

**CROSS  
WAY** LIFECARE

# Annual Report 2020

Seeing people in tough places flourish



# Contents

Who We Are	3
CEO Report	4
LifeCare Women's Centre	8
Counselling Centre	9
Community Mentoring	10
Financial Care	14
Community Connections	16
COACH Network	18
Financial Statements	24
Partnerships & Fundraising	26





## Our Vision

Our vision is to see people in tough places flourish. We believe God cares deeply and our mission is to join in with Him to help people flourish emotionally, socially, economically, and spiritually.

## Our Values

We are faith-based but not faith-biased and seek to benefit people from all walks of life. We aim to model Christ-centeredness, grace, care, trust, and interdependence within our team and with others. We often partner with other organisations for the benefit of the community.

## Our Approach

LifeCare employs transformational community development theory in our approach to strengthening families and the community. This theory proposes that the use of mutually beneficial partnerships with individuals and organisations can bring increased social capital in the community. Therefore, LifeCare priorities include developing interdependent relationships with local partners across the community.

## Our Team

The greatest assets of LifeCare are its team of staff and volunteers.

We have a team of 32 highly qualified staff including clinical psychologists and registered social workers and around 175 volunteers who give up their time as coaches, administrators and supporters.

## CEO Report

The events of 2020 affected the whole world, and Crossway LifeCare and its participants were not exempt from the impact of COVID19. However, LifeCare was able to adjust the delivery of our programs to ensure that people in tough places were still helped to flourish.

Our food pantry pivoted to online ordering and door to door delivery, with the number of food parcels distributed increasing seven-fold compared with previous years. We were able to step up and meet demand through the amazing generosity of Crossway Baptist Church members, partnerships with organisations like Oz Harvest and others, and collaboration with Crossway Baptist Pastors.

Our other services were able to move online, providing seamless delivery to those who needed it. Our staff and Team LifeCare members were agile and adaptable, constantly searching for innovative ways to ensure participants' needs were met, with telehealth counselling sessions and school gate Kids COACH graduations just some examples.

We are so grateful to our existing partners for standing with us throughout last year. We would also like to thank those who began partnering with us during 2020 for helping us to reach so many people.

The full effects of the pandemic are yet to be seen and we invite you to continue supporting us or to join the LifeCare team serving alongside us as we seek to see people in tough places flourish.



**Fiona Hall**

CEO Crossway LifeCare





## How We Transform Lives

- 1591** People struggling in our community were transformed through hope, healing, and care.
- 2297** Food hampers with 2191 food hampers delivered.
- 585** Households receiving food hampers, with 60% of those who received a food parcel having had no previous contact with LifeCare.
- 650** Individuals were provided confidential, caring and holistic counselling for a wide range of issues including relationship challenges, depression and anxiety, domestic violence and addictions.
- 85** people attended communities of support for the isolated, lonely and vulnerable.
- 84** Families and individuals were mentored using the COACH program to set and achieve life goals such as education, employment, parenting, and improved physical and emotional wellbeing.
- 29** Women and children struggling to recover from domestic violence were supported on their journey of healing, recovery and growth at LifeCare Women's Centre.

## LifeCare's holistic services helped Naomi become excited for the future!

Naomi has been a participant at Crossway LifeCare over the last three years, accessing support from several services, including Counseling, the Women's Centre, and Financial Care. Naomi initially came to LifeCare because she was experiencing family violence from her partner. Naomi's partner insisted that she receive counseling, as 'she was the one with issues' and needed to get help. Naomi said that her Counselor at LifeCare became a lifesaver, helping her understand the family violence she was experiencing and navigating a way to safety for herself and her children.

In early 2019 Naomi and her children fled from her partner. Throughout the year Naomi continued to access counseling services and food packages from LifeCare, which support her through an incredibly challenging year. At the beginning of 2020, Naomi said that was feeling very clouded and alone. Naomi said she did not know herself at all and was living in survival mode, feeling completely lost in the world and unsure of who she was. Naomi had experienced family violence from her mum growing up and went straight from that environment to her relationship with her partner. She had never lived in a safe environment, free from violence.

At this point, Naomi's Counselor at LifeCare referred her to the 12-month family violence support program at LifeCare's Women's Centre. Throughout the COVID-19 pandemic, Naomi was able to meet weekly with other women who had experienced family violence from an intimate partner. Naomi said that at first, she did not contribute much to the group, but listened intently. She shared that the group was eye-opening and very educational, and she began to see that she was not alone in her experience of family violence.





