philanthropists to consider the long term impact of their giving on people affected by life pressures and a century of great change and growth.

### Volunteer

COACH volunteers are integral to our mentoring program. Individuals from all backgrounds undergo COACH training and are then matched with a member of the community seeking guidance and stability during a difficult life stage.

### Crossway LifeCare Building Fund

Specifically created for individuals seeking to maximise their giving, the Crossway LifeCare Building Fund contributes to the future growth of our counselling outreach to local communities. Please call Toby Baxter, Executive Director, to discuss how you can personally make a great impact in the lives of individuals and the communities we seek to serve.



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