

A close-up portrait of a man with dark hair and a beard, looking directly at the camera with a slight smile. He is wearing a dark jacket with a grey hood. The background is dark and out of focus.

Hutt St Centre

end homelessness

ANNUAL
REPORT
2020-2021

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 homefulness.



Chair's Report.....	4	Finances.....	29
CEO's Report.....	8	Income statement.....	30
Our impact.....	12	Statement of financial position.....	31
The changing face of homelessness.....	13	Statement of cash flows.....	32
Complexity and diversity of experiences.....	14	Our people.....	33
Wellbeing supports.....	15	Our Board.....	33
Our visiting services.....	17	Governance.....	34
A focus on the future.....	18	Our Patron and Ambassadors.....	34
Employment, education and training.....	19	Our Volunteers.....	35
Building skills, confidence and connections.....	20	Recognition of Service.....	36
Giving back to the community.....	21	Our Partners and Supporters.....	37
Homefulness.....	22		
Crisis case management.....	26		

What is homefulness?

Homefulness means having a place to live with a sense of security, stability, privacy, safety and the ability to control living space. Homefulness empowers a sense of independence and self-determination.



Our manifesto

Being homeless isn't a choice. It can happen to any of us.

Hutt St Centre opens its doors to people who are facing homelessness, but we don't just sustain them, we empower them.

We're not about just one meal or one bed. We go beyond the basics of immediate human needs to provide pathways out of homelessness.

Every person has a right to live somewhere, everyone deserves a home. A space where they feel comfortable, peaceful and safe. A place that's for them.

Hutt St Centre creates opportunities for individuals to look after themselves and change their circumstances for good.

We support their way to homefulness as they rebuild their lives, rediscover their identity and reconnect with those who love them.

We advocate for the disadvantaged while providing a sustainable, quality service based on dignity and simplicity. We respect each person, along with their choices and differences, valuing their spirituality, without judgment, and always with care.

Our culture celebrates the wonderful worth in people. This flows through our wellbeing services as well as prevention programs, and leads to improved outcomes.

We believe in a society that allows all humans an equal chance to live a full life. And until that happens, Hutt St Centre will continue to be the voice for systemic change.

Homelessness in our community is not insurmountable, nor is it inevitable. It is only if we accept that it's okay for just one of us to live without a sense of belonging, that it will endure.

The correlation between hope and home is undeniable. And that's why we have a collective responsibility to look after and walk alongside each other.

Hutt St Centre is putting an end to homelessness. But we can't do it alone. It takes a city. And it starts with Adelaide.

Together, let's vow to bring an end to this human injustice. Our mission is ambitious, but our determination, unrelenting.

Hutt St Centre - end homelessness.



CHAIR'S REPORT

TIM O'CALLAGHAN

At Hutt St Centre, thousands of people have found the warm welcome and support needed to rebuild their lives since our founding by the Daughters of Charity in 1954.

Today we maintain a strong commitment to helping people who need us in a way that's both practical and empowering.

The past year in particular has reaffirmed the importance of strong connections and community, both for Hutt St Centre and for the people we exist to support. As Chair of the Board, I am grateful for the opportunity to be part of a community that values each person and advocates for their right to dignity and respect.

The 2020–2021 financial year commenced with the Board approval of a five-year plan based on the clear vision of 'An end to homelessness' and mission *To advocate with, and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.*

After a challenging year in which Hutt St Centre faced a legal review of our authority to use the land we have occupied for over 65 years, in October 2020 we received a decision which confirmed that our land use was fully compliant. Though we remained confident throughout this review, the decision was a welcome relief.

With the matter behind us, we continue to contribute positively to the Hutt Street precinct through engagement with our local community. This is embodied by the outstanding volunteer efforts of our client-based 'GangGreens' street maintenance crew, who have dedicated over 190 hours to keeping Hutt Street beautiful in the past year.

Along with others from the Board, I have regularly participated in the Adelaide City Council Hutt Street Roundtable discussions held every two months. This has helped to build positive relationships with members of Hutt Street Traders, Hutt Street Residents Associations, and other key stakeholders in the street, and together we have contributed to the council's masterplan for Hutt Street.



Hutt St Centre's Patron, His Excellency the Honourable Hieu Van Le AC, Governor of South Australia officially opened our refurbished facilities in February 2021.

On 28 February 2021, I was delighted to participate in the official opening of our newly refurbished Hutt St Centre. These refreshed facilities are designed to better meet the changing needs of people at risk of or experiencing homelessness. The refurbishment project began in June 2020 and remained on target throughout, despite the ongoing COVID-19 pandemic.

Our refurbished Centre was officially opened by His Excellency the Honourable Hieu Van Le AC, Governor of South Australia in his first function as Hutt St Centre's Patron. His Grace Archbishop Patrick O'Regan blessed the facilities, while Ngarrindjeri Elder, Major "Moogy" Sumner AM, offered a Welcome to Country and Smoking Ceremony. The Premier, Leader of the Opposition and Lord Mayor also attended.

In our long history of serving the community, this refurbishment marks a significant milestone for Hutt St Centre and a vital step towards our vision of an end to homelessness. Thank you to our generous donors and fundraisers, philanthropists and foundations, corporate and government partners, and the dedicated supporters who stand by us, day after day, for making our work possible.

The South Australian community has always been immensely supportive of Hutt St Centre. The community wraps around the Centre, enabling us to achieve our mission. Together, we advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness. Our refreshed brand, which has been rolled out this year, aims to reflect our vision and mission with a message of connection and support – a pathway through Hutt St Centre to a better life and a true sense of belonging.

