

Annual Report 2021

CROSS
WAY LIFECARE

Seeing people in tough places flourish



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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

We provide help for people in our local community who are experiencing hardship such as relationship issues, depression and anxiety, family violence, addictions and other challenging life situations.

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

2021 was not the year that many hoped it would be. The global pandemic continued to disrupt our regular rhythms of life. However, LifeCare's holistic care was able to continue and even to expand.

The Community Pantry became a relational experience for those who accessed it, with coffee and conversation available for all who came. LifeCare participants joined the team running the pantry, and many have grown in confidence through the experience.

Community Engagement expanded into our local schools through the employment of two Wellbeing Officers, and also to Crossway's South East Campus, where we have been mapping the needs of the community so that we can target our services.

The Counselling Centre and Women's Domestic Violence services were able to pivot between face to face when allowed and remote service when in lockdown. The Women's Centre also expanded, with an additional cohort of women accepted into the program.

The full effects of the pandemic on mental health, domestic violence, finances and wellbeing of families will not be known for some time. We are convinced, however, that in the next few years, LifeCare's services will be in greater demand than ever before. We are so grateful for the amazing staff and Team LifeCare volunteers who enable us to do what we do. We acknowledge and thank all of our partners, sponsors and supporters who resource and support us.

We look forward to the future as we stand together to make a difference and seek to see people in tough places flourish.



Fiona Hall
CEO Crossway LifeCare





How We Transform Lives

- 1277** People struggling in our community were transformed through hope, healing, and care.
- 732** Individuals were provided confidential, caring and holistic counselling for a wide range of issues including relationship challenges, depression and anxiety, domestic violence and addictions.
- 323** Unique households receiving food hampers.
- 90** People participated in communities of support for the isolated, lonely and vulnerable.
- 55** 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.
- 39** Women and children struggling to recover from domestic violence were supported on their journey of healing, recovery and growth at LifeCare Women's Centre.
- 38** People received financial mentoring through the Financial COACH program.

LifeCare Women's Centre

Throughout 2021, the Women's Centre continued to support women and children who have experienced family violence. Most of this support was provided through a 12-month group therapy program called 'Courage to Heal'. Alongside weekly group therapy sessions facilitated by professional Counsellors and Social Workers, the participants share a meal together each week and are offered comprehensive case management support for practical support needs. For the first time the Centre was able to run three groups per week, enabling the Women's Centre to support more victim-survivors of family violence, despite ongoing interruptions caused by the COVID-19 pandemic. For many families at the Women's Centre, 2021 was a very challenging year. Several shared that the weekly support from the Centre was like a lifeboat in the midst of a storm.

Alongside the Courage to Heal Program, the Women's Centre provided occasional childcare to enable mums with young children to be able to attend the program. This childcare program, called Sunshine House, had a significant impact on the wellbeing of the children who attended. Children are often the most impacted by family violence and are too often the silent victims. Having a safe place to attend weekly and be seen, heard and loved goes a long way in helping children re-establish a sense of safety and security.

As always, the highlight of the year at the Women's Centre was seeing women graduate from the Courage to Heal program. The team hosts a celebration ceremony to honour the courage, resilience and growth the participants have shown. The transformation in each person who has come through the

program is remarkable. Each woman prepares a speech that she shares at graduation reflecting on their experience of violence and their journey of healing and recovery. Our team is always blown away by the eloquence and strength they demonstrate - there's never a dry eye in the room afterwards. Here are just a few quotes from this year's graduations:

"It's from the sticks and stones and the rubble that I am now slowly rebuilding my life. I have started believing in myself... The empowerment I feel, knowing I have a voice... I have started believing in myself. I now have the energy and passion to fight for my rights. Courage to Heal has given me the power to move on from family violence. I know what I want from life now."

"My goal was to learn more about my self-worth and find who I am again. I knew something had to change - I was consumed with self-loathing, shame, guilt and anger. I have learned that all those feelings were wrongly placed. I can finally rid myself of these feelings, which is having a positive ripple effect through my family, and I am truly grateful for that. I will never allow myself to fall back into the mindset of thinking that I'm worthless."

