



2023

PATHWAY

IMPACT REPORT

Clovie

Clovercrest
Baptist
Church

Experience.
Create.
Reach.

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PATHWAY IMPACT REPORT STORIES 2023

THE YEAR IN REVIEW

There are so many stories from this year that we won't forget because they're not just stories, they're individuals that we know and serve at Pathway.

2023 has been a painful and challenging year for many families across Australia. At Pathway, we've seen first-hand the impact of the increased cost of living on families in our community. We regularly hear from new clients that they never imagined they'd need to access food support. Many families have felt the pressure and pain with every interest rate rise, while the cost of utilities and food continue to rise.

According to Food Bank's 2023 Hunger Report

"...many households are experiencing food insecurity for the very first time, and how reluctant these people are to ask for help, despite how urgently they need food relief. It's clear the cost-of-living crisis is exacerbating the challenges facing those in vulnerable circumstances and forcing people to make compromises on what and when they are eating."

"Food insecurity is waking early and sending your child off to school with a rumbling tummy and empty lunch box because you've been forced into an impossible choice between paying the rent or buying food that week," Foodbank chief executive Brianna Casey said.

It is a privilege to be able to be a place of hope for individuals and families in our community. We'd like to thank all our donors for their generous support. Together, we are making a significant difference in our community.

Noelle Wallis | Pathway Director

183
PATHWAY
VOLUNTEERS

34
PLACEMENT
STUDENTS

42,873
HAMPERS
DISTRIBUTED

1735
NEW PATHWAY
CLIENTS



9
VOLUNTEERS
ATTENDED
ALPHA

2023: PATHWAY REACH

Introducing People to Jesus

PATHWAY ALPHA

At Pathway, Reach is about reflecting the love of Jesus in all we say and do.

This year, nine of our volunteers went through a Pathway Alpha Course. Each one shared how they were positively impacted through attending Alpha. Below are a few stories shared by some of our Alpha participants. It is beautiful to see our volunteers understanding more about God and themselves.

One Pathway team member spoke of how she grew up in a religious church, but never knew Jesus. She said "Alpha has opened my eyes and has changed my whole look on life. I see things differently now than I did before. I've been more calm in myself. I feel the love of God now. I used to pray before, but not like I am now and I'm reading the Bible more, I read passages. My days are a lot brighter."

"I wish I'd done Alpha a long time ago. I always found church and the Bible hard to understand. Alpha broke it down in a simplified way. It helps you understand what God and Christianity is about. I've absolutely loved it, because other people are there to share their opinions and thoughts as well. It's great that I've been able to ask questions back. I really enjoyed it. It opened my mind to get a Bible. It's been a positive way to connect with others who are exploring faith as well. "

A Pathway team member who had a religious upbringing said, "I've always been a Christian, but normally feeling on the outside of it. Alpha has brought me so much closer to God; Father, Son and Holy Ghost. I feel really blessed and I feel like I've been born again."



183
PATHWAY
VOLUNTEERS

2023: PATHWAY GROW

Going deeper with Jesus and Community

CLOVIE MEMBERS

We have seen a greater engagement this year with Clovie members of all ages joining our volunteer team and serving across all areas of Pathway. It has been wonderful to have many Clovie young adults join the team in 2023, including eight on our regular roster. This has been a significant encouragement to the rest of the team. One of our young adult volunteers shared about his experience volunteering at Pathway.

I have had the absolute privilege of serving on the Pathway team this year enjoying the joyful team culture. However, what has been even more amazing to see is Pathway's impact in the local community. From giving out food hampers to running Alpha courses, Pathway covers so many different spaces and places reaching out with the love of Jesus into the lives of people who are in need. The team at Pathway are an incredible inspiration to me and seeing what they do daily helps me ask myself, how can I reach out to people in need? It has been a blessing and a privilege serving at Pathway this year. I cannot wait for what is next and wait in anticipation to see the kingdom impact that Pathway continues to have.

Elijah | Pathway Volunteer

BRIDGING THE GAP

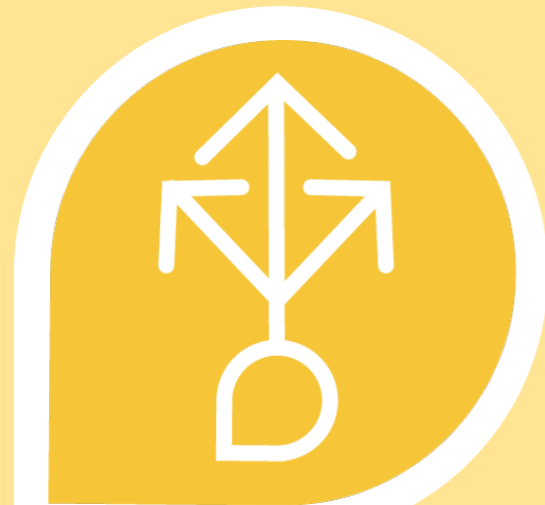
At Pathway, Grow is about bridging the gap between Pathway and the church doors.

