

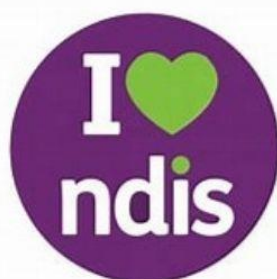


*Collective
Hope*

COMMUNITY SERVICES



CAPABILITY STATEMENT



Registered
NDIS
Provider



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Welcome

Thanks for your interest in Collective Hope Community Services Ltd. Our history goes back to 2014 when we were providing housing and recovery assistance to individuals who were experiencing or facing the risk of homelessness in the Perth metro area. This amazing team of volunteers saw great outcomes including the registration of this charity in 2019.

Collective Hope may now be known in the community in a number of different ways. Some know us for the provision of accommodation services. Others know us through NDIS supports such as Community Participation, one of our recovery programs or counselling services. At the end of the day, the banner of our brand is less important to us than the experience of hope we want everyone to find here!



We would love for you to join us in our “hope quest”! Whether it is as a participant, a partner organisation, a sponsor, a volunteer or staff member, we look forward to meeting you soon!

Best Regards
Chris Friend CEO



Core Competencies



Organisational Profile

Collective Hope Community Services Ltd (CHCS) is an innovative registered charity (PBI and DGR status) that seeks to meet the needs of the vulnerable in our communities. We pride ourselves on delivering person-centred services that acknowledge the whole person. We are unique in this space due to the following:

- CHCS specialises in psychosocial supports. These supports include accommodation, Positive Behaviour Support and wrap-around services.
- CHCS recognises that without stable long-term accommodation, our clients cannot thrive. Consequently, we include supported accommodation as foundational to our recovery approach where accommodation has been unstable.
- CHCS is committed to supporting the full citizenship of our clients, including enabling access to training customised to their needs so they can obtain employment and be connected to their community.
- CHCS provides our clients with the support they need to connect or reconnect with their community in ways that work for them, including regular community participation.
- CHCS has a skilled and high-quality workforce, who ensure our service's steady growth and excellence, including line management built into every level of our business.
- CHCS is performance-driven and upholds the standards held by the NDIS.



CHRIS FRIEND

Chief Executive Officer
and Board Member



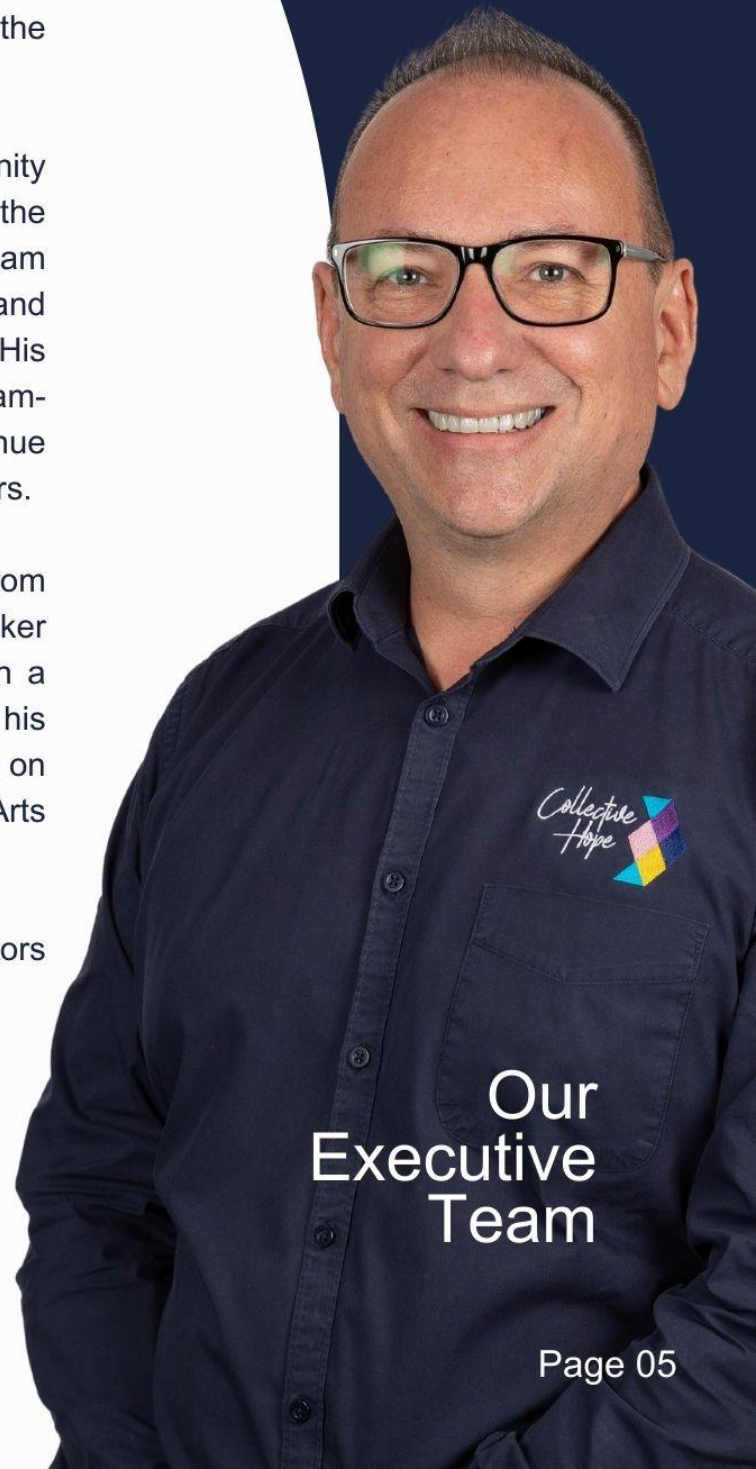
We say yes when other services say no. Why? Because we believe in going the extra mile to help people. We can only do this because of the many generous people who support our work."

