HUTT ST CENTRE ANNUAL REPORT 2019-2020

CHORE AND

OUR VISION IS AN END TO HOMELESSNESS.

OUR MISSION IS TO ADVOCATE WITH, AND EMPOWER PEOPLE AT RISK OF OR EXPERIENCING HOMELESSNESS, SUPPORTING THEM TO REBUILD THEIR LIVES ON THEIR PATHWAY TO A SUITABLE HOME.

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Our staff and volunteers at Hutt St Centre welcome everyone experiencing or at risk of homelessness, with compassion and without judgement.

CHARCE CHARCE

I WAS HONOURED TO ASSUME THE ROLE OF CHAIR OF HUTT ST CENTRE IN NOVEMBER 2019.

I acknowledge and thank my predecessor, Dr Phil Donato OAM, who has done a fantastic job with 17 years of service to Hutt St Centre. He was initially appointed to the Appeal Planning Committee, then to the Foundation, then as a member of the Board and, for his last four years, as Chair. Phil was an outstanding Chair, and guided Hutt St Centre through some challenging times.

This year also saw the resignation of our Chief Executive Officer (CEO) Mr Ian Cox after 25 years of excellent service with Hutt St Centre.

lan joined Hutt St Centre in 1992 as a social work student and worked as a social worker at Hutt St Centre until 2003 when he was appointed as the first lay administrator/CEO.

lan was fortunate to travel overseas to study homelessness in late 2013 with the assistance of the Daughters of Charity and has been able to connect, share and bring ideas back to Adelaide. He has a very close relationship with DePaul International and the Institute of Global Homelessness which has led to Adelaide being chosen as one of the Vanguard Cities to help end street homelessness around the world.

lan was a finalist in the 2016 Australian of the Year Awards (SA) category for South Australia's Local Hero, and was recognised by his peers in making the ProBono Australia Impact 25 in 2018.

In January 2020 we were delighted to welcome Mr Chris Burns CSC as our new CEO.

In his previous role as Mental Health Commissioner for South Australia, Chris was responsible for the design and production of the State's first mental health strategic plan and has been instrumental in strengthening the mental health and wellbeing of South Australians.

Prior to that he was the CEO of the Defence Teaming Centre – a member organisation connecting and supporting industries to increase their competitiveness in local and global defence markets. He also successfully led the national Australian Made Defence campaign to have Australia's future fleets of submarines and warships built in Australia.

Attracting Chris' experience in mental health along with his advocacy skills and extensive business acumen was a coup for us.

Hutt St Centre has an exceptional Board of Directors, each with particular expertise and strengths of value to the Board. We faced and managed a number of strategic challenges and opportunities in 2019/2020, most notably:

- Pursuing Hutt St Centre's Development Application for redevelopment of the Centre. Our development application received unanimous approval in April 2020. The Board has created a building sub-committee to work with Chris and his executive team to ensure the renovations are completed on time and on budget. Our redevelopment is well on the way to completion by February 2021.
- Finding ways to work collaboratively with our neighbours to continually improve the quality of Hutt Street, including our contribution to the State Planning Council Plan and participation with Hutt Street Traders Association, South East Corner Residents Association and other key stakeholders in dialogue with Adelaide City Council and development of a plan for Hutt Street and the South East Corner of Adelaide. We recognise that Hutt St Centre shares with other stakeholders the desire that Hutt Street be a safe, vibrant and welcoming community.
- Addressing the logistical difficulties created by the COVID-19 pandemic, not only with regard to the redevelopment but also the provision of our usual services. We are indebted to Chris Burns and his team for the way in which they have adjusted services to ensure continuous and safe service delivery.
- Meeting the constant challenge of assisting our clients to
 secure suitable homes.



A mobile COVID-19 testing clinic from SA Health tested more than 70 people experiencing homelessness onsite at Hutt St Centre – all results were negative.

In June, the Board reviewed the Hutt St Centre Strategic Plan in a series of discussions and workshops involving Chris and the Executive team.

