

**HUTT ST CENTRE**

# **ANNUAL REPORT**

## **2018-2019**





# CEO AND CHAIR REPORT

On behalf of the Board of Directors and the Management Team we are pleased to present to you the 2018-19 Annual Report. Hutt Street Centre proudly remains a work of the Daughter's of Charity and the Catholic Archdiocese of Adelaide.

At Hutt St Centre, we are committed to our vision to be a place where people experiencing homelessness can come to change their lives forever. Our aim for each person who walks through our doors is magnified by our culture in everything we do: *we never give up on our people*.

This relentless approach means we support, care, build skills and are the connection point to essential services for a range of people who come to us from varied backgrounds, with differing needs.

In 2019, Hutt St Centre celebrated 65 years and now offers a wide range of critical services and programs.

The impact and outcomes upon the lives of the people who have come to us for help has been significant.

## SERVICE ACCESS

Over the last financial year, 2,654 people accessed a service through Hutt St Centre.

The services accessed include those available onsite at the Centre – crisis and emergency support; meals and amenities (showers, laundry, locker facilities, etc); advice and case management support. There are also many services who visit us onsite throughout the year such as optical, physiotherapy, podiatry, hairdressing, GP and JP services, hearing screenings, a legal clinic, gambling support, Alzheimer's SA and dental support. These services are crucial to help people rebuild their lives.

A noticeable change in recent times is that more than one third of the people using these services are female. We continue working to ensure we can provide the best services possible to meet the needs of this growing demographic.

## HOUSING

Anglicare's latest Rental Affordability Snapshot reports that rental stress has increased 11% in the last 8 years. Housing supply is a major issue for the entire sector.

Despite this, we managed to help 419 people find and move into accommodation over the last financial year, with 169 of them moving into long-term accommodation. In addition, almost 150 people were supported by case workers to maintain their long-term tenancies.

The Rental Affordability Snapshot shows that more than 40% of Australians are now worrying that they could become homeless if their circumstances change, and the need for social housing is likely to grow by half a million people by 2025.





# 2654

PEOPLE ACCESSED  
HUTT ST CENTRE  
FOR A SERVICE IN THE  
LAST FINANCIAL YEAR

## CASE MANAGEMENT

Of the 1,334 people who were case managed by Hutt St Centre over the last financial year, 91% reported having needs beyond housing, which reinforces our belief in the provision of other services in addition to housing support.

## EDUCATION, TRAINING AND WORK OUTCOMES

Our pathways team work tirelessly to find opportunities for people who come to us for help. We successfully supported approximately 100 people to find work, education and training outcomes over the last financial year.

Hospitality was the biggest industry of employment, at 29% of these outcomes; followed by 19.1% trades; 13.7% administration; 9.9% cleaning; 6.1% community work; 6.1% retail and 4.16% IT.

## ASPIRE – SOCIAL IMPACT BOND

Our social impact bond “Aspire” is the first bond of its kind in South Australia and was launched in July 2017.

During its first year, Aspire was able to demonstrate significant benefits to the project participants; to the South Australian community, and to the State Government.

The most outstanding results from Aspire in its first year were a 64% reduction in required emergency accommodation by the 100 participants; a 22% reduction in police apprehensions; and a 10% reduction in hospital bed nights.

The program continues to achieve its targets, leading to innovative solutions to homelessness and ground breaking savings to Government Departments.

The participants are constantly showing that they can overcome the many barriers in their lives with the highly valued and ongoing support we’re able to offer through the program.





# CEO AND CHAIR REPORT *CONT.*

## THE CHANGING FACE OF HOMELESSNESS

In recent years, the face of homelessness has changed and the number of females, families and individuals with a higher education utilising our services has increased.

Statistics show that older women are the fastest growing population of people experiencing homelessness and housing stress, noting that between 2011 and 2016 there was a 31% increase in this population.