Leading a team of passionate volunteers, Chris Friend has been with Collective Hope Group since the first foundation was laid in 2007. Together with his wife, Natalee, he has seen the humble but hard work from the initial years result in the excitement of the exponential growth and innovative programs that have occurred over the last few years.

As the CEO of Collective Hope Community Services, Chris works closely with both the Board of Directors and the Executive Team ensuring that the vision, mission, culture and values of the group are being achieved. His leadership style is encouraging and team-focused, inspiring the talented staff to continue seeking innovative ways to bring hope to others.

Chris's working career has been varied, from initially working as a Corporate Insurance Broker before taking on the role of Senior Pastor in a local church. He has volunteered for most of his life, something he continues today by serving on several boards. He has a Master of Arts (Theology) from Sydney College of Divinity.

Chris is also a Director on the Board of Directors of Collective Hope Community Services Ltd.



Our
Executive
Team

BEVERLEY WILSON-MALCOLM

Chief Operational Officer



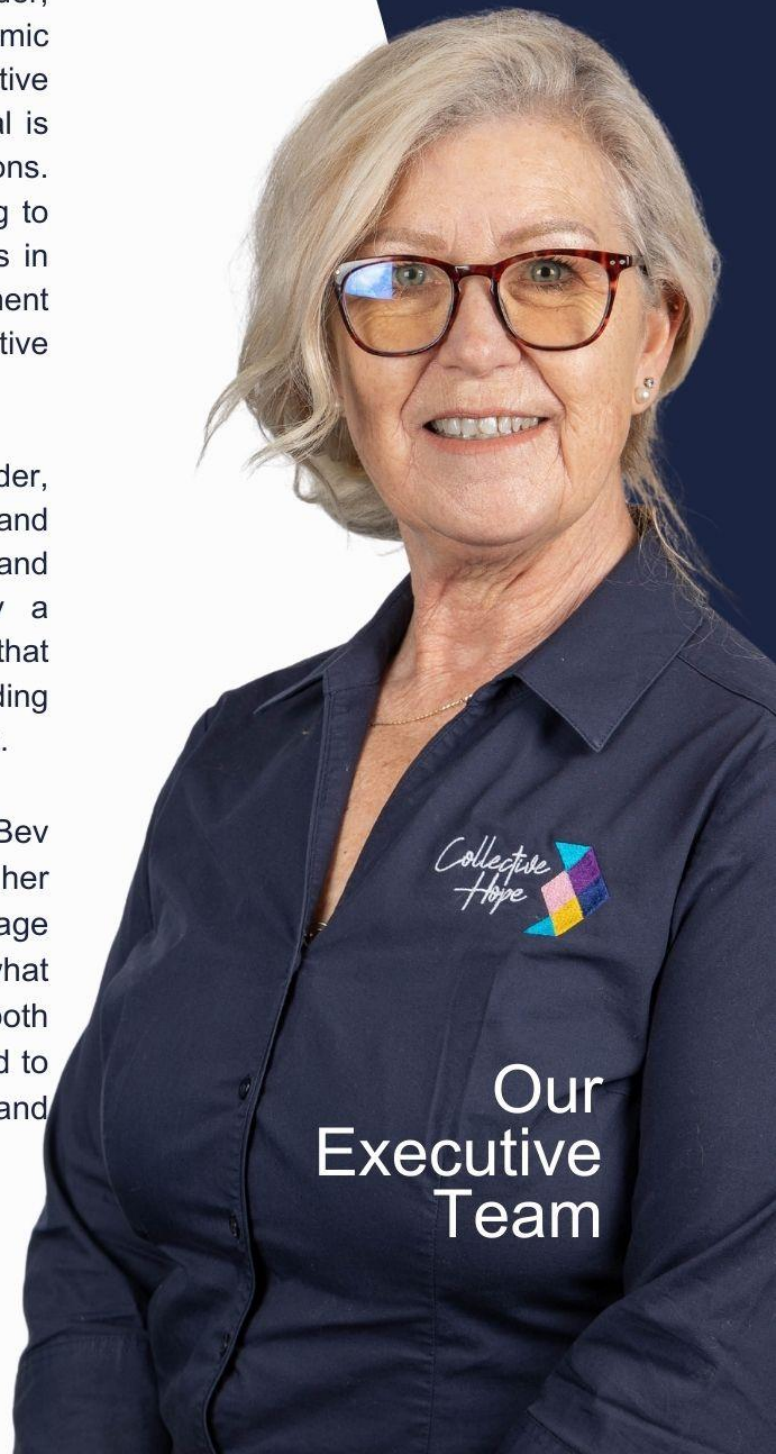
"Our business is holistic in its approach. We seek to create real opportunities for transformation for all of our clients. We also want our staff to love coming to work because that is where the magic happens."