More volunteers have begun to attend services at Clovie and are now reading the Bible. Many of our volunteers have joined Clovie in listening to the Lectio 365 App as a regular part of their rhythm.

A quote from one of the volunteers who began attending church:

"Coming to Clovie was a blessing. It's good to catch up with my friends from Pathway and to make new friendships and get to know new people. People missed me when I didn't come to church. Coming to Clovie has made me happy within myself. I like learning about God because I'd never actually been to church before, until I came here."

Bryan | Pathway Volunteer



2023: PATHWAY MULTIPLY

Raising and Releasing Leaders

IDENTIFY, EQUIP AND RELEASE

At Pathway, Multiply means identifying, equipping and releasing leaders.

We have empowered different volunteers to lead in different areas across food services. They manage the specific tasks as well as the volunteers who work in the area where they're leading.

One of our volunteers shared their experience of stepping into a leadership role in the Pathway Team.



At first, I was a bit nervous, because I'd never done anything like leading before, in food handling. I really enjoy doing it and I felt really honoured to do it when I was asked. I also love working with the other volunteers in the area. When I first came to Pathway, I was lining up in the line to receive a hamper. One of the ladies said they needed more volunteers and I wanted to help out, to give my hard work back to Pathway. I love working with Noelle and Margriet as well. It's fun. We joke around. I really love going to Pathway.

Bec | Pathway Volunteer



4,694
HAMPERS GIVEN
THROUGH
ORGANISATIONS

2023: PATHWAY EXPAND

One Church, Many Gatherings

INCREASING OUR IMPACT AND REACH

At Pathway, Expand means increasing the impact and reach of Pathway. We have worked to strengthen and increase the healthy relationships Pathway has with organisations across the city as well as to build new connections with organisations.

The expanded relationship we've built with the Tea Tree Gully Library and The City of Tea Tree Gully has been a gift to Pathway. Our partnership with Uniting Communities and MarionLife, is a tremendous asset as we work to expand into offering more holistic, wrap-around services to our clients.

We have continued to grow our connections with local high schools this year, with three different schools doing excursions to Pathway as well as collecting non-perishable items.

In 2023, we gave 4,694 hampers through social workers, domestic violence support workers, school counselors, wellbeing officers, churches and other organisations that feed vulnerable people.

"I cannot speak highly enough of Pathway's service. The staff are non-judgmental and every participant I have brought here is treated with respect. If anything, if extra is requested (even pet food) staff are happy to oblige if possible. Pathway provides support for isolated and/or lonely people where coming here is an outing. Providing them with food helps them to be able to pay their bills."

**Carmine | Uniting Communities
(Community Connections)**



SA HOUSING AUTHORITY

Many of the tenants we work with experience a range of disabilities and health issues, are receiving a low income and are struggling financially due to the increased cost of living. We have tenants who attend Pathway on a fortnightly basis and are assisted with not only food but also personal care products, clothing, and pet food when able. Personal care items are often what our tenants go without as they are unable to afford them, so they are very surprised and appreciative when they receive these items. Our tenants have always provided positive feedback to us about their experience at Pathway. It is not only somewhere where they can access food assistance but a place they feel comfortable, safe and can connect with other people in the community. Tenants have shared how they have volunteered at Pathway or received assistance to connect with services when needed. At times, our tenants are unable to access Pathway and we have submitted an order and have collected this on their behalf. The staff at Pathway are always friendly, helpful and orders are made promptly and are ready the same day for collection. Thank you again for your ongoing support and the amazing services that you provide to our tenants.

Tina | SA Housing Authority (Tenancy Practitioner)

FINANCIAL COACH

In expanding our reach, we began offering Financial Coach, a financial mentoring program to our clients. Clients learn to budget and manage their finances in a healthier way. We strengthened our referral services and our financial counselor engaged with clients and worked one-on-one, supporting some of our clients to navigate government services and find appropriate support within the community.

Some of our clients shared the

impact that Pathway has made in their lives.

“Pathway has been helpful for years since my daughter was about 13 years old. I was helped with my getting my budget back on track which allowed me to send our daughter to a Christian school and purchase an air-conditioner. Money saved on food received from Pathway helps me pay for my cancer medication expenses. The staff are amazing and the Treasured Op Shop has great bargains. Without Pathway I would have found things extremely hard over the years.”