As a consequence, our Board, Executive, and staff are firmly committed to our Vision of an end to homelessness, and our Mission to advocate with, and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to a suitable home.

We will achieve these goals through a focus on our Strategic Pillars:

Advocacy:

We advocate with integrity and transparency to pursue impactful changes to policy, drive systemic change and improved outcomes for people at risk of or experiencing homelessness.

Wellbeing:

We deliver contemporary, person-centred, evidence-based, data-informed and innovative wellbeing services.

Homefulness:

We work relentlessly with people at risk of or experiencing homelessness in order to fulfil their right to live somewhere peacefully, securely and with dignity in a suitable home.

Culture:

We empower a high performing, accountable and supportive workplace culture, where all employees and volunteers are valued for their diversity of skills, experience and knowledge.

Sustainability:

We ethically attract and manage our resources in order to sustain our ongoing viability and success.

HUTT ST CENTRE I 2019 - 2020 ANNUAL REPORT

I would like to acknowledge the various sub-committees which have assisted the Board and its work.

Most significantly, the Hutt St Centre Foundation Committee, chaired by Director Mark Hall, has done an excellent job in COVID-19-friendly fundraising activities which have surpassed our hopes.

I acknowledge and thank Mr Paul Kirchner who, in February 2020, retired as Chair of the Foundation Committee after 15 years of service. Paul was involved in starting up numerous new fundraising events including Touch Wine (a touch footy competition in the Park Lands), Divine Providence Racing Syndicate, Walk a Mile in My Boots, and the now iconic Business Lunch which sells out every year with more than 600 guests.

Other sub-committees include:

- Finance, Audit and Risk Committee chaired by Director Sean van der Linden
- Property and Development Committee chaired by Director Campbell Mackie
- Investment Committee chaired by Paul Kirchner
- Governance, Nomination and Review Committee chaired by Director Heather Parkes

I also thank my Deputy Chair, Mr Peter Hoban, for his assistance.

We work closely with the Catholic Archdiocese of Adelaide. I thank Vicar General, Fr Philip Marshall for his support of our work, and welcome the new Archbishop Patrick Michael O'Regan, who was installed in May 2020.

We are pleased that Hutt St Centre finished the financial year with a modest surplus, equivalent to 12% of total income. The Board and Executive of Hutt St Centre is committed to use its funds and resources cautiously to achieve its mission, and always with an aim for the long term sustainability, financial strength, and effectiveness of the organisation.

We are, as always, extremely thankful for the generosity of South Australians, and in particular for a band of devoted donors who have assisted us to achieve our goals. I am incredibly proud to be a part of this organisation. It has been said that Hutt St Centre is the "Heart of Adelaide", and I firmly believe that the community support we receive in our work sustains us.

Mr Tim O'Callaghan Chair. Board of Directors



The Centre has achieved this by:

- Providing comprehensive onsite and outreach case management services.
- Delivering essential and specialist homelessness wellbeing services.
- Delivering the Aspire Social Impact Bond program.
- Supporting the State Government in the delivery of the Aged City Living program.

- Conducting special activities and projects relevant to the Centre's objectives.

Mr Tim O'Callaghan in his place.

This year also saw the resignation of the Chief Executive Officer (CEO), Mr Ian Cox after 25 years of outstanding service with the Centre. The Chief Operating Officer,

We also said farewell to our Meal Centre Manager, Brenda McCulloch who retired after 25 years of providing delicious meals to people experiencing homelessness.

We finalised our plans, gained the appropriate approvals and commenced our longsought redevelopment of the Centre's facilities.

This year, Hutt St Centre welcomed our new Chair, Mr Tim O'Callaghan (right), and our new Chief Executive Officer, Mr Chris Burns CSC (left). Image courtesy of The Southern Cross.

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ON BEHALF OF THE HUTT ST CENTRE TEAM I AM PLEASED TO PRESENT TO YOU THE 2019-2020 ANNUAL REPORT.

