

KINDNESS WORKS



ANNUAL REPORT DECEMBER 2025

Contents

- Message from Chairman of the Board 2
- What is Kindness Works?..... 0
 - COACH (Creating Opportunities and Casting Hope)..... 0
 - StreetWorks..... 1
- Coordinator Reports..... 3
 - Family COACH Coordinator Report 3
 - StreetWorks Coordinator Report 4
- Partnerships, donors and sponsors..... 6
- The Lounge..... 7
- Fundraising for 2025 8
- Financials for 2025 9

Message from Chairman of the Board

It is with pleasure that I present this year's Annual Report for Kindness Works. Over the 12 months, this local charity based in Hervey Bay has had a significant impact on the lives of individuals and the community, as you will read. What has been achieved is because of the generous service of staff, volunteers, partners, donors and the wider community.

The year was not without its challenges, such as losing our meeting place, the 'lounge', but we were fortunate to have a temporary space provided by the Churches of Christ. Such collaboration reflects that community is central to Kindness Works. Further, that this is truly a missional organisation underpinned by values that are transformative of the participants' lives.

As you read the report, you will find how a small organisation makes a big difference in the community. Kindness Works wants to ensure its participants realise they matter to someone and have a purpose for living.

Thank you for taking the time to read this report, and trust you might share our journey in caring for the most vulnerable.

Paul Scully

Chairman Kindness Works Ltd

What is Kindness Works?

We are a not-for-profit organisation that was birthed out of a faith community - Hervey Bay Baptist Church, when members asked themselves what the real, underlying needs of Hervey Bay community were, and how could the HBBC community respond to bring about positive life change.

Like many regional outposts of Australia, Hervey Bay has its fair share of unemployment and until recently, had been considered an affordable place for people on pensions and families to set up home. However, underlying the affordability and quiet coastal location, Hervey Bay has some of the highest rates of unemployment in the country, chronic housing stress, high rates of pension dependency, high rates of single parent/income families amongst other indicators of social and economic distress in households. In the last four years property prices have also soared, making 'affordability' a thing of the past for those on low incomes and pensions.

Our community problems cannot be swept under the carpet. Today as we see a growing number of tents pitched in public spaces, cars being parked in streets where people are sleeping and a plethora of people being housed into low cost and temporary motels and apartments, our response as a community continues to fall short.

It is in this climate that responses we have initiated, speak right into the centre of a gospel of healing, help for the poor and marginalised, justice, redemption, reconciliation, and love.

The search for response/s led to the trialling of two distinct approaches, both which involve identifying and establishing mentoring/coaching/supportive relationships with people doing life tough. These activities are unashamedly underpinned by the values upheld by our organisation - compassion, care, love, hope, the significance of every individual, generosity, sharing of resources, friendship with all peoples of all nations and creeds, relief of poverty, special regard for the poor, loners and foreigners and the value of never giving up hope. These values drive Kindness Works volunteers amid what can seem insurmountable odds. We understand that change happens one person at a time and that we won't be discouraged but persevere to bring hope that leads to change.

What are the two approaches we offered in 2025?

COACH (Creating Opportunities and Casting Hope)

COACH Family mentoring provides trained volunteers with life experience to walk beside a family (most frequently a single mother but can be two parents, grandparent/s or a single father) to support them to achieve at least three identified areas for improvement for life over a twelve-to-eighteen-month period. This amount of time with regular weekly or fortnightly meetings provides considerable relational support to a struggling family.

COACH Family Mentoring is into its fifth year of operation and has remained steady in its support of families in the Hervey Bay area. On-going support including regular supervision is available for the mentors through the coordinator who ensures both the participants and mentors are working effectively together.

A new strategic development has been to partner with Carinity Education Glendyne to offer Youth COACH Mentors from 2025. Training has commenced to prepare an additional layer of support to our community as part of the outworking of the goals of Kindness Works.

COACH Family Mentoring partners with local referral agencies such as The Neighbourhood Centre, Churches of Christ Family Care and Connect, ACT for Kids, Anglicare, School Guidance Officers and more recently local Women's Shelters. These agencies work closely with families for shorter amounts of time and see the value of a mentor providing on-going longer-term support to ensure goals and changes are followed up.