Throughout the 12-month program, Naomi learned about managing strong emotions, healthy boundaries, assertiveness, and cycles of violence. Naomi received case management support, built strong relationships with some of the other participants at the Women's Centre, and was encouraged to develop self-care practices in her daily life. Naomi shared that in the past she had never been allowed to have feelings or to speak up and had lived in constant fear of getting in trouble. Naomi said that through the program she was able to reconnect with and understand her emotions, rather than sweeping them aside. She shared that this enabled her to move through her experience of family violence and move forward, rather than just running away from it.

When Naomi graduated, she presented a speech to the group reflecting on her story and her journey of healing and recovery. Naomi shared that in the past she had been co-dependent on others, always seeking approval and love from them. She reflected that she had barely been getting by, was unaware of her rights and felt completely lost in life. Naomi said that she now knows that she is strong, she has value, and she deserves love. She said that she now knows that this starts with herself and she is determined to be true to herself and love herself moving forward. There was not a dry eye in the room after Naomi spoke.

It was such a pleasure to journey with Naomi throughout 2020. She is a remarkably resilient, capable and bright woman, and we know that God has so much in store for her and her children. Naomi is one of many women who have come through the Women's Centre and come out victorious and excited for the future.

# LifeCare Women's Centre

2020 – What a year! Just like every other organisation and team, it was a year of adapting, learning new ways of doing things and being creative at the Women's Centre. It also happened to be my first year in the role of Team Leader, and what an honour it was to serve with such an incredible, dedicated team in the complicated and challenging year that was 2020.

The main way that we support families who have experienced family violence is by running a 12-month group therapy program called Courage to Heal. In 2020 we moved this program online, enabling us to continue to support women affected by violence throughout the COVID-19 pandemic. Our team innovated to make the program safe and therapeutic via an online platform and came up with creative ways to continue to bless families. This involved online parenting workshops, delivering craft and activity packs, and providing emotional support and case management over the phone. We also ran a new program called Circle of Security in 2020, an 8-week program that supports parents to understand their children's attachment needs in order to respond to those needs and develop stronger relationships with their children.

The outcomes of our programs in 2020 were remarkable, as we saw women form deep relationships with one another, heal from trauma, and recognize their own innate value and worth. The transformation we saw in participants' lives was extraordinary. Women who came into the program shaking, afraid and traumatised, left strong, determined, peaceful and excited for the future. We are the only organisation in our region that provides a 12-month group therapy program for victim-survivors of family violence. This holistic model enables participants to receive the long-term support, community, and empowerment that they need to make significant inroads in their journey of healing and recovery. It is only through your support that we are able to offer this comprehensive program that transforms lives every year.

As many of you would know, the COVID-19 pandemic and resulting lockdowns have had a large, negative impact on family violence across our state. As a result, we are seeing more women referred to the Women's Centre than ever before, with more complex support needs for both themselves and their children. Our vision is to see women and children who have experienced family violence living whole, safe, and flourishing lives. We are more determined than ever to continue to provide high quality services and to expand the services available through our Women's Centre in order to play our part in meeting this increasing demand and to see our vision fulfilled.