"Coming to the Women's Centre on a Thursday, I've felt free - a moment of time in my week when I could just shut out the rest of the world. I've left each session feeling better than when I came."



Beyond the programs that the Women's Centre ran, the team were also able to be a resource to many people in the community in need of family violence support. As the pandemic continued, family violence escalated across Victoria, and many people contacted the Women's Centre for help. Our experienced team were able to listen with empathy and provide essential information to link people in with the resources they needed. The Women's Centre also grew in reach as the team networked with the broader family violence sector in our region and built strong key relationships. This enabled the team to raise concerns seen on the ground, to be brought to the government and key peak bodies to advocate for much needed change.

Our passionate team went above and beyond in 2021, continually pivoting to accommodate changing restrictions, always with the goal of supporting program participants to not only survive but to thrive. We were blessed to see our team grow substantially throughout the year, in size as well as unity. We welcomed three new staff members, two placement students and four volunteers, each bringing to the team their own

unique skills and heart for working with women and children in tough places. It has been amazing to see the team grow not only in numbers, but in unity and faith, with Jesus truly at the centre of the work we do.

2021 was year of growth at the Women's Centre and we know that the programs and team will only continue to grow in 2022. It is our privilege to work with people who have experienced family violence and have the courage and resilience to ask for help and keep pressing forward. Our participants are the strongest people we know, and we honour them.

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

9 Children supported at LifeCare Women's Centre.

Counselling Centre

Every expectation for 2021 was that the counselling practice would return to pre-Covid 'normal', with most sessions being held in-person. Instead, we found ourselves in a situation not too different from 2020. At times, our practitioners could only work from home, meaning sessions were conducted via telehealth (phone or zoom). Towards the end of the year, we were able to work on-site again. With the option of having face-to-face sessions, it was somewhat surprising to find that over half the clients wanted to continue with telehealth, some for convenience, and others to minimise Covid risks.

Post-Covid, we believe a lot of clients will continue opting for telehealth, thus creating a 'new normal' for our program. Not only does telehealth benefit clients by saving them travel time, it also gives our practitioners the opportunity to do some of their work from home, something we never imagined before 2020.

Our appointment book remained full the entire year, partially a reflection of the high toll lockdowns had on mental health. We are thankful our service could continue through the various restrictions and changes. In total we saw 732 clients and conducted 4,455 sessions.





In 2021, we began using Survey Monkey to obtain feedback from our clients regarding their overall experience at LifeCare, and more specifically, to gauge how helpful they were finding therapy. While the responses have made us aware of areas for improvement, they have also provided a lot of encouragement to our team. One client commented, “I was impressed with the compassion and concern for my welfare.”

In addition to counselling, our clients can be referred to other LifeCare services when needed. LifeCare’s Community Connections, while being quite restricted in running their normal events, created new opportunities for social engagement by adding additional opening hours for the Community Pantry. This allowed clients struggling in lockdown to join a pantry team, giving them both meaningful work and valuable social engagement.

One client wrote,

“It was suggested I join the Community Pantry as a volunteer to help alleviate my isolation in Covid. I feel like I’m doing something useful, and it helps to have a regular weekly commitment. There is a real camaraderie amongst the workers, and it’s heartening to see how grateful those who come in for food are.”

Another counselling client who is also engaged in several LifeCare services gave this feedback,

“LifeCare has made a remarkable difference in my life. I truly believe I would not be here today without their service.”

732

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

We started 2021 without restrictions and were delighted to meet people face to face for the first time in twelve months. We adapted to major changes in the team as two team members went on maternity leave and one left to pastor his church.

Despite the restrictions that were reintroduced, the team ran three mentor training events via Zoom, attended by over 50 people.

2021 ended with 55 participant relationships closing and 39 of them graduating. This represents a rate of 70% of people achieving their goals. This is a low percentage compared to other years, but a great outcome considering the challenges of two difficult years.

Family & Adult COACH

Trish is a 55-year-old woman who migrated to Australia from a European country. She had gone through a traumatic experience of identity theft and fraud, and the perpetrators left her with a huge debt. The process dealing with the debt, talking to the bank and possibly liquidating her assets left Trish in depression, despair and loss of trust in humanity.