We've found that nearly a third of rough sleepers using our services are tertiary educated. Nearly half the people using Hutt St Centre's case management services have finished high school and/or further education, and 88% of people using our programs have previously held employment.

The points above demonstrate that there is no typical person experiencing homelessness, it can and does happen to anyone, regardless of their education or employment history and we are here to help when it does.

## HARM AND ABUSE

The reasons why people fall into homelessness are varied and unique to their situation. It is therefore critical that our society doesn't categorise people experiencing homelessness. One size doesn't fit all.

Over 60% of people who came to us in this period, indicated that their homelessness was precipitated by a period of abuse and/or trauma.

Nearly 80% reported that they were either currently being harmed or at risk of being harmed by someone else, and 76% of people currently experiencing homelessness reported feeling at risk of harm every night.

## THE PAST FINANCIAL YEAR

We are pleased to report that Hutt St Centre has had another successful year in terms of meeting and achieving our financial and other objectives.

Over the last financial year, we achieved accreditation through both the State Government's Service Excellence Framework (SEF) and the Commonwealth's Aged Care Standards achieving 100% accreditation for the first time.

The team need to be applauded for their commitment and diligence in achieving this remarkable result demonstrating their professionalism towards continuous improvement and quality standards across all the Hutt St Centre teams and operations.

Our annual major fundraising event, *Walk a Mile in My Boots* attracted nearly 5,000 people walking in support of people experiencing homelessness. This demonstrates the support of the local community and wider city for people doing it tough. The event won the Adelaide City Council's Event of the Year, a wonderful recognition showcasing both the best of our Centre and the best of the Hutt Street precinct to the community.

Our social enterprise, Beans Talk Coffee Cart, commencing three years ago, has continued to blossom into a fully-fledged operating and training vehicle, functioning at an event each fortnight. It has provided barista and customer service training to many clients over this time, helping them build confidence and reengage with people, workplaces and the community. It has successfully provided a pathway into employment for many people.



## THANK YOU

It was decided to honour the people who, despite significant obstacles and times of homelessness, managed to turn their lives around. In recognition of their achievements, His Excellency the Governor of SA, invited us to honour 20 clients in an awards ceremony at Government House. All recipients were dressed so smartly and were so honoured to be there. Truly one of the greatest nights of the year for so many people. Our thanks to His Excellency and Mrs Van Le.

Our role at Hutt St Centre isn't to fix the entire world at once, but to stretch out and mend the part of the world that is within our reach. Any calm, seemingly small action we can take to assist another soul can truly help immensely.

We thank the Board of Directors, both current and past; members of our Foundation; and our Patrons for their energy, support and commitment to homelessness. They have supported us with grace, humour, passion and a relentless attitude to never give up.

We must thank the staff and hundreds of volunteers who truly are the lifeblood of our organisation. Similarly, without our key government, corporate and community stakeholders, along with the many supporters and donors who give so selflessly, we simply couldn't exist. You have inspired us to do more; to have courage to intervene and push on when necessary, and for this, we are grateful.

It has been truly a privilege to work for and with our people at Hutt St Centre. Together with our supporters, we can and have achieved great things. Thank you.

**Dr Philip Donato OAM**  
**Chair, Board of Directors**

**Mr Ian Cox**  
**Chief Executive Officer**

A close-up photograph of a person's hands holding a piece of brown cardboard. The word 'Thankyou' is written in large, bold, black, hand-painted letters on the cardboard. The person's hands are visible at the bottom and right edges of the frame, wearing dark gloves. The background is a blurred, artistic image of a city skyline with tall buildings.