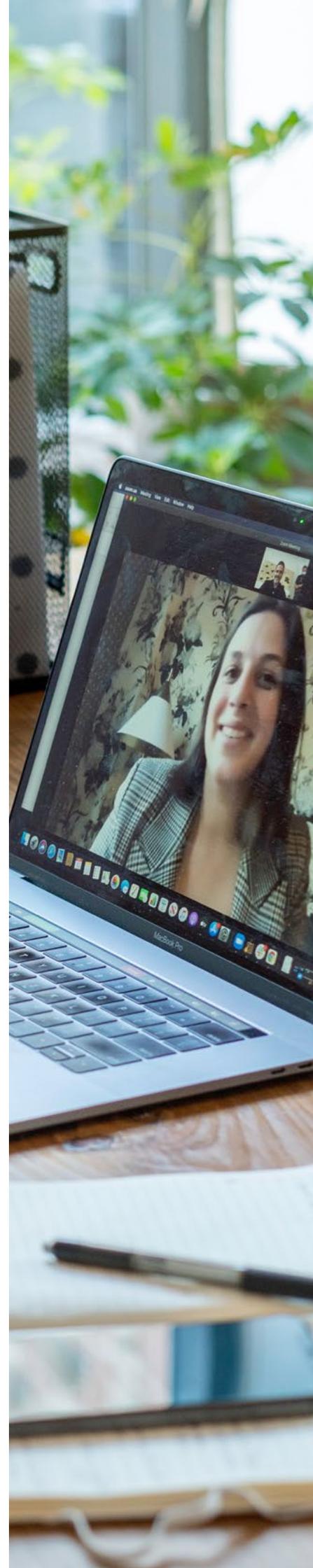
## Counselling Centre

Prior to the Covid lockdowns, we only ever had an occasional on-line session, usually via Skype. These were for missions workers and other clients who lived too far away to attend sessions in person. When we had to close the office, all our practitioners (counsellors, mental health social workers, and psychologists) undertook training in delivering counselling sessions online. It was a steep learning curve, and we were not sure how many clients would continue when telehealth was the only option. It was somewhat surprising to find that most clients continued their sessions. We also had a lot of new clients and therefore, our schedule remained quite full throughout each lockdown. It was a blessing to be able to support people through last year, especially as some of them found the lockdowns exceedingly difficult.

LifeCare was able to give out many laptops and computers to participants who needed them. This allowed some counselling clients to continue their counselling sessions on telehealth during periods when we were not open for face-to-face sessions. It also helped to relieve some of the isolation for participants by allowing them to connect with family and friends via the internet when they could not see them in person.

**29** Women and children struggling to recover from domestic violence were supported on their journey of healing, recovery and growth at LifeCare Women's Centre.

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



# Community Mentoring

2020 was a difficult year with social distancing and lockdowns. Highlights for the year 2020 included delivering COACH training via Zoom and delivering chocolates to all the mentors and participants who were being supported by the community mentoring program. This season also gave us the opportunity to ask our participant if we could bless them with a food hamper and many were grateful for Crossway LifeCare's generosity.

## **Adult COACH**

Most of our mentors had to change and adapt to the constantly changing government rules. Some of the mentors kept in contact with their participants via phones. Some would meet at a walking tracks, others would meet at car parks, sit in their cars, and talk through their open windows.

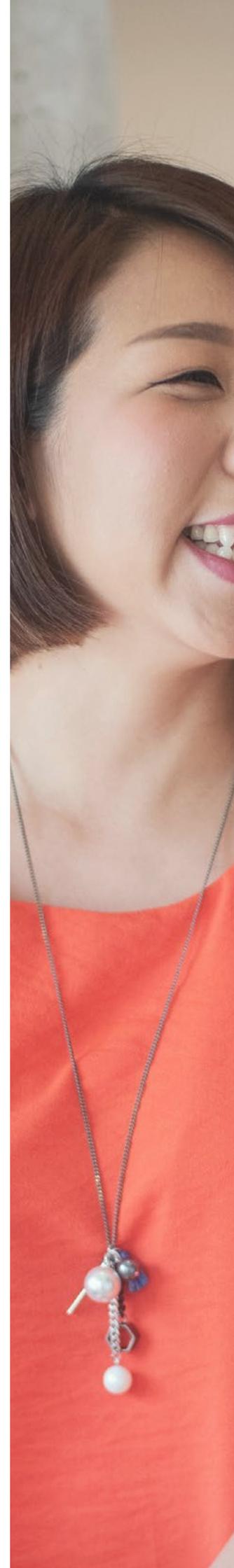
**Youth COACH** and Kids COACH mentors found it really difficult to connect with their participants via phones. But the coordinators were able to develop relationships with the parents and bless families with food hampers.

## **Kids COACH**

2020 lockdown was a difficult time for parents. Kids COACH mentors connected with their kids over the phone on a weekly basis with the consent of the parents. Parents were really grateful for the support during this time. Activity packs for the kids were created and delivered. This allowed connectivity and conversation. Coordinators' conversations with the guardians led to some single, isolated parents being directed to other programs and receiving food hampers from Lifecare.

## **Chinese COACH**

This was started as a pilot project in 2019 with the assistance of our Asian Languages Campus pastors. By the end of 2020, Chinese COACH moved from proof of concept to a developed program and a coordinator was employed. This is now one of our main programs, with referrals exceeding the numbers of Mandarin and Cantonese speaking mentors we raise.