Trish was introduced to her mentor Olivia last year. Olivia and Trish got on with each other from day one as though they were long lost friends. Olivia loved, supported, talked with and listened to Trish. When things looked bad for Trish, Olivia was able to connect her to a job agency who treated her with respect, urgency and kindness.

Finding a job at 55 gave her hope for the future and she started believing in people again. Trish will be starting her new job soon and she is looking forward to life.

Trish says, "I now have hope for the future which is something I have not had in a very long time."

Chinese COACH

Kathy is a young adult from China who was suffering from depression. She struggled to manage her emotions and express her feelings, which led to constant conflict with other people and relationship breakdown. She was matched a Chinese mentor with whom she could comfortably share her life matters. Through discussions with her mentor, Kathy learned to see her issues from other perspectives. She discovered her own strength to handle challenging situations she encountered, and she learned how to express her thoughts and feelings to people around her. She made fantastic progress in reaching the goals that were set at the time she joined the program, enabling her to graduate earlier than expected. She was recently promoted at work because of her improved work performance and communication with her colleagues. Kathy has now filled her life with positivity, she has a clear goal of what she wants to achieve in life and most importantly, she has rebuilt her relationships with family and friends.



Kids COACH

The Kids COACH program was significantly hampered by the frequently-changing Covid rules. Although six mentors were matched with children, none of them could start due to the Covid restrictions.

We continued to maintain good relationships with schools throughout the year. One school requested financial assistance for two children to attend camp. During the Christmas break, both schools requested Crossway Christmas hampers for families who were doing it tough. Over 20 Big Box of Kindness hampers were delivered.

Youth COACH

Tina's children had been referred to the Youth mentoring program but due to lockdowns, we were not able to meet with Tina or the kids face to face. Our Youth Coordinator felt the need to be in regular contact with Tina on the phone and kept the relationship going. Through conversations, Tina slowly revealed the difficulties the family was facing financially, health issues and social isolation. Crossway Lifecare assisted Tina with some bills and groceries through the Community Pantry. Tina is amazed at the love that has been extended to her even though her request was for a mentor for her son. Tina is now interested in connecting into the wider church community.

Shaun is a young person who has been mentored in Youth COACH. Despite the difficulties of lockdowns, Shaun was able to achieve his goal of getting a part time job. After working a few shifts at the job, Shaun identified he would like to work on his education.

55 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.

70% of participants reached a significant life goal.

23% increase in participants' resilience.

100 Mentors – engaged in mentoring.





Financial Care

The challenges faced by the Financial Care team in 2021 were by no means unique. However, despite the lockdowns, face masks and density limits, the Financial Care team were able to continue to help people in tough places flourish.

Through the Financial COACH program, participants work one-on-one with a financial mentor who supports the participant to reach their financial goals. A lot of time in financial COACH sessions is spent looking at budgets, bills and other financial documents, which is much easier to do when mentors are sitting in the same room as participants – something that was not possible for much of the year. Despite the challenge of meeting remotely, participants reported a 36% increase in their sense of financial wellbeing, which is a testament to the ability and dedication of our team of mentors.

The Community Pantry continued to be in high demand in 2021. We distributed 1,933 hampers to households in need throughout the year – equating to roughly \$100,000 of pantry staples, fruit, vegetables and frozen goods, which have mostly been donated by OzHarvest, FoodBank Victoria, Aldi and the LifeCare community.

In conjunction with the Community Connections team, we also restructured the pantry to be a community space where participants can build relationships as well as receive food support. Participants were offered the chance to have a coffee and chat with the team, allowing us to get to know people better and provide extra referrals as needed. Most excitingly, many of the pantry team are (or have been) participants in various LifeCare programs and have been empowered through the opportunity to serve as well as receive.

1,933

Food hampers were received by our community.

323

Unique households receiving food hampers.

223

People attended the community pantry drop-in at least once during the year.

38

People received financial mentoring through the Financial COACH program

Community Connections

In 2021 while we continued to experience the restrictions of the pandemic, we also made the most of opportunities to connect with LifeCare participants in a variety of ways.

