Hello Hunter

Need Help?

Are you feeling isolated, lonely or anxious? Do you need help? Hello Hunter volunteers from your neighbourhood are here to help. All help is FREE!

- FRIENDLY CHAT
- DELIVERIES
- REFERRALS
- PRAYER

THE PROJECT
HELLO HUNTER

DEVELOPED BY
CHURCH COMMUNITY RESPONSE TEAM

5 JUNE 2020

HELP@HELLOHUNTER.ORG.AU

WWW.HELLOHUNTER.ORG.AU

PREAMBLE

The genesis of Hello Hunter came from the desire of Church Leaders to respond in a strategic and collaborative way to needs emerging as a result of COVID-19 throughout the community.

Hello Hunter is a simple way for someone to access a friendly phone conversation, deliveries to their home, referrals for specialised help and prayer. It engages local church communities in their suburb to serve in a new way empowering volunteers to help those in the neighbourhood in some way.

As the Hello Hunter service model developed it became apparent that it has the potential to assist those experiencing hardship regardless of the cause well into the future.

Hello Hunter is about serving those in our own street or suburb who are in need, providing safe, friendly and practical help.

Rick Prosser,
on behalf of the Church Community Response Team

CHURCH COMMUNITY RESPONSE TEAM

Teresa Brierley, DIRECTOR PS. MINISTRIES, DIOCESE OF MAITLAND-NEWCASTLE.
Matt Brown, HUNTER DISTRICT BAPTIST SERVICES, SWANSEA BAPTIST.
Ryan Croxford, C3 REGIONAL LEADER, C3 PEOPLE.
Mark Everitt, AREA OFFICER, HUNTER, NSW CENTRAL COAST SALVATION ARMY.
David Haupt, DIRECTOR ADVENTIST COMMUNITY SERVICES & ADRA.
Sue Irwin, THE GRAINERY CHURCH.
Grace McLean, NFP CONNECT.
Rick Prosser, KINDOMWORKS, LIFE CHURCH, SOUL CAFE.
David Stephenson, YWAM.
Peter Stuart, ANGLICAN CHURCH NEWCASTLE DIOCESE, BISHOP.
Maria Thomas, KINGDOMWORKS.
Roz Zaia, MACQUARIE CHURCH, MACQUARIE CARE, ACC.

" Hello Hunter is an opportunity to see the Church work together in a way that honours God's heart for unity, service, mission. Caring for the poor, the lonely, the hurting and the vulnerable."
MATT BROWN, HUNTER DISTRICT BAPTIST SERVICES

"Hello Hunter is a friendly way for churches to reach out to help, support and serve our local communities."
TERESA BRIERLEY, DIRECTOR OF PASTORAL MINISTRIES, CATHOLIC DIOCESE OF MAITLAND AND NEWCASTLE

"I am proud of the Christian Churches of Newcastle as they look to respond to all who are in need."
BISHOP PETER STUART, NEWCASTLE ANGLICAN CHURCH

INTRODUCTION

Hello Hunter partners with churches to mobilise volunteers to help people in need, regardless of their faith background, commitment, or other social standing or identity.

Hello Hunter is for any person experiencing hardship due to social isolation, poverty, disease, disaster, disability, illness, age, mental health, family, social, or other community network breakdown.

HOW DOES IT WORK?

Hello Hunter has a call centre, which takes requests for assistance, then neighourhood hubs mobilise their volunteers. Hubs are formed according to suburb and postcode. The goal is to have the person in need assisted by their nearest neighbour.

01 CALL CENTRE

02 HUB

03 LOCAL VOLUNTEER

04 NEIGHBOUR HELPED

49HUNTER

Call and leave your details, a volunteer will call you back!

MESSAGE

Don't feel up to talking! Facebook message or email us.

help@hellohunter.org.au

HUNTER REGION

HOW WE HELP!

FRIENDLY CHAT

We are available for a friendly chat. A worry shared may be a worry halved.