A seasoned executive leader, Bev is committed to working to develop creative and strategic approaches that enact operational systemic change with constituents, organisations, and communities.

A passionate outcomes-driven non-profit leader, Bev has a proven ability to transform systemic humanitarian issues through proactive frameworks. This ensures that client potential is viable within long-term sustainable solutions. Bev has a proven track record in contributing to the interruption of the cycle of homelessness in WA through short-term case management supports and carefully designed restorative programs.

Her experience as an operational leader, spanning 20 years within the psychosocial and neurodivergent spaces of homelessness and marginalised people, has created in Bev a determination and commitment to ensuring that every life is seen, heard, and assisted according to their need, no matter how they may present.

Recognised as a visionary leader, Bev challenges the status quo and empowers her team. Her passion and drive to encourage change that leads people to dream about what they once thought was impossible, is both motivational and inspiring. Bev is determined to be part of the change, to lead by example and model the way.



Our
Executive
Team

STEVE ROBINSON

General Manager

Steve Robinson is a passionate, energetic and engaged executive leader who is not afraid to get his hands dirty to deliver quality services within tight timelines.

Able to multitask effectively, Steve enacts the Collective Hope vision in a rapidly changing and expanding landscape, leading the business support team, which are focused on property management, IT, accounts receivable/payable, procurement and HR, as well as, other projects support.

With a solid background in managing accommodation services gained from over a decade of work in the Drug, Alcohol, Homelessness, Accommodation, Tenancy and other Support Services areas, Steve has demonstrated his aptitude for managing resources to meet program needs effectively. Steve is known for going above and beyond to achieve the best outcome for the client and works in a trauma-informed way.

A whizz at finances, Steve is also highly experienced at business modeling and resourcing of projects, able to motivate staff who describe him as approachable and compassionate.

Steve is also a qualified automotive mechanic, with experience working in remote locations.



"I am passionate about bridging the gaps in the system, about creating longer term stability for people. It is hard to transform your life when there is unstable accommodation or you don't have your basic needs met."



Our
Executive
Team

Our Board

SARAH MURTHY

Chair



SARAH MURTHY has been Chair of Collective Hope Community Services since its inception in 2019. She has worked in the halls of power in Canberra and under the Kimberley sun and many places in between. Her eclectic career includes significant experience in academia and research, government and not-for-profit sectors as well as more than a decade on various not-for-profit Boards.

Her passion is bringing together like-minded people to create innovative solutions to entrenched problems.

She has postgraduate studies in Social Impact, Infant Mental Health, Business and International Relations and is an Adjunct Senior Research Officer at the University of Notre Dame in Australia's Institute of Health Research. Sarah is also a member of the Institute of Community Directors Australia.

GREG GODWIN

Treasurer

Our Board

GREG GODWIN is a director of Moore Australia (WA), with over 30 years of experience in providing bookkeeping; management and financial reporting; auditing; assurance and advisory services. Translating complex laws and regulations into relevant, useful and understandable information is Greg's forte. He is proficient at optimising performance and assisting in the prevention of fraud and error.

Greg has run a business for eight years as an owner/operator, been a board member of a school, tennis club, golf club and various not-for-profit entities. He brings to the Board his insights into how these and similar organisations can operate through the challenges they face.