Building on the development of our pantry in 2020, we shifted our approach away from a staff-led home delivery service. Instead, we invited patrons to visit LifeCare at certain open times each week and we set up tables and chairs for people to sit and chat as they waited for their food to be prepared. We also invited patrons to join the Pantry Team and work with us. Through the year our teams have worked diligently to meet with many patrons and provide food for them. The teams have also supported each other through the challenges of life. It has been a significant positive outcome for us.

In April we recruited Jill Damen to the role of LifeCare Community Connections Officer for South East Campus. It has been exciting for LifeCare to expand for the first time beyond Burwood East campus. Jill has worked to research the area and explore opportunities. She has been building relationships with potential community partners and was also involved in the Big Box of Kindness project, which saw 350 boxes distributed in the Casey municipality.

We also recruited new chaplains in 2021. Christian Lipscomb began a full-time role at Forest Hill College and Nicole Agius commenced a three-day role at Weeden Heights Primary School. It turned out to be a difficult year to start, but we sensed that God made a way for Christian and Nicole to be in their respective roles exactly for that time of lockdowns. It meant that they were able to support many students and families that suffered through the second half of last year.

It was a real challenge to maintain any regular community gatherings, but we got creative and made the most of what we had. Earlier in the year we were able to run a series of picnics in local parks. These get-togethers were well attended, providing opportunities to connect and enjoy the outdoors. As things got more restrictive, we continued our 'Cafe & Walk' Saturday mornings for a while. We also took to Zoom for a weekly Bible reading group as well as a family-friendly 'fun and games' session. Both of these events were regularly attended.

90 People participated in communities of support for the isolated, lonely and vulnerable.

875 Big Boxes of Kindness filled and distributed to households doing it tough at Christmas.



Big Box of Kindness was a new initiative across all Crossway campuses in 2021. We aimed to provide an inspiring experience of generosity and kindness for Crossway families, while also positively impact households doing it tough at Christmas. We were blown away by the Crossway Community's generosity in returning 875 filled boxes for us to distribute. We supported families through 9 local schools, 80 households of LifeCare participants, and 120 through our pantry. We were also able to partner with other local community groups including Prison Network, Wellsprings, The Andrews Centre, Mitcham Community Meals, and Cranbourne Information & Support Service. We are really grateful to all those who supported this project.

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 into 2022, we can see how the challenges of 2020 and 2021 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.



COACH Network

New COACH Programs

Despite the ongoing challenges of the COVID era, we worked hard to launch three wonderful new programs: Financial COACH (led by Rob Cummings), Chinese COACH (led by Alex Ho), and Empowered Faith Communities (EFC) led by Mark Matthews. Empowered Faith Communities centres on community gatherings in and amongst people living in poverty. Empowerment is central to the model, underpinned by proven principles for sustainable, long-term flourishing.

By adding these new programs, we are able to reach different parts of the community to enable our wonderful COACH Partners to see people in tough places flourish.

We also celebrated the production of the Indigenous COACH Program core training manual - created in collaboration with the amazing team from The Salvation Army in Townsville and Mark Matthews. The marketing material such as the program flyers, webpage and social media assets were also created, working with The Salvation Army Communications Team, and are ready for the program's launch in 2022.

COACH Program Partners

In 2021 we also welcomed additional COACH Partners to the wider COACH community in both Australia and the UK, with more joining in 2022



Toby Baxter

COACH Director and Co-Founder

ready to be trained to run the Financial COACH and Chinese COACH Programs.

We appreciate the help of each and every one of our volunteers who helped translate all of the Chinese COACH manuals, our COACH Partners who got onboard to help pilot Financial COACH, and all of the other people behind the scenes who have helped in immeasurable ways.

Mentoring Training & Participant Wellbeing

We pioneered a new way of training mentors using a fantastic learning management system that brings to life online learning. In addition, we have worked hard on empowering partners with a new Advanced Coordination Training Unit – putting the training and supervising of Mentors firmly in the hands of local community-based Coordinators.