Jacquie | Pathway Client

“I call it “Love in a box”! Pathway is such a help as I have no family in SA and limited helpers. My 18 year old autistic daughter gets so excited with the hampers. I love the volunteers.”

Nicole | Pathway Client



Glenunga High School Donations



\$33,358

GRANT FROM
DHS

2023: PATHWAY INNOVATE *Daring to Dream*

UPGRADING OUR FACILITIES

In 2023 at Pathway, Innovate has meant upgrading our facilities and our equipment to better serve our clients, volunteers and the wider community. All these improvements are setting up Pathway and Treasured for ministry into the future.

The renovations at Pathway and Treasured will greatly increase our retail space, which will provide a far better shopping experience for our customers and will set us up for growth in the future.

We have designed and purpose-built the new food services area to create better flow, improving safety and process. Each room has been specifically designed to best support the work done in the area, while prioritising safety in each space. The newly designed areas will also enable us to invite clients in, providing a more private and welcoming space to serve those who come to us for assistance.

The new Pergola will provide an additional community space, where clients can relax and

connect within our facility. It will also offer much-needed protection for our clients from the rain and sun while they wait to be served or enjoy a conversation.

We were grateful to receive a \$33,358 grant from the State Government of South Australia for one new fridge and three new freezers, that were greatly needed, as well as a Tesla battery for the building (including installation costs). The fridge and freezers are bigger and more energy efficient, allowing us to store more in a safer way, while keeping costs down. The new battery not only backs up some of our freezers, but also will save us money, as electricity costs continue to rise in SA.

The blessing of God's generosity to us through the church family has been impactful to our whole team. Our new refrigerated van has made a significant difference to our day-to-day running. It provides increased safety in delivery. Having a larger van means the food arrives earlier in the day, making sorting and distribution of collected food easier for the whole team.





Front Before



Front After



Rear Before



Rear After

One of our drivers shared about the impact the new van has made on Pathway and our committed team of volunteer drivers.

“Having upgraded from the ute to the van, there have been a number of benefits I can account for. The van has a much greater capacity and feels safe under load. A concern with the ute was refrigeration of perishables, eskies were far from ideal, so it is a massive relief to have a refrigerated van now. Also, even though the van is a much bigger vehicle, it feels safer and more manageable on the road and in the event of an accident I would feel more secure. Other minor factors are that it is easier to reverse, quieter and more comfortable to drive and way more efficient in regard to time management as it can carry so much more product. There are probably other benefits, but they can be summed up by saying that the ute has no redeeming features except that it served us extremely well and did get the job done.”

Peter | Pathway Volunteer





Treasured
OP SHOP

TREASURED IMPACT REPORT 2023

It has been a massive year at Treasured in so many ways, culminating in the long-awaited dream of a cohesive, efficient and beautiful new shop.

This has been a process that has taken over four years of planning and raising money with stops and starts but now we see that God's timing is far superior to ours as the result is perfect!

It took a lot of time, physical effort, and many bargain basement sales to empty three areas for the renovation to begin but as a team, we made it by the deadline.

We have derived so much pleasure from feeling so included in everything that has happened to reach this point. David Reynolds and Damien Buckley have conferred with us on everything – even those technical things that we just nodded intelligently at even though we had no clue! It has been a team effort that has enhanced the unity in our team of volunteers.

As we watched the progress, we were welcomed to visit regularly and we all left with wide smiles that took a long time to fade.

We are so thankful to the architect Scott who has spent many hours on this project and for Lee who has organised us all. As mentioned, David and Damien have been legendary throughout, as well as all the tradies and of course, our Tuesday crew and others who have all helped to make this dream a reality. Words are not enough to express how we feel and how grateful we are.



"After being a very regular Treasured customer for many years and having been asked if I would like to join the volunteer team on many occasions, I finally decided to join at the start of 2023. I have enjoyed it so much, working as part of an amazing team. I wish I had done it earlier!"

Yvette | Treasured Volunteer



This has been the most challenging year of my ten years as the manager of Treasured. Despite various methods of raising revenue, we knew we were unlikely to make our budget this year due to the renovations. November and December are our busiest trading months, but our relocation to the West Lounge at Clovie dramatically affected our sales.

However, the advantage of being at Clovie has been the positive feedback that we have received about our church facilities, Quench, the welcome received from staff and the general atmosphere encountered. A lot of our volunteers have not set foot in a church for many years and were pleasantly surprised.

We have continued to support the homeless and victims of domestic violence with free items. We have also donated many items to a Women's refuge in Adelaide and a mother and baby group in Elizabeth.

We continue to place a high priority on reducing rubbish removal costs by up-cycling, repairing & placing items on the "free wall" for people to help themselves.

