



## Leo wins SA Awards of Excellence



Volunteer Award winner Leo Cetta with Case Manager Adele at the Award presentation.

If you come to Hutt St early on any morning, you will meet one of the friendliest people around our corner of Adelaide. His name is Leo Cetta, an Italian man who came to Adelaide alone when he was 19 years old. Leo is a true gentleman who will always greet you with a smile in the morning while sweeping the paths out the front of the Centre. Hutt St Centre is grateful for such a dedicated volunteer who is always willing to help.

Leo is long term client of the Home and Community Care (HACC) Program at HSC. For many years, he has also volunteered many hours to hand deliver thousands of flyers across the city and surrounding suburbs to help promote fundraising activities. Leo is always there at our events willingly helping to set up, pack up or clean up.

It was only appropriate that we nominated Leo for the Aged & Community Services SA&NT Awards for Excellence: Volunteer Award. We were very excited to find out that Leo was the co-winner of the Volunteer Award, and he won the overall state Aged and Community Services SA&NT 2013 Individual Award for Outstanding Contribution, which lead him to a nomination for the National Award. We are so proud and warmly congratulate Leo on this most deserved recognition.

## The privilege of working with people

*During my time at Hutt St Centre I have learnt that it is not always what you can do for the client, it's what the client can do for you. Since graduating from University as a Human Service worker, this has been my first position as a case manager.*

*Even though being somewhat new in the industry, I have been privileged to work with a lady, Abbie\* who has given me faith in our services and also in my ability to do my job as a case manager. I met Abbie at one of her*

*lowest points in life and have watched as she has engaged with our services and slowly found her feet again.*

*Abbie has experienced devastating situations which left her feeling ashamed, vulnerable and disappointed in professional services when they failed to assist her.*

*Since working together I have watched as Abbie has allowed our organisation to help empower her and I feel very privileged to be a part of her journey*

*towards recovery. I also take pride in knowing that I may have influenced or assisted her to re-engage with society and to slowly become the person she was before. We still have a lot of work to do, but we have taken the first steps to what I hope will be a bright and rewarding future for her. I am thankful for this as it has made me appreciate the things in my life which I too often take for granted. **Jess: Case Manager***



## A bright future for Philip

Philip has been coming to HSC for the past 6 months. He previously had a career in the Navy and has had a skilled work life. He is now starting again after going through some difficult times. Philip has been sober from alcohol for the past 2 months and says he is extremely grateful for the wonderful services provided by HSC, in particular the education programs.

Philip is currently doing a Certificate 3 in warehousing and logistics which he has been extremely keen to do. This was organised through our education and training program. He said "HSC provides all the avenues needed to get back into life and make a great go of it." Philip has become involved in the HSC Client Reference Group and hopes to help other clients focus on the opportunities and positive outcomes that he has experienced rather than dwell on the negative issues in their lives. Philip feels what we do here at Hutt St is invaluable and a wonderful resource.

***"To all at Hutt St Centre: You give us a hot feed, a safe place to meet people and always a helping hand and a comforting word makes the world of difference, when one is trying to get back on track. Thanks to all. Miracles do happen."***

## Finding safe places for families

Each week our staff organise crisis accommodation for up to 8 families in motels at Hutt St's expense because there is often no other options or funding available.

Arranging this for one family alone can take a case manager a full day liaising with the family, schools, GP's, other agencies, Centrelink and advocating with Housing SA and Families SA on their behalf.

One of our teams recently worked with a couple and their three young children to help them secure private rental accommodation after they fell behind in paying the rent and were evicted from their previous home. The team worked with them until they found an affordable home in an area that had natural supports for them. We referred them to a relevant service in the area to assess their needs and ensure that they could settle into their new home with the help that they needed to stay there.

Over the past year, HSC has paid close to \$10,000 in motel fees to ensure that families and their children are not forced to sleep in their cars or outside in the parklands.