We have also implemented a new way of monitoring the wellbeing of Participants, called the Personal Well-being Index (PWI), which aims to reduce and simplify the ability to monitor outcomes while adopting a globally validated measurement tool in the PWI.



Marnie: From Participant to Contributor

Marnie has had a past experience of homelessness, and at one point in her life resorted to sleeping on trains to survive. Homelessness is a challenging experience for any person, and an isolated single woman is possibly even more vulnerable in this situation.

Marnie became involved with the community meal at Grainery Care in Newcastle, initially as a recipient of their benevolence and kindness. Eventually, Marnie found various roles to contribute to the life of the community, and this culminated in her now being employed in the Grainery café and completing an internship in hospitality.

Recently Karly, a Café co-worker, poured out her heart to Marnie. Karly, a newborn Christian, has had a challenging life journey herself and has been on a pathway of recovery from addiction.

Under extreme stress, Karly explained that she had to leave her café shift to look after and care for her adult daughter who was very seriously unwell. Karly explained that there was a particular medicine that was required to help her daughter cope with the disease but no one in the family could afford the medicine.

Moved with compassion, with no hesitation Marnie said she would pay for the medication, and indeed gave Karly extra money for any incidentals required to take care of her daughter. Karly left to pick up the medication and tend to her daughter's needs.

Marnie (who is still of limited financial means) also received some medical advice about what kind of food would be good for Karly's daughter, then paid for some suitable groceries, dropping them off that night.

Marnie is a fabulous role model and example to follow. She has the heart of a pastor, her strengths being love, empathy, compassion and extravagant generosity. Indeed, these strengths may have been developed out of her own trauma – offering an example of how sometimes the pain we experience, while perhaps leaving scars, can be used by God to strengthen us and benefit others.





Key Metric	2016	2017	2018	2019	2020	2021
Families/ Youth/Kids Mentored	355	368	576	766	562	493
Approved Mentors	519	508	761	1009	720	734
Partners and Members	38	51	65	120	133	135
Empowered Faith Communities	-	-	-	5	11	29
EFC participants	-	-	-	200	n/k	520