The mentor supports the family as the goals are worked towards and the mentor plays a key role as a 'friend with purpose' and 'options presenter' to empower the family to make positive life changes. We are continuing to see a number of families successfully complete the program and graduate though often remain in occasional friendly contact with their mentor, by mutual agreement.

StreetWorks

Over the year 2019/20, some of our community started supporting people who were living rough and homeless in the Torquay foreshore area. By November 2020, a men's support group at the Church commenced a breakfast at 6.00am on a Tuesday in the foreshore park at Torquay, with the purpose of meeting those doing it tough where they gathered, offering friendship and support.

About the same time one of our leaders attended a conference in Brisbane and we were introduced to a program that has been successfully supporting people living rough for more than ten years. The program was starting to be replicated around Australia through the training of volunteers working in these spaces. We were offered free access to an intensive 18 months of training from the founder, who had himself received sponsorship for rolling out the program over a 5-year period. The first 8 volunteers began the training journey.

By the end of 2021 gatherings of folk at the breakfast averaged 15, and at times more than 30 were attending. By the end of 2021 our volunteers were receiving the training. The idea is that everyone has strengths and with encouragement and support can identify, use and develop their strengths to build up and empower the community around them. The volunteer's role is to befriend people right where they are at and understand their stories, building relationships of trust and support them to achieve their own unique goals, no matter how simple or seemingly difficult at times these goals may seem.

Volunteers expanded support from the Tuesday breakfasts to include food collection from Aldi and bakeries for dispersing to families in need, to provision of bedding and shelter and clothing as well as swags and hygiene back packs from the Tuesday breakfast area. People are now being referred to other community services and supported to achieve their goals by the volunteers who are receiving training as volunteers in ABCD social work. A supportive, empowered community is starting to emerge.

By August 2022 the group had located a rental space to further develop the StreetWorks community work, and the Torquay “Lounge’ was birthed, opening in the heart of Torquay.

In August 2024 the Torquay lease came to an end and The Lounge was temporarily operating from the Pialba Church of Christ facility in the heart of Pialba as well as meeting in shelters at the foreshore for another 15 months.

The good news of 2026 was finding an appropriate tenancy and signing the lease on our new Lounge, at 127 Torquay Road, Scarness.

The Lounge provides a quiet space off the streets and away from the boarding rooms and bed sits, where people can come and relax for a friendly chat and enjoy a quiet cuppa with friends in a safe environment. Referrals, support to attend appointments, help moving or other forms of support are offered as people share life together with our trained volunteers.

The volunteers form a close - knit community of support around those doing life tough, and it can be seen helping people all through the week with such care as trips to doctors and other specialists, moving accommodation, visiting people in hospital, shifting people from one spot to the next, dropping off donated food items where needed, advocating for resources or accompanying people to appointments and helping with paperwork.

Coordinator Reports

The Kindness Works programs include Coach Family Mentoring & Coach Youth Mentoring and Street Works (growing a supportive network of peers and volunteers to people experiencing homelessness and living rough) .

What blessings we have witnessed in 2025, in both areas as these outreach services continue to impact more people and reach further afield.

Family COACH Coordinator Report



The goal of COACH Family Mentoring is to provide relational support to families with a capacity and desire for change in their current circumstances. This year COACH Family Mentoring has continued to thrive and impact families in the Hervey Bay community. The patient and consistent efforts of our team of mentors have resulted in families being strengthened and supported to improve relationships, access community activities to help build self-esteem, social skills and improve their circles of support.

Youth COACH – Our Youth Mentoring commenced in February 2025 and has experienced steady growth in both the number of available mentors and the matching of students at Carinity Education Glendyne. The partnership has developed into a strong and supportive collaboration, thanks to the dedication of Gail Parry, who has been instrumental in promoting and establishing COACH Mentoring within the school. Her commitment and encouragement have ensured that the current seven mentoring relationships are progressing well. Mentors have consistently expressed their appreciation for the warm welcome and ongoing support provided by Gail and the wider school staff. The aim for 2026 is to continue strengthening this valuable ministry and to expand its reach within the school community.