Thankyou



# OUR IMPACTS AT A GLANCE

## DEMOGRAPHIC BREAKDOWN



**2654**

PEOPLE ACCESSED  
HUTT ST CENTRE  
FOR A SERVICE IN THE  
LAST FINANCIAL YEAR



**33.6%**

CLIENTS ARE FEMALE  
(66.3% MALE, 0.1% OTHER)

## CASE MANAGEMENT SUPPORT



**1334**

INDIVIDUALS CASE  
MANAGED



**91%**

OF PEOPLE IN CASE MANAGEMENT  
REPORTED NEEDS BEYOND HOUSING

## EDUCATION AND TRAINING OUTCOMES



**97**

WORK, EDUCATION  
AND TRAINING  
OUTCOMES

### INDUSTRIES:

29.01% - Hospitality (38)

19.08% - Trades (25)

13.74% - Admin (18)

9.92% - Cleaning (13)

6.11% - Community Work (8)

6.11% - Retail (8)

5.34% - Construction (7)

4.58% - IT (6)

4.58% - Sports and Rec (6)

1.53% - Self-Employed (2)

## OUR VISITING SERVICES



RDNS



DENTAL  
SUPPORT



HAIRDRESSING



ALZHEIMER'S  
SA



JP SERVICES



PODIATRY



## HOUSING



**419**

PEOPLE SUPPORTED  
INTO ACCOMMODATION



**169**

OF THOSE PEOPLE OBTAINED  
LONG-TERM HOUSING OPTIONS



**138**

OTHER PEOPLE WERE SUPPORTED  
TO MAINTAIN THEIR TENANCY

### HOUSING NOTES

- Rental stress has increased by 11% in the last 8 years
- The need for social housing is going to increase by half a million people by 2025
- Over 40% of Australians now worry they could become homeless if their circumstances change.

## ASPIRE – SOCIAL IMPACT BOND



**64%**

REDUCTION IN EMERGENCY  
ACCOMMODATION USAGE



**22%**

REDUCTION IN REOFFENDING/  
POLICE APPREHENSIONS



**10%**

REDUCTION IN HOSPITAL  
BED NIGHTS



HEARING  
SCREENINGS



OPTICAL  
SERVICES



PHYSIOTHERAPY  
SERVICES



LEGAL  
CLINIC



ADELAIDE CITY  
GP SERVICES



PARTNERS IN  
RECOVERY



# THE CHANGING FACE OF HOMELESSNESS

## RESULTS FROM THE VULNERABILITY INDEX SURVEY

The Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) is a survey administered to individuals and families experiencing or at risk of homelessness to determine risk and prioritization when providing assistance.

**63%** of people state their homelessness is caused by a period of abuse and/or trauma.

**77%** of people report being currently harmed or at risk of being harmed by another person.

**76%** of people experiencing homelessness report feeling at risk of harm every night.





## **GETTING TO KNOW THE PEOPLE USING OUR SERVICES BEYOND STEREOTYPES**



**In the past few years the number of females, families and higher educated individuals using our services has increased.**



**Statistics show that older women are the fastest growing population of people experiencing homelessness and housing stress. Between 2011 and 2016 there was a 31% increase in this population.**

**50%**

**Over 50% of people who use Hutt St Centre's services are aged 45 or older.**

**26%**

**of people sleeping rough who use our services are tertiary educated.**

**40%**

**of people using HSC's Case Management services have finished high school and/or further education.**

**88%**

**of people using HSC's Case Management programs have held employment previously**

**The points above demonstrate that there is no typical person experiencing homelessness, it can and does happen to anyone.**



# FINANCE REPORT

Hutt St Centre has achieved a small surplus this financial year with all monies being retained within the organisation to help carry out our mission of ending homelessness for every person who walks through our doors.

It is imperative that we act as an operating business, not only generating enough revenue to cover the costs, but also generating reasonable surpluses to build reserve funds for future periods. These reserves are crucial for funding unexpected costs, emergencies or to cover any future reductions in Grant Funding & Fundraising contributions.