Statement of Income & Expenditure & Other Comprehensive Income

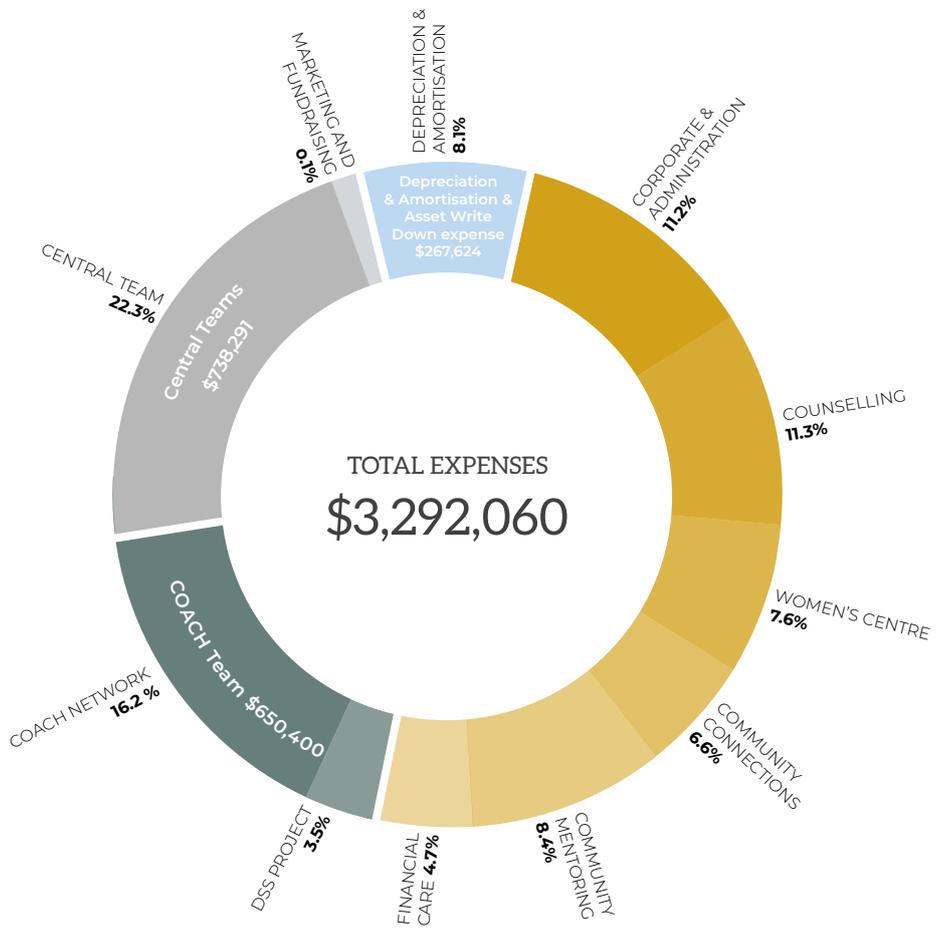
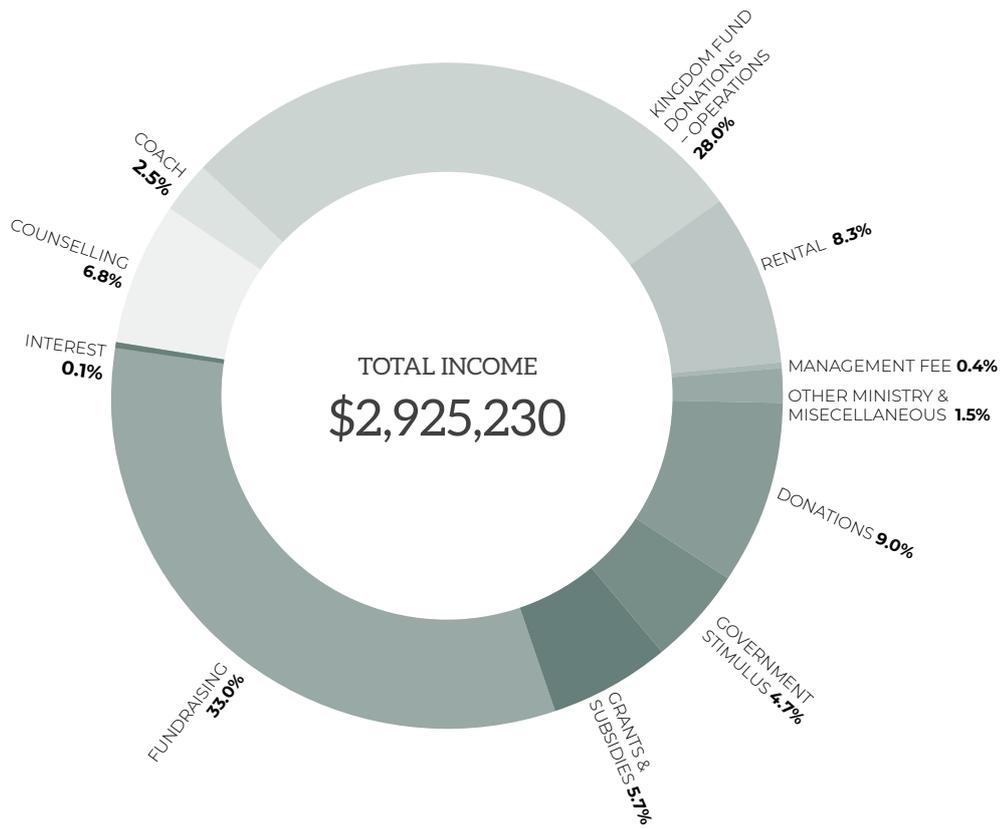
Crossway LifeCare Ltd ABN: 61 144 934 592 (For the Year Ended 31 December 2021)

	2021	2020
	\$	\$
Revenue	2,925,230	2,779,142
Senior Pastor and Central Teams expense	(738,291)	(751,096)
LifeCare Services Team expense	(1,635,745)	(1,472,033)
COACH Team expense	(650,400)	(498,002)
Depreciation & Amortization	(267,624)	(257,952)
Total expenses	(3,292,060)	(2,979,083)
Surplus/(Deficit) for the year	(366,830)	(199,941)