### **Ken's Generous Heart**

Ken is a young migrant from an Asian country working in a restaurant. One day he met a distraught migrant girl at a station and offered help. Over time, they developed a relationship, married and had a son. But the son was diagnosed with special needs health issues and Ken's wife left him. He is bringing up the child as a single dad. He was connected with the Crossway Lifecare Community Mentoring program and matched with a mentor for 18 months. Ken's world is challenging, bringing up a special needs child and working to keep the home going. He recalls the time he spent with the mentor as calming and he looked forward to their weekly catch up. His resiliency improved by 18%. Twelve months after graduation, Ken appeared at Crossway Lifecare with Groceries and \$100. Ken was given \$100 by someone as a gift. He said "I remembered the support I received when I was struggling so I came to Crossway Lifecare to donate the gift I received to help someone who is in greater need than myself."

### **Melissa's Journey**

Melissa is a young woman who grew up being exposed to sexual assaults in Melbourne. When we first met Melissa, she wouldn't make eye contact and was very nervous. Twelve months after the being connected with a mentor, at the graduation Melissa spoke with hope, and with love for her mentor. She was confident and hopeful for the future. Melissa's resiliency improved by 23%.

### **Emma Wants to Serve**

Emma is a divorced women originally from China and has been in Melbourne for over a decade. She was caring for her mentally ill mother and was isolated and needed support. Emma was matched with a Chinese COACH mentor and journeyed for twelve months, graduating in September 2020. Emma loved her mentor and the way she was assisted by Crossway Lifecare, and she wanted to help others in tough places. Nine months later, she volunteered to be trained as a COACH mentor.

"That is fantastic news that Kids Coach is back!

I am always more than happy to endorse programs that support our young people and I know this program and its affects... this one is an easy recommendation.

Your volunteers are amazing! They give us so much of their personal time for these kids. I totally admire the commitment that the mentors have to make a difference. "M" was just a joy to watch with her student last year. That unlikely pairing was a huge success. I'm sure you will be able to recruit some more great people. Anyone who volunteers that amount of time has to be committed.

Thank you for looking out for us! You really are a part of the school family."

Kylie Campbell  
Principal  
Weeden Heights Primary School  
Feb 2021

**84** Families and individuals were mentored using the COACH program to set and achieve life goals such as education, employment, parenting, and improved physical and emotional wellbeing.



## Financial Care

2020 presented many challenges and opportunities for the Financial Care team. COVID restrictions necessitated a number of changes to the way we operate and significantly changed the demand for our services.

When Victoria first went into lockdown, we made the decision to continue to run our Community Food Pantry by delivering food hampers to those in need. As expected, demand for support was high, with almost 2,200 hampers delivered to 550 separate households from the end of March. Sixty percent of those hampers went to people who had no previous contact with either LifeCare or Crossway, so this ministry gave our team a great chance to connect with our community on their doorsteps.

One of the most pleasing aspects of the year was the way our supporters got behind the pantry. Despite demand increasing by over 800%, we were never left short of food. In fact, we were flooded with so many donations of long-life foods that we had to use the waiting area as a temporary storage room!

During the year we established new partnerships with OzHarvest and Aldi at Burwood One, who are both providing us with fruit and vegetables, meat, bread and other products. A funding grant also allowed us to install a new cool room and freezer to handle the fresh food, setting us up well for the future.

Our Financial COACH mentoring program provides support, access to resources, and tools to empower participants to better manage their financial situation. Somewhat unexpectedly, COVID reduced the demand for this program, due to the extra financial support provided by State and Federal governments throughout the year. COVID also prevented mentors from meeting face-to-face with participants for much of the year, and while mentoring was able to continue via phone and zoom sessions, some participants decided to wait until face-to-face sessions could resume.



**2,297** Food hampers distributed (including 2,191 delivered)

**585** Households receiving hampers

**43** Financial COACH participants

**62%** Financial COACH participants successfully completing the program

**43%** increase in financial resilience by Financial COACH participants

**14** Team LifeCare Financial COACH mentors



## Community Connections

The COVID-19 season of lockdowns and social restrictions was difficult for us. We love what we do, and it was hard to see some of our services and programs hindered and delayed. But amid this disappointment, we were reminded about the importance of personal connection with people beyond the program. We sensed God reminding us that while the quality of LifeCare's community services and programs are always vital, the heart of what we do is in building relationships with people and inviting them on a journey of transformation and empowerment. This is something that we can keep doing even in lockdown.