It may seem to some an unwise business decision to keep a 50c area in the new shop, but we know how important this has been for a lot of our customers and as a means for us to divert items from landfill.

Our volunteer team has remained stable with a few new faces in our team, and we continue to build relationships with one another. One of our volunteers made a first-time commitment to Jesus this year and we have had many opportunities to pray for each other.

We also have a team of off-site volunteers who check, repair items, and sell Online for us.

A big thank you goes to Kaye Flack who has managed our social media and marketing for ten years. Many hundreds of hours have gone into giving us an Online presence, increasing an awareness of who we are and increasing our sales.

2024 will be an exciting year for Treasured as we enjoy our new surroundings, welcome more customers and continue to serve and meet the needs of our community and volunteers.

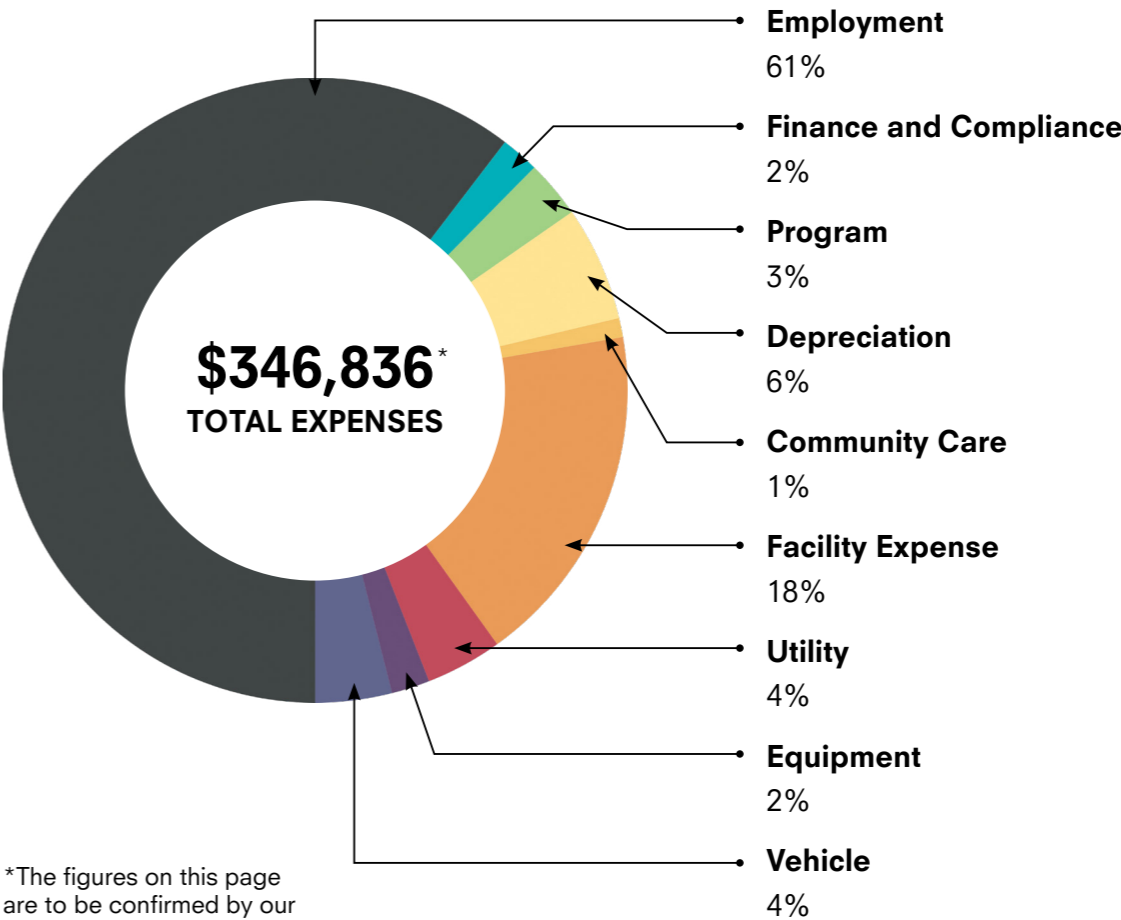
Christine wrote – "Treasured is a wonderful op shop and a wonderful place to be. Not only is it staffed by amazing volunteers but working at Treasured has changed my life in many ways. I feel truly honoured to be a part of their dedicated team. Thank you for being there not only for me but for the community."

Christine | Treasured Volunteer

PATHWAY FINANCIALS

Treasured Revenue:	Donations:	Other Income:
\$187,614	\$148,833	\$48,192.43

Total Operating Revenue: **\$385,131**
17% increase from 2022



*The figures on this page are to be confirmed by our external reviewer.

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