THE PRINCIPAL ACTIVITY OF HUTT ST CENTRE DURING THE FINANCIAL YEAR WAS TO SUPPORT AND EMPOWER PEOPLE AT RISK OF OR EXPERIENCING HOMELESSNESS IN ORDER TO REBUILD THEIR LIVES AND KEEP THEM OUT OF HOMELESSNESS.

Supporting the State Government in the delivery of the Eastern Adelaide Generic Homelessness Service.

Advocating for those at risk of or experiencing homelessness, the Centre and the sector in general.

Raising funds to support the delivery of wellbeing services for people experiencing homelessness.

This year proved to be a busy year for the Hutt St Centre Board as we saw the retirement of Dr Phillip Donato OAM as the Chair of the Board and the appointment of

The Aged City Living, Aspire, and Eastern Adelaide Generic Homelessness Service Social Impact Bond resulted in a reduction of 71% in emergency accommodation Our major fundraising event, Walk a Mile in My Boots, was our most successful yet with over 5,000 people participating in the walk. We were also lucky enough to have our advert for Walk a Mile in My Boots winning an award at the Australian Commercial Radio Awards for best commercial for a single campaign. The ad was produced and aired in 2018, and we ran it again in 2019, across NOVA 919 and FIVEaa. The ad also made the shortlist of the New York Festivals Advertising Awards earlier this year.

Our annual Business Lunch was unfortunately cancelled due to Coronavirus (COVID-19) restrictions.

On 15 March 2020, South Australia declared a health emergency in response to the COVID-19 pandemic.

On 16 March, Hutt St Centre made several changes to our service delivery to ensure essential wellbeing services - such as intake and assessment, meals, and access to health and hygiene services - were able to be delivered to those in need, while observing physical distancing requirements and health protocols. I am very proud to say that the Hutt St Centre team didn't miss a beat, not even a meal, during the whole COVID-19 crisis.

Some of these changes included:

- Establishing organisational response protocols for COVID-19.
- Temperature testing clients and maintaining a visitor log of people visiting the Wellbeing Centre for contact tracing purposes.
- Providing takeaway meals instead of dine-in meals.
- Increased disinfectant/cleaning regime in shared spaces.
- Transitioning to telephone support to enable staff to continue to work with clients who were previously engaged in outreach services.

In conjunction with these organisational measures, on 23 March the Government of South Australia also implemented a COVID-19 Emergency Accommodation for Rough Sleepers (CEARS) program with the aim of providing motel accommodation for people experiencing homelessness to safely self-isolate. At the height of the COVID-19 pandemic there were over 300 rough sleepers in emergency motel accommodation.



our Wellbeing Centre chef, quickly adapted our meal ice during COVID restrictions to enable take-away

People in CEARS accommodation were managed across several non-government agencies in the homelessness sector with each agency being responsible for both a case load of individuals and also overseeing several motel sites as a whole. These pandemic measures required services to be responsive to a constantly changing kaleidoscope of external requests, while also maintaining their regular specialist homelessness services delivery requirements.

The CEARS response has seen a need for flexible job roles at Hutt St Centre in order to meet the needs of people in motels and also to continue to provide supports for those who were now unable to access services such as group-based activities in the community. The need for 'Motel Workers' became evident during CEARS in order to designate staff to visit motels each day to check in on them, provide wellbeing packs, food parcels and be a point of contact for those who were not actively case managed by a service. This motel response team provided not only support to clients in the motels, but provided a touchpoint for motel staff participating in the response.

As part of this response, Hutt St Centre have been able to house 55 people in 3 months which is a significant increase in previous housing outcomes.

As one Hutt St Centre Client, who was placed in motel accommodation as part of the CEARS protocol, put it:

"The motel and particular the room you had organised is beyond any expectation I could've had or even dreamed of, it really is best described as amazing! I thank you along with any and everyone else who has been involved in organising me swiftly into accommodation and now safely off the streets. The instant feeling of relief walking into my room knowing I temporarily have somewhere to call home is a little overwhelming emotionally but full of positivity on my mental health. Eternally grateful."