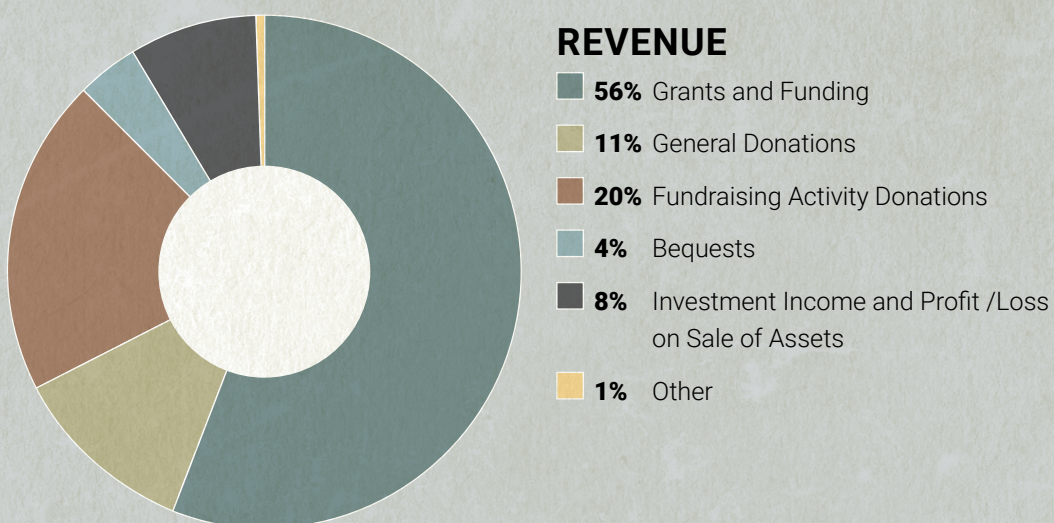
Reserve funds can be used for the replenishment of facilities when they require upgrade or require replacement and to build capacity so we can continue to be innovative and to deliver the highest quality and most effective services to our clients.

This sound financial management ensures we can make an impact everyday on the lives of people experiencing homelessness today and into the future.

**Tim Conlon**  
**Business Manager**







## INCOME STATEMENT

	2019 \$	2018 \$
<b>Revenue</b>		
Grants & Funding	4,483,669	4,090,454
Sales & Fees	35,214	41,311
General Donations	845,078	664,114
Fundraising Activity Donations	1,583,623	1,382,325
Bequests	329,809	187,261
Transfers from Hutt Street Centre Foundation & Daughters of Charity		
Investment Income & Profit/Loss on Sale of Assets	670,276	432,097
Other	18,280	19,569
<b>Total Revenue</b>	<b>7,965,949</b>	<b>6,817,130</b>
<b>Expenses</b>		
Employee Benefits Expense	5,154,482	4,310,704
Depreciation and Amortisation Expense	126,271	111,396
Subcontract Payments	139,517	60,612
Other Expenses	2,046,214	1,621,205
<b>Total Expenses</b>	<b>7,466,484</b>	<b>6,103,917</b>
<b>Surplus</b>	<b>499,465</b>	<b>713,213</b>



# FINANCE REPORT

## STATEMENT OF FINANCIAL POSITION

	2019 \$	2018 \$
<b>Current Assets</b>		
Cash and Cash Equivalents	2,529,762	2,099,096
Receivables	31,733	19,025
Other	213,110	131,953
<b>Total Current Assets</b>	<b>2,774,605</b>	<b>2,250,074</b>
<b>Non-Current Assets</b>		
Financial Assets	6,998,346	6,612,642
Property, Plant and Equipment	487,771	471,246
<b>Total Non-Current Assets</b>	<b>7,486,117</b>	<b>7,083,888</b>
<b>Total Assets</b>	<b>10,260,722</b>	<b>9,333,962</b>
<b>Current Liabilities</b>		
Trade and Other Payables	378,260	243,437
Amounts Received in Advance	216,893	271,309
Provisions	441,457	379,258
<b>Total Current Liabilities</b>	<b>1,036,610</b>	<b>894,004</b>
<b>Non-Current Liabilities</b>		
Provisions	138,906	93,508
<b>Total Non-Current Liabilities</b>	<b>138,906</b>	<b>93,508</b>
<b>Total Liabilities</b>	<b>1,175,516</b>	<b>987,512</b>
<b>Net Assets</b>	<b>9,085,206</b>	<b>8,346,450</b>
<b>Equity</b>		
Retained Earnings	8,307,118	7,807,653
Reserves	778,088	538,797
<b>Total Equity</b>	<b>9,085,206</b>	<b>8,346,450</b>