Family COACH - Our Family COACH Mentors have remained faithful in their support of the seven families currently participating in the program. Some families are engaging in discipleship and Bible studies, while others are working with their mentors to strengthen parenting skills and family relationships. Over the past year, we have noticed a shift from referrals through external agencies to more participants being connected through our own church programs and community networks. Playgroup and other connection points have become beautiful spaces where God is bringing people to receive support, encouragement, and care from faithful mentors. Our goal moving forward is to continue supporting the families who engage with our church community through the care and commitment of God’s people—those who are trained and willing to be “friends with purpose.”

I would like to express my deep gratitude to the Board of Kindness Works, the HBBC church staff, leadership and Elders, and the wonderful teams of mentors, prayer warriors, donors, and friends who have walked alongside me in this ministry over the past four years. I leave my role with a heart full of memories, stories, and thankfulness for all that God has done through this work. “And I am certain that God, who began the good work within you, will continue his work until it is finally finished on the day when Christ Jesus returns.” Phil 1:6 NLT .

StreetWorks Coordinator Report

By John Dearden



Well here we are again and another year has passed since the last AGM. God is so good and has continued to bless our StreetWorks volunteers and community family.

We are finding more, and more people doing it tough and needing assistance with food, tents, tarps, sleeping bags, housing etc. We are so grateful to all who help support us as we seek to help those who are disadvantaged within our community. We are so grateful to the businesses that support us by giving food to us to distribute to those we come into contact with. We pick up food from both Aldi stores and deliver food to people who are seeking our help. We pick up cheesecakes from the Cheesecake shop, we pick up pies, pastries and bread to hand out also and the Urangan Spar supermarket have been giving me food every day to hand out to our community friends.

We have been so blessed by their generosity and we praise God for the blessings. For the last year we have been meeting in the park on Tuesdays and Thursdays to connect with the community and it has been a wonderful time with the numbers growing over the weeks and we get between 10 - 15 regulars and the breakfast on Tuesday morning anywhere between 20 30 and sometimes more for the breakfast.

All of these events are about building relationships, getting to know them and finding out their needs and hearing their stories. The women's group continue to meet on Friday mornings for craft and devotions with Carol Treasure and Jo Lambden at the Church of Christ hall, for which we are so thankful. The last year we have been without the 'lounge', which was home to all of those in the community that were regulars and loved coming and being a part of it. The disappointment of our lease not being renewed and the falling through of 2 other places of interest was heavy on my heart as I witnessed the disappointment of many in our community who were really missing the safe place of the lounge.

And because we didn't have a suitable place to meet during the week, I have been going to every community breakfast each week to keep up our presence in the community and keep up the relationships that have been built for the last 5 years. We have been looking for a new premises and have found one that will be our base to work out of which we are all excited about. I am really excited about the future of StreetWorks and the impact it is having in our community.

Another important step in being able to advocate for our long term homeless and those needing support, has been our signing up to be part of the **Zero Wide Bay project**. With permission, every person living rough has the opportunity to be entered into a state data base that enables all the services that support them to see where they are and aim at supporting them into permanent shelter – aiming for 100% housing first, then coming in behind and addressing their complex needs. November 2025 saw a StreetWorks representative attend the very first of the Wide Bay coordination meetings where we are able to advocate for individuals and provide a clearer understanding of their needs - hopefully leading to appropriate housing for each person.

Over the years we have found that various people migrate around the state, and through this system, we are also able to continue to track them for their safety and welfare, keeping them connected to supports. Most recently we are providing ongoing support to one of our long term homeless ladies, as she tries to settle into Gympie; a man who is moving around the Cairns area, and a woman who has

fled DV to a women’s shelter in another city. These are just a few of the stories of those relocating for many reasons but still needing/wanting connection with our Street Works family. I would like to thank the Church for all the support they have given us, the generous giving towards Kindness Works, all of our amazing volunteers who have put in so much to keep the wheels turning and our presence felt in the community without a base to work out of. We are blessed to have you all on the team.