A mobile COVID-19 testing clinic from SA Health also tested people experiencing homelessness onsite at Hutt St Centre. Of the more than 70 people tested, all results were negative.

As this is the first time in responding to a pandemic, there are many learnings to take away to further improve the way in which we work with people experiencing homelessness and improve our responses to similar crises should they arise in the future.

The COVID-19 pandemic significantly impacted the Centre's operations in the last quarter of the financial year. While it caused us to modify our modes of operations, we did not stop delivering the essential wellbeing services we offer. A key challenge was supporting a large number of rough sleepers who were rapidly accommodated in hotels and motels at the outset of the pandemic. Many hard lessons were learned on the way, but it was a very positive experience overall.



We would like to take this opportunity to thank our outstanding volunteers, donors and supporters without whom we could not deliver our life-changing – and at times life-saving - wellbeing and case management services. We would also like to acknowledge the multi-partisan support we receive from all levels of government and our local community.

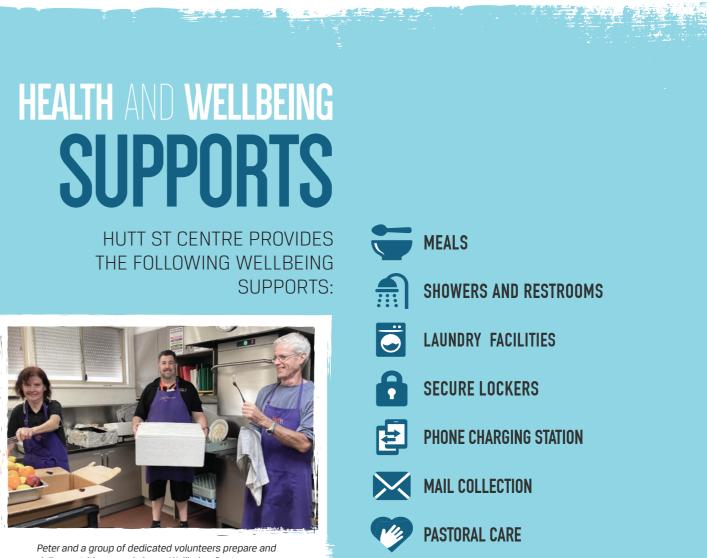
We thank the Board of Directors, both current and past; members of our Foundation; and our Patrons for their energy, support and commitment to people experiencing homelessness. They have supported us with grace, humour, passion and a relentless attitude to never give up.

Most importantly, I thank the Hutt St Centre team who are the lifeblood of our organisation. It has been truly a privilege to work for and with our people at Hutt St Centre. Thank you.

Mr Chris Burns CSC Chief Executive Officer

FROM 2016 TO 2020, THE NUMBER OF OUR CLIENTS WITH A TERTIARY EDUCATION WHO ARE SLEEPING ROUGH HAS GROWN FROM 11% TO 30%.



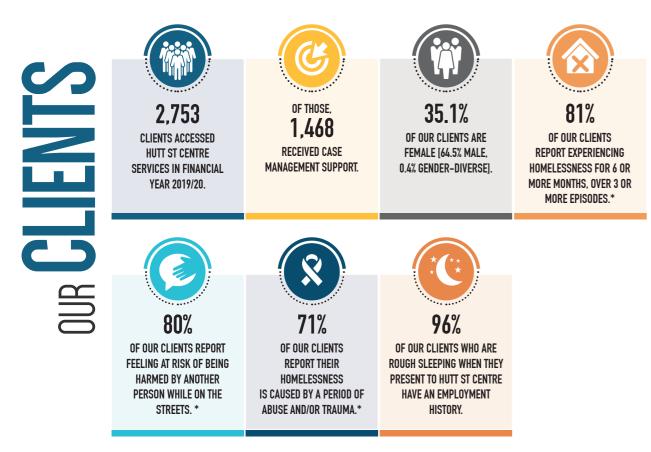


deliver nutritious meals in our Wellbeing Centre.