We shifted and pivoted in what we offered to our community during the pandemic, but the principle of deepening connection was a strategic guide. It kept us going above and beyond the program. No matter what opportunities open or close, we can still keep in touch with people doing it tough.

During this season of isolation, the simple phone call has been a powerful way to connect. This might seem obvious, but it's amazing how so many other things can crowd out making phone calls in our everyday work. At LifeCare, despite our dinners, day trips and other community events being cancelled, we have been able to significantly deepen our friendships with some of our regular community participants through regular phone calls. During each call our aims are to listen, to let them know they are valued, to provide any practical support, and to offer a prayer for them where appropriate. What a beautiful way to build deeper connection during this time.





As our food pantry expanded significantly over 2020, our aim could have been focused only on getting food out to as many people experiencing food insecurity as possible. But our heart and strategy all along has been in asking, 'how can we connect more deeply with these people we are reaching out to?' So while we delivered over 1,400 hampers in 2020, what matters is not just the quantity of hampers delivered but the quality of care provided. Hand written encouragement notes were added to hampers by delivery drivers, phone calls were made to check in on people, and when other care needs were raised we did our best to offer support.

As we move well into 2021, we can see how the challenges of 2020 have strengthened our community and now we're seeing some wonderful fruit, especially through the involvement of many participants joining the team at our Community Pantry each week.

**85** people attended communities of support for the isolated, lonely and vulnerable.

# COACH Network

## COACH Program Overview

Perhaps unsurprisingly, the wider COACH Network saw a considerable (29%) dip from 1009 to 720 active mentors during 2020. We also saw a similar loss of participants. The table below provides an overview of COACH program data, with several partners ceasing activity altogether.

On the bright side, we successfully launched Empowered Faith Communities and Tele COACH, and Paul Beddoes' impactful work in Dandenong led to a further \$100,000 DSS grant. Significantly, our partners remained loyal, with few actually leaving the Network during the year.

In response to the ongoing challenge in increasing mentoring numbers and activity with participants, we are developing a revised strategic plan, including a new Online Coordinator Skill training module, new online Mentor training modules and a new data collection system.



**Toby Baxter**

COACH Director and Co-Founder





## Good News Story from COACH Dandenong

My journey with the COACH Program began when I was in a place where I was rebuilding my life. After leaving an abusive partner, I was lacking confidence and self-worth. I had anxiety with being outdoors and around people. Whilst dealing with all those things, deep down, I really wanted to be a happy and positive parent for my newborn baby. I was very fortunate to have met Christy who supported and mentored me, who I connected and became friends with. She had just had a baby, a few weeks older than my son. We connected on both of us being mothers, and we both loved shopping. I felt very inspired by how much she was achieving in her life while having the demands of being a wife and a mother of two children.

After our mentoring sessions and talking to her, I remember always going home, feeling so uplifted and motivated towards achieving my goals. Christy has helped me get my Child Care Certificate, get a great job in Child Care, rebuild my confidence and change the way I see myself and others. Without the support of the COACH program, I am not sure if I would be where I am today.

Key Metric	2017 Target	2017 Actual	2018 Target	2018 Actual	2019 Target	2019 Actual	2020 Target	2020 Actual	2021 Target
<b>Families/ Youth/Kids Mentored</b>	400	368	550	576	700	766	1000	562	800
<b>Active Mentors</b>	550	508	600	761	800	1009	1200	720	1000
<b>Partners and Members</b>	60	51	80	65	80	120	140	133	140
<b>Empowered Faith Communities</b>	-	-	-	-	5	5	8	11	19
<b>EFC participants</b>	-	-	-	-	-	200[1]	n/k	n/k	500