Greg's goal is to simplify the numbers into easy-to-understand and actionable information. Greg is also a proficient financial reporting trainer to finance professionals and presents to business and not-for-profit organisations and local councils during and after the audit process.



Our Board

RICHARD STALS

Board Member



RICHARD STALS has been on the Board of Collective Hope Community Services since 2019. He is a passionate Educational Technology leader with over 17 years' experience leveraging advances in technology to create innovative and integrated solutions within the Higher Education sector in Australia.

He is committed to championing transformation at all levels of the organisation through data-driven decisions and providing world-class educational technology solutions and processes.

Richard has an undergraduate degree in Computer Science and is a current PhD candidate in Education, researching how we can create more welcoming classrooms for Aboriginal and Torres Strait Islander students.

NICK LIM

Board Member

NICK LIM has a strong track record in facilitating strategy development and major transformation projects working initially with Fortune 500 consulting firm Accenture working with world-leading companies on the ASX, LSE and NYSE stock exchange (BHP, Chevron, Shell, South32, Bankwest). As a result of his work with BHP, the world's largest mining company, he was approached directly to provide consulting and strategy expertise on their major transformation programs across a global portfolio.

With a background in Organisational Psychology, he enjoys applying his knowledge of human behaviour to transformation, strategy, major projects and culture change. He has travelled globally to deliver breakthrough conversations, drawing on deep expertise in facilitation, agile delivery, and human-centred design.

He currently holds the position of Business Transformation Manager, on the leadership team at Covalent Lithium. His responsibilities include designing the target operating model and operationalising their business strategy. Aside from Nick's professional experience, Nick has served on many NFP boards as both Chairperson, President, Strategy & Innovation Direction and Vice President. Nick's technical expertise and experience in embedding strategy provides a valuable resource on the Collective Hope Community Services Board.



EU-MIN TENG

Board Member

Our Board

EU-MIN TENG has a passion for service to the community, and has served on the board of Collective Hope Community Services since 2019.

Eu-Min is a full-time senior lawyer at a boutique law firm, and practices in the areas of construction and engineering disputes, and commercial litigation.

A graduate from the University of Western Australia, with a Bachelor of Laws with Honours and Bachelor of Commerce, Eu-Min holds a Master of Laws from the University of Sydney, and a Master of Construction Law from the University of Melbourne.



Collective Hope Community Services offer a range of high quality, person-focused services through the NDIS, the WA Recovery College Alliance (WARCA) and other community services.

Collective Hope's Service Model and Approach

Collective Hope's service model is grounded within recovery-oriented principles consisting of key elements of trauma-informed and person-centred practice with a significant focus on mental, physical, social, and spiritual health and strength-based participation. Collective Hope has also built an organisational culture around personal, holistic, tailored, safe, and therapeutic values. These elements come together to function in an integrated approach where internal and external services collaborate to coordinate and implement care for the best outcomes for our clients.

We deliver trauma-informed services, including:

- Community Counselling
- NDIS Consultation
- Support Coordination
- Accommodation Services
- Community Participation and Daily Living
- Positive Behaviour Support
- Recovery Courses
- Employability Pathways Programs for our clients via our Farm and Op Shop and other locations

Collective Hope's strength-based approach puts a focus on individual strengths and existing skills rather than deficits, and we are committed to assisting with building and improving skills. This approach relies on person-centred, trauma-informed, and recovery-oriented frameworks to empower participants to find their own solutions. Our strength-based approach is utilised mainly in rental readiness upskilling, employability skills development and successful re-integration in the community.



Our Integrated Model of Care



Our bespoke model seeks to bridge the gaps we know exist in the psychosocial disability space.



Shaun's Success Story

Shaun's a participant who has transitioned into employment through our skills development program, and is now working 2-3 days a week as a gardener and general labourer. Since employment, Shaun's quality of life has greatly improved.



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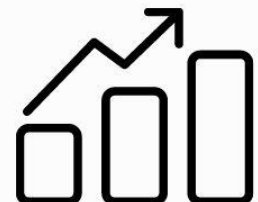
"This garden project gave me a sense of accomplishment and I wanted my house mates to feel they could enjoy the beautiful garden. I am looking forward to my next project. I am grateful to Collective Hope for giving me this opportunity."

Shaun



Our Growth

Collective Hope
2020-2023



Collective
Hope

COMMUNITY SERVICES



Contact us today!

Connect with us on social media.



@collectivehopedes



www.facebook.com/hopedisabilityservices



(08) 6001 6065



hello@collectivehope.org.au



www.collectivehope.org.au



Level 1, 3 Bookham Street
MORLEY WA 6063