OUR INPACTS **ATAGLANCE**

FOR THE NEARLY 6.000 PEOPLE EXPERIENCING HOMELESSNESS IN SOUTH AUSTRALIA, ESSENTIALS LIKE A HOT SHOWER AND A NUTRITIOUS MEAL ARE JUST THE BEGINNING.

At Hutt St Centre, we provide an extensive range of advocacy, wellbeing and homefulness services all focused on supporting those at risk of or experiencing homelessness to rebuild their lives on their pathway to a suitable home. These services include health and wellbeing supports, individual case management, education and employment training, and housing placement and support.



* Results from over 400 Vulnerability Index Service Prioritisation Decision Assessment Tool (VI-SPDAT) Surveys completed with clients entering Hutt St Centre services.

FROM 2017 TO 2019, THE PERCENTAGE OF OUR FEMALE CLIENTS OVER THE AGE OF 45 WHO ARE SLEEPING ROUGH WHEN THEY COME TO HUTT ST CENTRE HAS GROWN FROM 5% TO 52%.

EVISITING SERVICES



Hearing Australia is one of the many visiting services accessible to clients of Hutt St Centre. They offer a monthly clinic providing hearing tests and treatment 🗮 for people experiencing homelessness who may be deaf or hard of hearing.

HUTT ST CENTRE SUPPORTS THE FOLLOWING VISITING SERVICES:

OUR CLIENTS ACCESSED

HEALTHCARE VISITS WITH ROYAL

IN FINANCIAL YEAR 2019/20.

DISTRICT NURSING SERVICES OF SA

2,824

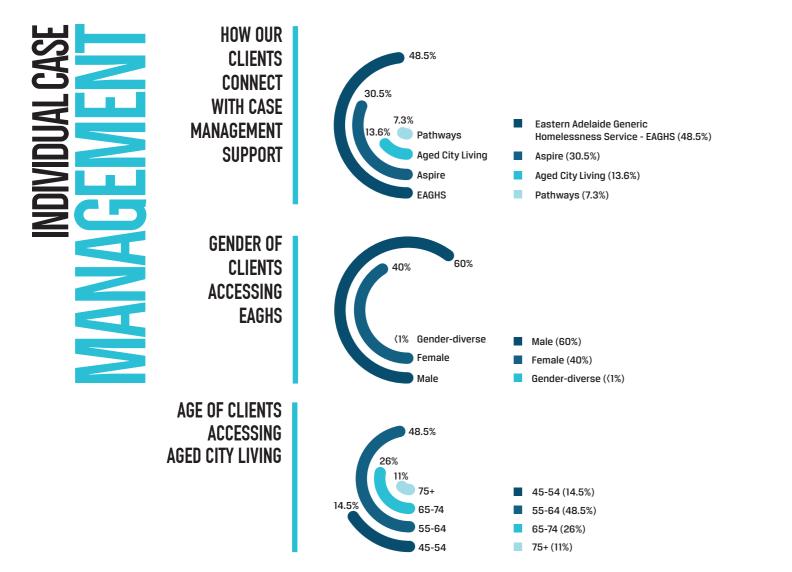




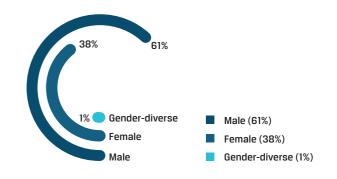
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HEALTHCARE SERVICES ARE PROVIDED TWICE WEEKLY BY ADELAIDE CITY AND GENWISE GP SERVICES.









88% of participants housed through the Aspire program maintained their tenancy, with a further 7% moving onto other housing opportunities.