# Statement of Income & Expenditure & Other Comprehensive Income

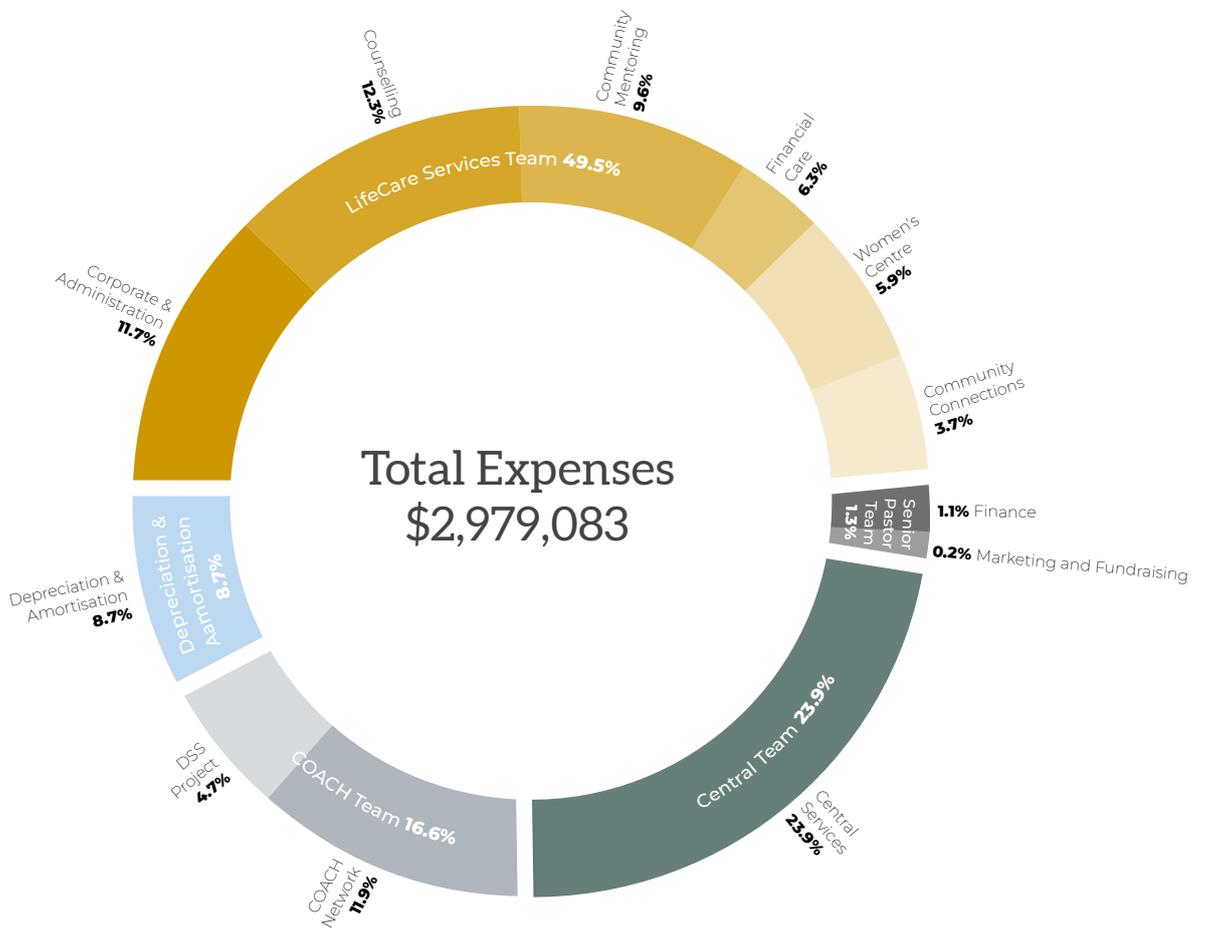
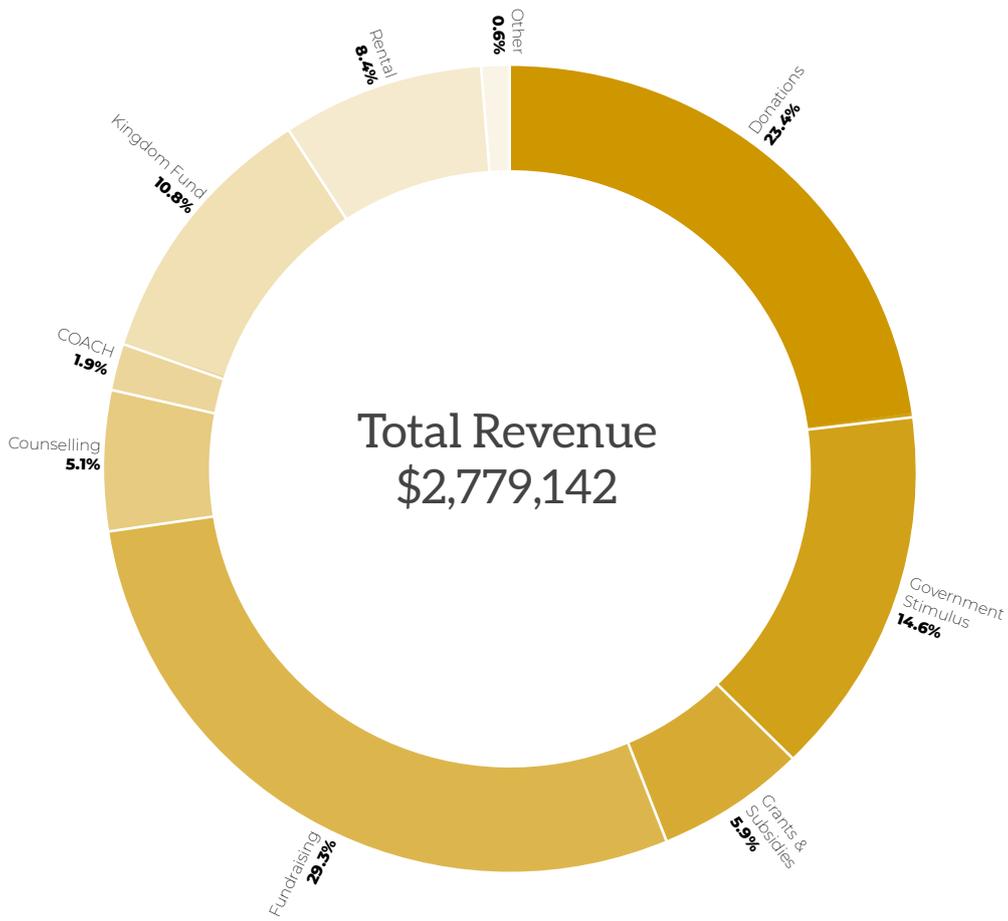
Crossway LifeCare Ltd ABN: 61 144 934 592 (For the Year Ended 31 December 2020)

