



# Relief Care

*Meeting The First Need*

*Caring: by empowering people to transform their worlds*

## Current Programs

### Food Services

Clients are provided with non-perishable food and household hampers tailored to their needs as much as possible. If appropriate, NewHope Care may shop for perishable items and include these in the hampers.



**Shop For Two** supports the NewHope Care Food Services. The simple concept is that when you do your own household shopping just Shop For Two! Households requiring help from the Food Services use household items similar to the ones you use. Shop For Two just means you buy 2 of an item – one for your household and one for NewHope Care's Food Services. Next time you are at NewHope, simply place your items in the large bin in the Middleborough Road foyer of the NewHope Centre or drop them off at Reception.

### Financial Support

Clients present with a wide range of needs and often require financial assistance. Such needs can include paying for bills, filling a car with petrol, paying for clothing and many other needs. Cash is not provided.

### Special Needs

Clients have significant needs such as medical costs, home renovations, crisis accommodation, counselling sessions requiring time, assistance and financial support.

### Bargain Browser Bin

NewHope Care is in partnership with New Community Church's Bargain Browser Store at 66 Railway Avenue Ringwood East. Support of this initiative is encouraged by placing your unwanted clothing, books and toys in the bin at the NewHope Centre, shopping at the store and volunteering in the store.

### Emergency Relief

Major crises occur that affect people in our local community and beyond. NewHope Care wants to be there for people when such crises come.

**LinC** Whitehorse is a large group of volunteers from local churches, joining together to help people within the City of Whitehorse who have short-term needs. LinC trained volunteers provide visitation, friendship, home help, transport, child care and other needs.



### Dinner Tonite

...is a free meal service to the community 52 weeks of the year. Dinner Tonite places no restrictions on who can access this service. Our guests may be folk just needing a free, wholesome meal, perhaps lonely people needing to reconnect with new friends; perhaps single parents and their children or migrant folk...or those who just want to share a Saturday night meal with others. Dinner Tonite is held every Saturday night from 5 – 6.30pm in the Community Events Room at NewHope.



## CareLink

### A Model of Client Management

Clients deserve excellence from NewHope Care. CareLink client management is the methodology used to achieve this.

The objective is continuity of care, assuming that clients may require a range of services. CareLink is client driven, with tailored responses for each client.

CareLink assesses the needs of the client, ensures service provision is coordinated and comprehensive, links with services to ensure needs are met, monitors service and reviews regularly to ensure services remain responsive to changing needs.

**NewHope Care** provides Relief Care in the context of our mission to 'care by empowering people to transform their worlds'.

This passion to empower people has 3 levels:

- Relief Care – meeting the first need
- Development Care – empowering with opportunities
- Advocacy Care – adopting the issues.

To know more about supporting **NewHope Care**, please contact:  
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