Below: Our new Lounge at 127 Torquay Rd, Scarness



Partnerships, donors and sponsors

Another highlight of 2025 has been the ongoing development of partnerships with a range of businesses, other charities and community services, and to see our referral pathways grow. We would like to acknowledge the following community services, Charitable Funds, businesses and sponsors who supported our services to people in 2025:

- **Carinity (Qld Baptists Social Services arm)** - who continued to sponsor our Coach family and Youth mentoring project with the first of three years of \$23k towards the costs of our Coach programs.
- The **Hervey Bay Neighbourhood Centre** and their 'Navigators', who are prepared to intensively case manage referrals for up to three months to get people up on their feet in times of crisis. Their team go above and beyond to assist the people we refer and support
This year the HBNC also supported StreetWorks with a donation of \$1,100 as we shared the 2025 Christmas Lunch delivery with a Christmas Lunch on the park for 40 people, and the HBNC hosted a lunch for 130 at their centre.
- **IFYS – launching the Zero Wide Bay project** in 2025, and including whole of community in this vital project that aims to make homeless 'brief, one-off and rare' in Australia.
- **HV Mckay Charitable Trust** that provided a \$5,000 grant in 2024 to enable upgrading of the StreetWorks space we call 'The Lounge' - **Footnote:** due to having no premises for 15 months, we sought permission and were able to transfer these funds to help with the re-establishment of the Hervey Bay Zzzzz Bus for people sleeping rough.
- **The Lady Bowen Trust** that so kindly provided an amount of \$8,000 in 2024 that stretched into 2025, from which Kindness Works supported people experiencing homelessness or who had been housed but continue to require support to maintain tenancy with a range of helps, from medical and allied health, to moving costs, clothing and essential white goods.
- **Fraser Coast Regional Council Mayoral Fund** that granted us a \$2,000 community grant for purchase of emergency shelter supplies for distribution in 2025/26. This has proved to be pivotal in being able to supply many tents, tarps and bedding for those living rough.
- **Bunnings Hervey Bay** for providing us a sausage sizzle day and to attend community events to promote and fund raise for Kindness Works
- **Torquay Community Markets** for allowing us to attend once a month to run our craft and bric-a-brac stall fund raiser
- **Bayside Christian College** that has committed to annual fund-raising for Kindness Works and continues to provide a scholarship and other support for a Coach family
- **Treasure Trove Op Shop** run by Hervey Bay Disability Assistance Inc, and the incredible generosity in making available low-cost clothing, bedding, backpacks and other supplies for us to be able to distribute as needed to the people in Torquay
- **Aldi Urangan and Pialba** for the food supplies (mainly meat, bread, fruit and veg) that are now being distributed to our community network twice a week
- **The Cheesecake Shop** kindly donating food for our Lounge morning teas
- **The Baker's Room** weekly donating bread and baked goods for distribution
- **Top of the Bay Bakery** weekly donating bread and baked goods for distribution
- **Pie and Pastry Paradise** weekly donating bread and baked goods for distribution
- **The Nurse Navigators** – Who have kindly supported and continue to support complex health needs of people living rough
- **Crossways Baptist Church** who have generously continued to support our volunteer leaders first with a two-year mentoring/coaching program (free of charge) in the practical skills and cultural change required for 'mainstream' Australians to learn how to empower people rather than provide simple benevolence, and now ongoing as a partner.