Notes to the Financial Statements

Crossway LifeCare Ltd ABN: 61 144 934 592 (For the Year Ended 31 December 2021)

Revenue and Other Income	2021	2020
	\$	\$
Donations	264,371	649,467
Government stimulus	137,400	406,600
Grants and subsidies	167,345	163,647
Fundraising	966,080	814,917
Interest Income	323	308
Counselling Income	197,879	141,167
Coaching Income	73,764	51,317
Kingdom Fund Donations - operations	820,000	300,000
Rental income - Crossway Baptist Church	242,400	234,204
Management fee income	12,408	-
Other ministry and miscellaneous income	43,260	17,515
	2,925,230	2,779,142



Statement of Financial Position

Crossway LifeCare Ltd ABN: 61 144 934 592 at 31 December 2021

	Note	2021 \$	2020 \$
ASSETS			
Current assets			
Cash and cash equivalents	4	245,160	246,329
Trade and other receivables	5	2,603	93,298
Other current assets	6	25,304	19,540
Total current assets		273,067	359,167
Non-current assets			
Property, plant and equipment	7	4,858,861	5,113,701
Intangible assets	8	-	-
Total non-current assets		4,858,861	5,113,701
TOTAL ASSETS		5,131,928	5,472,868
LIABILITIES			
Current liabilities			
Trade and other payables	9	47,075	62,179
Other liabilities	10	139,530	108,500
Employee benefits	11	181,870	162,325
Total current liabilities		368,475	333,004
Non-current liabilities			
Employee benefits	11	19,288	28,869
TOTAL NON-CURRENT LIABILITIES		19,288	28,869
TOTAL LIABILITIES		387,763	361,873
NET ASSETS		4,744,165	5,110,995
EQUITY			
Accumulated surplus		4,744,165	5,110,995
TOTAL EQUITY		4,744,165	5,110,995



Directors' Declaration

In accordance with a resolution of the directors of Crossway LifeCare Ltd (the company), the directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The directors declare that in the director's 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;
- the financial reports gives a true and fair view of the company's financial position as at 31 December 2021 and of its financial performance for the year then ended; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.



Director



Director

Dated 3 March 2022

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 2021, 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:

- giving a true and fair view of the Company's financial position as at 31 December 2021 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 1 of to 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: 8 March 2022

Blackburn, VIC

Partnerships & Fundraising

Although our fundraising plan was altered due to Covid, the community got behind Crossway LifeCare and showed their support, with a rise in overall donations for 2021. We had 25 new donors partner with us during the pandemic. If you would like to financially support Crossway LifeCare and partner with us, please visit:

www.crosswaylifecare.org.au/give

Despite a disrupted year, the Melbourne Marathon did end up happening in December. We will have a team again in 2022 and would love to have you support us in this event by participating or sponsoring a participant. Events start from a 3km walk so everyone can participate in some way. The date to mark in your calendar is 9th Oct 2022. In 2020 we had Toby and Je create their own event to raise money for LifeCare 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

www.justgiving.com/campaign/CrosswayLifeCare

We would like to thank all our financial supporters; it is only with your support that we can help people in tough places to flourish. We have been blessed by so many wonderful partners and we want to say a big thank you for their support throughout 2021:



Justin Tye

Partnerships & Fundraising Manger

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

OzHarvest – Supplying our Community Pantry.

FoodBank Victoria – Supplying our Community Pantry.

Coles Burwood One – Supplying our Community Pantry.

Aldi Burwood One – Supplying our Community Pantry.

Whitehorse Churches Care – Partnering with us in the Winter Shelter and other local community support initiatives.

One Voice – Providing the shower truck and ongoing support.

Pinchapoo – Providing hygiene products for our Community Pantry.

Crossway congregation – Supplying our Community Pantry, volunteers, and financial support.

We would love to partner with other businesses and organisations 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 or email Justin.tye@crossway.org.au



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/give**



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

709 Highbury Rd,
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(03) 9886 3899

Crossway LifeCare Ltd.
ABN 61 144 934 592