RELATIVE TO A COUNTERFACTUAL* ASSESSMENT. THE SOCIAL IMPACTS ACHIEVED IN THE 2019/20 FINANCIAL YEAR WERE:

71% reduction in emergency accommodation usage **46%** reduction in convictions

38%

* Relative to or expressing what has not occurred or is not the case.

reduction in hospital bed days

429 PEOPLE PARTICIPATED IN GROUP **ACTIVITIES THROUGH PATHWAYS AND** AGED CITY LIVING (ACL) COMMUNITY **ENGAGEMENT PROGRAMS.**





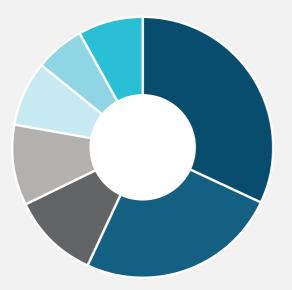


RSPCA

OLUNTEERI



EMPLOYMENT, EDUCATION AND



THERE WERE 203EMPLOYMENT AND EDUCATION OUTCOMES ACHIEVED IN FINANCIAL YEAR 2019/20.

COMMUNITY

ENGAGEMENT

- Construction & Trades (32%)
- Hospitality & Tourism (25%)
- Administration (11%)
- Community Services (10%)
- Healthcare (8%)
- Commercial Cleaning (6%)
- **Other (8%)**

HUTT ST CENTRE CLIENTS CLEAN **LIPTHF STREETS**

HOUSING OUTCOMES

406 OF OUR CLIENTS WERE SUPPORTED INTO ACCOMMODATION.

242

CLIENTS WERE SUPPORTED TO MAINTAIN THEIR TENANCY (75% GROWTH FROM PREVIOUS YEAR).



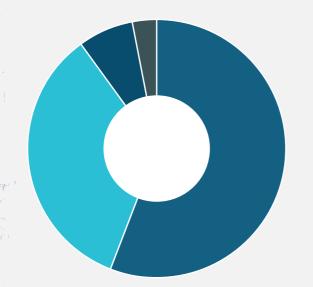
week, a dedicated group of Hutt St Centre clients known as the Gang Greens' come together to help care for our local community by maintaining garden beds and public spaces along Hutt Street

THERE WAS A 50%

GROWTH IN PRIVATE RENTAL OUTCOMES FROM THE PREVIOUS FINANCIAL YEAR ACHIEVED THROUGH THE ASPIRE AND EASTERN ADELAIDE GENERIC HOMELESSNESS SERVICE (EAGHS) PROGRAMS

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REVENUE

- Grants and Funding (56%)
- Fundraising and Donations (34%)
- Investment Income and Profit/Loss on Sale of Assets (7%)
- Bequests (3%)

INCOME STATEMENT

	2019/2 \$
Revenue	
Grants and Funding	4,837,77
Sales and Fees	35,264
General Donations	1,354,33
Fundraising Activity Donations	1,508,213
Bequests	269,105
Investment Income and Profit/ Loss on Sale of Assets	590,373
Other	12,079
Total Revenue	8,607,14
Expenses	
Employee Benefits Expense	5,440,75
Depreciation and Amortisation Expense	141,278
Subcontract Payments	0
Other Expenses	1,990,92
Total Expenses	7,572,96
Surplus	1,034,18
Net Fair Value Gain/(Loss) on Financial Assets	(1,138,0
Net Surplus (Deficit)	(103,88

0	2018/19 \$
5	4,483,669
	35,214
7	845,078
3	1,583,623
	329,809
	670,276
	18,280
6	7,965,949
54	5,154,482
54	5,154,482 126,271
54	
8	126,271
	126,271 139,517
8	126,271 139,517 2,046,214
8 60	126,271 139,517 2,046,214 7,466,484