- **Hervey Bay Church of Christ** – providing for some short-term homelessness support we have referred to their site and warmly opening their door in the later part of 2024/2025, when The Lounge needed a temporary home
- **Hervey Bay Baptist Church** whose members donate items to support the pantry and hygiene items for emergencies and have donated the majority of funds to enable us to rent the Lounge space. HBBC has also allowed us to utilise their venue free of charge for the big Bush Dance fund raisers. Many ladies from the Church have also supplied craft items for our monthly market stall at Torquay and the HBBC Men’s group who donate their monthly breakfast takings to KW.
- **Hervey Bay Salvation Army and Drug Arm-** as they commenced a new outreach service in Hervey Bay on the foreshore and KW was able to cross-refer. We also look forward to more collaboration in 2026 when they look to establish an empowered faith community operating from their Torquay/Urangan premises.
- **Radio Rhema Fraser Coast** – who have provided free promotion of the work of Coach and StreetWorks our two community programs
- **J & T for the Homeless** - dropping by our day respite to check on participants and offer snacks and tea and coffee and other camping supplies for our mutual participants. In the latter part of 2024 Josie also shared our supplies with those in need through her RSL sponsored van, driving to campsites and handing out supplies and checking on people scattered throughout the town in public spaces.
- **WeCare2 and the New Life Church** – who are also major supporters of the people we support through their 3 mornings a week breakfast on the foreshore and now their new clothes washing and hot shower mobile service. They have gladly received our volunteers in 2025 as some attend their three morning a week breakfasts to support those living rough.
- **The medical clinics in Hervey Bay** where volunteers have been able to source caring and dedicated doctors to patiently work with some of our participants
- **The QIUN dedicated team** of peer supports for those wanting to take next steps in recovery
- **Orange Sky Laundry service** for establishing a volunteer run ‘free’ laundry service in Hervey Bay with the generous support of the **Laundry 4655** Laundromat in Pialba.
- **And many other kind individuals from our wider community of Hervey Bay who have provided clothing, bedding and hygiene products and foods suitable for rough living for us to distribute as needed to those most in need.**

The Lounge

At the end of 2025 we celebrated the opening of our new ‘Lounge’ at Scarness, Hervey Bay. Having this physical presence in the heartland of the people we support in and around Hervey Bay with this rental is one of the key aspects that differentiates our work from most other outreach programs to people experiencing homelessness. In addition, the training of our core volunteers in strength-based community development in a peer/volunteer setting also sets the practice of the Lounge apart.

At the Scarness based Lounge our participants can come up to four times a week for friendship and support, where we offer

- emergency relief in the form of bedding, swags, tents, hygiene products, towels and back packs
- food parcels from our small pantry of non-perishable items
- a place to relax off the streets and foreshore for those living rough or homeless during weekdays, to park their vans or cars safely during the days we are open
- support with accessing medical services and navigating health and allied health services

- referrals to other community services
- ongoing and long-term friendship for people who are lonely and alone – there is no limit on the period of support we provide
- acknowledgement of birthdays and special occasions

Due to the generosity of the Hervey Bay Community, and our amazing volunteers, all our services and support are offered free of charge. In return we encourage allcomers to engage in positive ways within the community in and around The Lounge and to support one another as they join in with our community.

We also want to acknowledge that many of our street friends are already supporting one another in many and varied ways and we witness weekly generosity between people in our community doing life tough, in ways big and small.

Fundraising for 2025

In 2025 we held one main fund-raising event - our community Bush dance with the amazing **Smashing Bumpkins**, held in August 2025.

We also continued running a monthly stall at the Torquay Markets and a small permanent display of craft items for sale in the Hervey Bay Baptist Church foyer.

We held one Bunnings sausage sizzle and the Baptist Church men’s monthly breakfasts also raised good funds towards our costs. All these combined raised an additional \$10,000 for Kindness Works in 2025.

160 people enjoyed a night bush dancing with the Smashing Bumpkins in August 2025



The Board is looking to step up fund-raising efforts in 2026, but also wishes to see an increase in regular donor giving through promotion to the wider community.

Our volunteer grant-writer submitted 4 grant applications in 2025, and 2 of these were successful in a very competitive market for not-for-profits. In addition the triennial Carinity grant that finished at the end of 2024 was replaced by a new triennial Carinity grant to support the establishment of the Youth Coach program in Hervey Bay . In total our grants drew in a total of just over \$27,000 in 2025.

We wish to acknowledge our major sponsor for our Coach program for the years 2022-2024, **Carinity**, the social services arm of **Qld Baptists**, who sponsored our Family Coach program through their Collaborative Community Partnerships program for three years from 2022-to the end of 2024.

Our new Board Chairman has expressed a keen interest in fund raising aspects of our organisation and a new Fund Raising sub-Committee will oversight this aspect in 2026.

Financials for 2025

We are grateful to HBBC for assisting us to in the management of our financials again in 2025.

For 2024, Kindness Works activities were audited by the appointed auditor Jamie Webb CPA of Access Tax.

Detailed financial documents are available upon request in March of each year, as our financial year follows the calendar year. Contact Joanne Lambden, KW Secretary by email if required. admin@kindnessworks.com.au