## STATEMENT OF CASH FLOWS

	2019 \$	2018 \$
<b>Cash Flow From Operating Activities</b>		
Receipts from Donors, Grants, etc.	7,244,702	6,102,537
Payments to Suppliers and Employees	(7,123,380)	(5,909,442)
Investment Income	575,554	363,415
<b>Net Cash Provided by Operating Activities</b>	<b>696,876</b>	<b>556,510</b>
<b>Cash Flow From Investing Activities</b>		
Proceeds from Sale of Property, Plant and Equipment	11,364	9,091
Proceeds from Sale of Investments	734,199	24,770
Purchase of Property, Plant and Equipment	(142,796)	(154,628)
Purchase of Investments	(868,976)	(1,660,119)
<b>Net Cash Used in Investing Activities</b>	<b>(266,210)</b>	<b>(1,780,886)</b>
Net Increase / (Decrease) in Cash Held	430,666	(1,224,376)
Cash at Beginning of Financial Year	2,099,096	3,323,472
<b>Cash at End of Financial Year</b>	<b>2,529,762</b>	<b>2,099,096</b>





# THE BOARD OF DIRECTORS

## HUTT ST CENTRE'S GOVERNANCE

The Board of Directors oversee the governance and performance of Hutt St Centre. Guiding the organisation forward, it sets the plan for future goals and business strategy.

The Board ensures all regulatory and ethical requirements are met and is responsible for a strong adherence to the Vision, Mission and Values of the Daughters of Charity, which are at the heart of Hutt St Centre.



**DR PHILIP DONATO  
OAM**



**HEATHER CAREY**



**LEN CIRILLO**



**ANDREW COHEN**



**PHIL FAGAN-SCHMIDT**



**SARAH GUN**



**PETER HOBAN**



**SR CAROLE JONES**



**NOON MCNAMARA**



**CAMPBELL MACKIE**



**HEATHER PARKES**



**SEAN  
VAN DER LINDEN**



# PARTNERS AND SUPPORTERS

Our Government, Corporate and Community partners give us the capacity to run innovative programs which are enormously effective in reducing homelessness and changing lives. The contribution of our partners enhance the way we offer our services to people experiencing homelessness. Our partnerships have a profound impact on our clients, our staff and volunteers and the community in which we operate.

## **ASPIRE PROGRAM PARTNERS**

- Government of South Australia
- Social Ventures Australia
- Housing Choices, Common Ground SA

## **MAJOR PARTNERS**

- Australian Gas Networks
- Bartons
- Beyond Bank
- Charter Hall
- SA Power Networks Employee Foundation

## **SUPPORTING PARTNERS**

- CMV Foundation
- HSBC
- A&H

## **WALK A MILE IN MY BOOTS SUPPORTERS**

- Beyond Bank
- On the Run
- Rossi Boots
- Straight Smile Centre
- Network Ten
- Colourblind Films
- Nova 919
- FiveAA
- The Kiln
- AV Style
- Badge Constructions
- CMI Toyota
- Kennards Hire
- Explosive Promotions
- MAD Promotions
- White Marquee





rebuilding lives

**hutt**ST  
CENTRE

A work of the Daughters of Charity



**Hutt Street Centre  
2018-2019 Annual Report**

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publication and its reproduction  
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