***"Mate if it wasn't for you, I might not be here today. Now yesterday is history and I have a whole new life ahead. Thanks a million."***

## Lifelong effects of an abusive childhood

Many people who come here have very sad life stories, such as Jane who is 35. Her father sexually abused her from when she was a baby and then throughout her childhood. Her mother was physically and emotionally abusive. Jane believes that her mother was angry at her because her father preferred Jane as a sexual partner. She has no supportive family relationships now, not even with her two sisters.

Jane has Dissociative Identity Disorder - this presents as Jane talking to herself, yelling at herself and at times slapping herself. She can become very frightened when approached and will walk away. She has a long history of sleeping rough. There have been several attempts to refer Jane to mental health services which have been unsuccessful due to Jane's reluctance to attend appointments and engage with workers due to her mental health.

HSC is helping Jane to access accommodation and supporting her to sustain her tenancy. Her difficulty with paying rent and constant loss of keys, plus her failure to attend appointments is typical of people with Dissociative Disorders so she needs help to overcome these inhibiting factors. We provide this help.

Through developing trust we would like to get Jane to attend some therapeutic counselling sessions for her mental health and believe that this is essential for her long term well being. Appropriate mental health interventions could make a huge difference to Jane's life and long term well being. We will continue to persevere with Jane, despite the difficulties in engaging her, to work towards a positive outcome. Giving up on people like Jane is not an option.

***"I very much look forward to the staff visits; they give me the strength to carry on. Thank you to all the staff and volunteers at Hutt St Centre. You have all been outstanding in your support of me. I owe you my life."***

# Keeping you up with Hutt St Centre news

## Dine out with Hutt St Heroes

During the cold months of June and July over 30 hotels will be Hutt St Heroes, raising funds so that our clients can get a hot shower, a hearty meal and stay as warm as possible in winter. In a joint venture with the Australian Hotels Association : SA, the hotels involved will invite their diners to add \$2 to their meal bill for HSC. Look out for the Hutt St Heroes signage (see below) in hotels across SA this winter, or have a look on our website for venues taking part. We hope to raise \$50,000 through this new initiative and news from the hotels indicates we are off to a flying start. Thanks to the AHA: SA for coordinating the Hutt St Heroes Winter Meal Appeal and to Lane Print and Post for their generous support.



## Business Manager Jon Munn nationally recognised



We are very proud of our Business Manager of two years, Jon Munn, who this year made the CPA Top 40 Young Business Leaders of the Year. It is a great honour and achievement for Jon who has a Masters in Commerce majoring in accounting, a CPA and a Degree in Journalism. Aptly nicknamed 'Munny', Jon has been instrumental in his time at Hutt St Centre in redesigning our financial, accounting and IT

systems and improving our policies and procedures to ensure efficiency in our business. Nice work Munny. (Editors note: Jon's not a terrible tennis player but his body is too old for footy. He says he was very good at it once.)



## Walk a mile in my boots Friday 9 August

Join us bright and early on our annual National Homeless Persons Week event **walk a mile in my boots**. Starting at Rundle Park at 7.30am and finishing near HSC in the south parklands with breakfast, the walk is easy, fun, makes a significant difference to people's lives and you can still get to work or school on time!

This year we would love to see 4,000 people walk in the city and many more walking a mile in their community. Register a team of 5 or more before July 19 to go into a draw to win 2 tickets to Paul Kelly's Adelaide Town Hall concert on Aug 20. To register go to [huttstcentre.org.au](http://huttstcentre.org.au)

## Impact felt from Byron Place closure

On Friday the 3rd of May, Byron Place Community Centre closed its doors. Byron Place had provided similar services to Hutt St Centre and been a close ally of ours for many years. The closure had a dramatic impact on the services at Hutt St Centre as well as on the clients it affected.

Already our meal numbers have increased, with 30-50 new clients accessing our services. Our greatest concern is the impact that the additional clients have on our case management teams and their caseloads. Our Eastern Adelaide Homelessness Service now has a waiting list of around 50 clients which concerns us because we don't there to be a wait for a critical service.

We have commenced discussions with the Department for Communities and Social Inclusion (DCSI) and Minister Piccolo. We hope and trust that we will be supported through this transition—we will never turn away a client in need. We must ensure that our staff and volunteers have the right resources to ensure the best outcomes for clients during their exit from homelessness.