	2020	2019
	\$	\$
Revenue	2,779,142	4,232,553
Senior Pastor Team	(39,760)	(18,669)
Central Team	(711,336)	(317,184)
LifeCare Services Team	(1,472,033)	(1,714,265)
COACH Team	(498,002)	(505,661)
Depreciation & Amortization	(257,952)	(253,675)
<b>Total expenses</b>	<b>(2,979,083)</b>	<b>(2,809,454)</b>
<b>Surplus/(Deficit) for the year</b>	<b>(199,941)</b>	<b>1,423,099</b>

## Notes to the Financial Statements

Crossway LifeCare Ltd ABN: 61 144 934 592 (For the Year Ended 31 December 2020)

<b>Revenue and Other Income</b>	<b>2020</b>	2019
	\$	\$
Donations	649,467	489,235
Government stimulus	406,600	-
Grants and subsidies	163,647	164,623
Fundraising	814,917	314,010
Interest Income	308	2,293
Counselling Income	141,167	183,526
Coaching Income	51,317	71,101
Kingdom Fund Donations - operations	300,000	1,120,000
Kingdom Fund Donations - debt reduction	-	1,643,635
Rental income	234,204	226,284
Other Income	17,515	17,846
	<b>2,779,142</b>	<b>4,232,553</b>



# Statement of Financial Position

Crossway LifeCare Ltd ABN: 61 144 934 592 at 31 December 2020

	Note	2020 \$	2019 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	4	<b>246,329</b>	246,153
Trade and other receivables	5	<b>92,722</b>	39,224
Other current assets	6	<b>19,540</b>	25,226
<b>Total current assets</b>		<b>358,591</b>	310,603
<b>Non-current assets</b>			
Property, plant and equipment	7	<b>5,113,701</b>	5,322,260
Intangible assets	8	-	-
<b>Total non-current assets</b>		<b>5,113,701</b>	5,322,260
<b>TOTAL ASSETS</b>		<b>5,472,292</b>	5,632,863
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	9	<b>61,603</b>	113,357
Other liabilities	10	<b>108,500</b>	71,984
Employee benefits	11	<b>162,325</b>	99,614
<b>Total current liabilities</b>		<b>332,428</b>	284,955
<b>Non-current liabilities</b>			
Employee benefits	11	<b>28,869</b>	36,972
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>28,869</b>	36,972
<b>TOTAL LIABILITIES</b>		<b>361,297</b>	321,927
<b>NET ASSETS</b>		<b>5,110,995</b>	5,310,936
<b>EQUITY</b>			
Accumulated surplus		<b>5,110,995</b>	5,310,936
<b>TOTAL EQUITY</b>		<b>5,110,995</b>	5,310,936



# Directors' Declaration

The Board has determined that Crossway LifeCare Ltd (the company) is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In accordance with a resolution of the directors of the company, the directors declare that:

1. The financial statements and notes, as set out on pages 1-14, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
  - a) comply with applicable Accounting Standards; and
  - b) give a true and fair view of the company's financial position as at 31 December 2020 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

Director ..... *Scott Pilgrim* .....