DELIVERIES

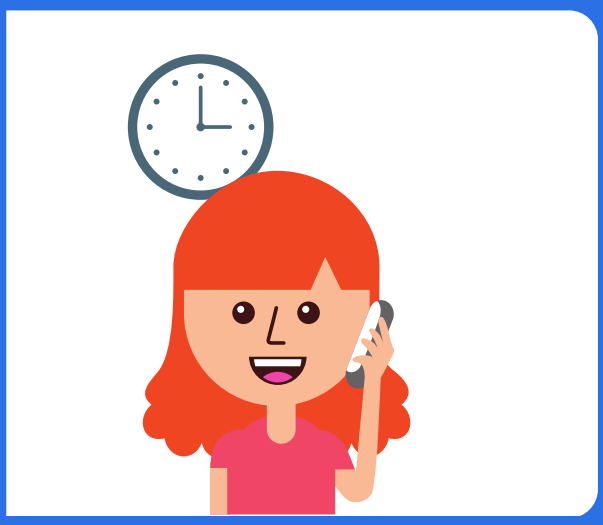
We can make an emergency delivery of food or medicines.

REFERRALS

If we are unable to help you, we will find someone who can.

PRAYER

We partner with local Churches. If you request it, we can pray with you.



HELP@HELLOHUNTER.ORG.AU

COMMUNITY SAFE

Hello Hunter is committed to the safety of volunteers and every person who reaches out for assistance.

We are committed to preventing harm and abuse and understand that we are responsible and accountable under State and Federal law to protect vulnerable people. Hello Hunter is NOT a child service.

KEY SAFE GUARDS

VOLUNTEER SCREENING (POLICE CHECKS)
VOLUNTEER TRAINING & SUPPORT.
APPROPRIATE COMPLAINTS RESPONSE.
ACCOUNTABLE TO REGULATORY BODIES.

COMMUNITY SAFE CLICK HERE

VOLUNTEER INFORMATION CLICK HERE

CHURCH INFORMATION CLICK HERE

GOVERNANCE

Hello Hunter is advised by a reference group of Christian Denominational Church leaders.

The entity responsible for the governance and due diligence of Hello Hunter is CityServe Incorporated ABN 96 145 519 715.

Since 2013 CityServe has partnered with Churches, Councils and Businesses to mobilise volunteers to benefit the community. CityServe is not a religious organisation and exists to provide relief to people in necessitous circumstances.

Churches recruit and support their own volunteers. Volunteers require a police check, a ministers personal reference and must complete the Hello Hunter Training Package.

CITYSERVE BOARD

GERALDINE BAKER, C3 CHURCH VICTORY.
ANTHONY CUMMINS, SENIOR FINANCIAL ACCOUNTANT LIFE WITHOUT BARRIERS.
MARK EVERITT, AREA OFFICER, HUNTER AND NSW CENTRAL COAST THE SALVATION ARMY AUSTRALIA.
IAN JONES, LICENCED BUSINESS BROKER & VICE PRESIDENT AIBB.
RICK PROSSER, CEO SOUL CAFE, KINGDOMWORKS, LIFE CHURCH.
MARIA THOMAS, KINGDOMWORKS.
KEVIN WARNER, REGIONAL MINISTER FOR HUNTER BAPTISTS, NSW HUNTER REGIONAL MINISTRY COORDINATOR PEACEWISE.

REFERENCES

Thank you to The Salvation Army, Youth with a Mission, Grainery Care and Macquarie Life Church who have provided documents that have contributed to the formation of the protocols and training. These documents were reviewed against the below information sources and then adapted to this model of service delivery.

AUSTRALIAN GOVERNMENT SOCIAL DISTANCING GUIDELINE

AUSTRALIAN GOVERNMENT HEALTH DEPARTMENT GOOD HYGIENE FOR CORONAVIRUS

FACS MANDATORY REPORTER GUIDE

FOOD STANDARDS AUSTRALIA AND NEW ZEALAND

NSW FOOD AUTHORITY

NSW CHILD PROTECTION (WORKING WITH CHILDREN) ACT 2012 NO 51

PART 2 DIVISION 1 CHILD-RELATED WORK 6 (2) (J)

NATIONAL CRIME CHECK, POLICE CHECKS FOR VOLUNTEERS IN AUSTRALIA.

NSW OFFICE OF THE CHILDREN'S GUARDIAN, WHO NEEDS A WORKING WITH CHILDREN CHECK

RELATIONSHIPS AUSTRALIA INFORMATION – ELDER ABUSE

RELATIONSHIP AUSTRALIA – DOMESTIC VIOLENCE

WHO COVID-19 FOOD SAFETY - 7 APRIL 2020

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