STATEMENT OF FINANCIAL POSITION

	2019/20 \$	2018/19 \$
Current Assets		
Cash and Cash Equivalents	3,993,044	2,529,762
Receivables	32,038	31,733
Other	110,359	213,110
Total Current Assets	4,135,441	2,774,605
Non-Current Assets		
Financial Assets	5,340,640	6,998,346
Property, Plant and Equipment	718,060	487,771
Total Non-Current Assets	6,058,700	7,486,117
Total Assets	10,194,141	10,260,722
Current Liabilities		·
Trade and Other Payables	469,644	378,260
Amounts Received in Advance	95,590	216,893
Provisions	475,739	441,457
Total Current Liabilities	1,040,973	1,036,610
Non-Current Liabilities		
Provisions	171,846	138,906
Total Non-Current Liabilities	171,846	138,906
Total Liabilities	1,212,819	1,175,516
Net Assets	8,981,322	9,085,206
Equity		
Retained Earnings	9,341,303	8,307,118
Reserves	-359,981	778,088
Total Equity	8,981,322	9,085,206

STATEMENT OF CASH FLOWS

2019/20 \$	2018/19 \$			
Cash Flow From Operating Activities				
7,902,724	7,244,702			
(7,259,610)	(7,123,380)			
485,671	575,554			
1,128,785	696,876			
Cash Flow From Investing Activities				
10,909	11,364			
1,048,269	734,199			
(377,139)	(142,796)			
(347,542)	(868,976)			
334,497	(266,210)			
1,463,282	430,666			
2,529,762	2,099,096			
3,993,044	2,529,762			
	7,902,724 (7,259,610) 485,671 1,128,785 1,128,785 10,909 1,048,269 (377,139) (347,542) 334,497 1,463,282 2,529,762			



OUR 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.





ΤΙΜ Π'ΩΔΙ Ι ΔΩΗΔΝ

Chair





PETER HOBAN **Deputy Chair**



CAMPBELL MACKIE



PHIL FAGAN-SCHMIDT

HEATHER PARKES







SEAN VAN DER LINDEN

OUR VOLUNTEERS

While COVID-19 restrictions meant a temporary pause in many volunteering activities, our volunteers remained loyal and adaptable through it all. We thank our volunteers for their unwavering kindness and commitment throughout this challenging year.



hutts

SR CAROLE JONES DC

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NOON MCNAMARA

We also extend our thanks to Dr Phillip Donato OAM who resigned as Chair in November 2019.





220 VOLUNTEERS Supported with Meal preparation AND SERVICE

330

PEOPLE VOLUNTEERED ACROSS 8 DIFFERENT AREAS AT HUTT ST CENTRE



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We are grateful to our generous supporters for their commitment to helping us end homelessness for every person who walks through our doors. Thanks to your kindness, we are able to deliver the health and wellbeing services necessary to help people rebuild their lives.

Our Government, Corporate and Community partners are also fundamental to ensuring we can support our clients on their pathway to homefulness. These partnerships have a profound effect on our clients, our staff and volunteers and the community in which we operate. Our work would not be possible without you.

We thank the following funders for supporting our programs and services:

Aged City Living

- Department of Health, Australian Government
- Department of Human Services, Government of South Australia

Aspire

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

COVID-19 Emergency Accommodation for Rough Sleepers (CEARS) Project

• Department of Human Services, Government of South Australia

Eastern Adelaide Generic Homelessness Service

- Department of Human Services, Government of South Australia
- The Wyatt Benevolent Institution Incorporated

Wellbeing Centre

- Department for Innovation and Skills, Government of South Australia
- City of Adelaide
- The Wyatt Benevolent Institution Incorporated

Walk a Mile in My Boots Supporters

- Beyond Bank Australia
- Rossi Boots
- Straight Smile Centre
- Network Ten
- NOVA 919
- FIVEaa
- The Kiln

- AV Style
- Badge Constructions
- CMI Toyota
 - Kennards Hire
- Explosive Promotions
- MAD Promotions
- White Marquee

Major Partners

- Australian Gas Networks
- Bartons
- Beyond Bank Australia
- Charter Hall
- Codan
- SA Power Networks Employee Foundation
- Straight Smile Centre



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Supporting Partners

Alexander Symonds CMV Foundation

Wallmans Lawyers

WALK A MILL

• HSBC

• A&H





Hutt St Centre 2019-2020 Annual Report

Enquiries regarding this publication and its reproduction should be directed to:

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