Director .....  .....

Dated 16 March 2021

# Auditors' Report

## Report on the Audit of the Financial Report

### Opinion

We have audited the accompanying financial report, being a special purpose financial report of Crossway LifeCare Ltd (the Company), which comprises the statement of financial position as at 31 December 2020, the statement of income and expenditure and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Company's financial position as at 31 December 2020 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 of the financial report and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

# Auditors' Report Continued

## Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes establishing and monitoring such internal control as the directors determine necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

## Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

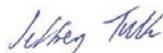
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of the company's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**Seward Dawson**



**Jeffrey Tulk**  
Partner

Dated: 16 March 2021  
Blackburn, VIC

# Partnerships & Fundraising

Even though our fundraising plans were altered due to COVID-19, the community got behind Crossway LifeCare and showed their support in 2020 with a rise in donations. We had 36 new donors partner with us in 2020, and we want to thank all of our financial supporters. It is only with your support that we can continue to help people in tough places to flourish.

Although COVID-19 and the Victorian lockdown restrictions forced us to cancel our fundraising events in 2020, Warneet Motor Yacht Club managed to hold their very first Kayak marathon at Westernport, Victoria. We had two fundraisers, raising \$5,560 for Crossway LifeCare through this event. Thank you to Toby Baxter and Je ris Piedner for your fundraising efforts and support.

Using the fundraising platform, JustGiving, you too could do whatever you are passionate about to raise vital funds for Crossway LifeCare! You can register at <https://www.justgiving.com/campaign/CrosswayLifeCare>

We were blessed by many wonderful partners in 2020 and we want to say a big thank you for the support we received throughout the year:

**Crossway congregation** - Supplying our food pantry, volunteers, and financial support.

**Stev Computers** – Supplying refurbished computers to our participants so they can continue their LifeCare services.

**Optus** – Providing data cards to our participants so that they can continue their LifeCare services.

**OzHarvest** – Supplying our food pantry

**Acre Farm and café** – Supplying our food pantry

**Coles Burwood 1** – Supplying our food pantry

**Aldi Burwood 1** – Supplying our food pantry

**Brumbies Ashburton** – Supplying bread and bakery goods to our food pantry

We would love to partner with more companies and businesses that share our heart for the community. For more information on our Corporate Partnerships please visit

[www.crosswaylifecare.org.au/partner-with-us/corporate-sponsors](http://www.crosswaylifecare.org.au/partner-with-us/corporate-sponsors) or email

[Justin.tye@crossway.org.au](mailto:Justin.tye@crossway.org.au)



**Justin Tye**  
Partnerships & Fundraising Manger





## Platinum Sponsors

### **Christian Super**

Christian Super is a growing, profit-to-members superannuation fund with over 27,000 members and \$1.5 billion in funds under management, which are ethically invested in line with Christian values.

### **Clear**

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

### **89.9 Light FM**

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

## Gold Sponsors

### **ACS Financial**

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

### **Mountain Timbers**

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

# How you can support LifeCare

## Volunteer

We value each LifeCare volunteer for their selfless service in helping people in tough places flourish. They are integral to the mission of LifeCare. For more information please call 9886 3899.

## Give

As a not-for-profit community organisation, we rely on donations from our generous supporters. Every donation makes a difference and LifeCare takes great care to use every dollar responsibly. Our services are provided free to the community, except for counselling fees, which are often subsidised or waived to accommodate our clients' needs. Your donation impacts the lives of people in our local community and beyond.

- **Direct Debit**  
**Account name:** Crossway LifeCare Ltd.  
**BSB:** 083 004  
**Account number:** 19 226 3226
- **[www.crosswaylifecare.org.au/donate](http://www.crosswaylifecare.org.au/donate)**



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

 **CROSSWAY**

[crosswaylifecare.org.au](http://crosswaylifecare.org.au)

709 Highbury Rd,  
Burwood East VIC 3151  
(03) 9886 3899

Crossway LifeCare Ltd.  
ABN 61 144 934 592