In May 2021, Hutt St Centre faced one of its toughest challenges yet. As part of the State Government's reform of the homelessness sector, a tender process was undertaken for short-term case management services funding. Unfortunately, Hutt St Centre was a member of the unsuccessful consortium which resulted in the cessation of funding for our crisis case management service beyond the end of the 2021 financial year.

Subsequent to this, we have engaged with the successful alliance and negotiated arrangements to ensure we act collaboratively and in the best interests of our clients.



Archbishop Patrick O'Regan blessed the facilities and Major Sumner AM offered a Welcome to Country and Smoking Ceremony.

We are incredibly grateful to the community for the outpouring of compassion towards Hutt St Centre, our clients, volunteers, and staff at this time.

Our work would not be possible without the dedicated people who are at the heart of Hutt St Centre – our staff and volunteers. This includes the volunteers who make up our Board, sub-committees and Foundation, generously sharing their time and expertise to lead Hutt St Centre forward. I would like to acknowledge all our Board Directors, Foundation and committee members for the outstanding support they provide to me and to Hutt St Centre.

This year, our community said farewell to Sister Carole Jones, who retired in May 2021. Sister Carole joined Hutt St Centre in June 2016 as leader of our pastoral care program, a Director of our Board and Foundation, and Provincial Delegate for the Daughters of Charity.

In this time, she has endeared herself to clients, volunteers and staff through her warm and compassionate nature, her gentle wisdom, and her willingness to lend a hand. The values of the Daughters of Charity are evident in everything Sister Carole does and we're grateful that she leaves Hutt St Centre with this legacy.

From Vincent Cormac to Carole Jones, thirty-four Sisters of the Daughters of Charity have faithfully served at Hutt St Centre since its founding in 1954. This year, on the Golden Jubilee of Sister Carole's service with the Daughters of Charity, we proudly unveiled an Honour Roll commemorating the work of all those Sisters who have devoted their lives to helping people at risk of or experiencing homelessness in South Australia.

With Sister Carole's departure, we welcomed a new Board Director and Provincial representative of the Daughters of Charity, Sister Debra McCarthy in June 2021.

I also acknowledge Board Director Phil Fagan-Schmidt who resigned in May. Thank you to Sister Carole and Phil for their contributions to Hutt St Centre. I wish them both all the best.

We are pleased that Hutt St Centre finished the financial year with a modest surplus, equivalent to 17.6% of total income.

The Board and Leadership of Hutt St Centre are 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 continue to work closely with the Catholic Archdiocese of Adelaide. I thank Archbishop Patrick Michael O'Regan and Vicar General, Fr Philip Marshall, for their ongoing support of our work and their compassion towards people experiencing homelessness.

We are, as always, extremely thankful for the generosity of our South Australian community, who support us in ways both big and small to achieve our mission. Their support sustains us and ensures we will continue to provide a warm welcome and practical support for each person who walks through our doors.

Thank you also to our Chief Executive Officer, Chris Burns, and the entire team of staff and volunteers at Hutt St Centre for their unrelenting passion, resilience, and advocacy for people at risk of or experiencing homelessness. The team has not paused services or missed a single meal throughout the COVID-19 pandemic or the upheaval that goes with a refurbishment, which is evidence of their incredible dedication to the people we serve.

And finally, I want to thank our clients – those at risk of or experiencing homelessness, for the trust they place in us. Each of us at Hutt St Centre is acutely aware that, with the support we receive from the community and the trust we have from our clients, comes an enormous responsibility to deliver on what we promise.

As we work towards our vision of ending homelessness, we know the journey won't always be easy. Yet the courage and resilience of our clients, volunteers, staff and supporters inspires us to persist. Our mission is ambitious, but our determination is unrelenting.

Thank you for walking alongside us.



Thanks to The Southern Cross Charitable Trust Fund and the Knights of the Southern Cross in South Australia for their support in honouring our connection with The Daughters of Charity.



CEO REPORT

CHRIS BURNS CSC

Homelessness can happen to anyone at any time. It is a consequence of many issues. Loneliness. Isolation. Disadvantage. Injustice. And they are all connected.

For people who find themselves at risk of or experiencing homelessness in Adelaide, Hutt St Centre provides a warm welcome and the support to face the future with confidence. We go beyond the basics of immediate human needs to provide pathways out of homelessness.

Of the roughly 6,000 people experiencing homelessness in South Australia, 2,688 have walked through our doors in search of support this year. That's nearly half of the state's homeless population who are finding a fresh start here at Hutt St Centre.

As our Chair, Tim O'Callaghan, shared in his reflection on the past year, the opening of our refurbished facility is a key milestone in the history of Hutt St Centre and, indeed, for homelessness support services in our state.

In recent years, we've seen a growth in the complexity and diversity of people accessing specialist homelessness services, including a rise in the number of women, people with a disability, and families impacted by domestic violence.

Since the start of the COVID-19 pandemic, we've also seen a staggering rise in the number of people seeking support who have never been homeless before. Many of these are people with a tertiary education and consistent employment histories who have fallen on hard times with nowhere to turn – until they found Hutt St Centre.

Features of the refurbished Centre include a private retreat where families can find comfort and security; meeting and treatment rooms for people to connect with free visiting services; a Creative Hub encouraging clients to focus on their wellbeing and build confidence; and an all-weather courtyard for outdoor dining, group activities and social connection.

Importantly, this refurbishment was also an opportunity to streamline our service delivery and consolidate all our services in one central location, ensuring our clients can access the full range of support we offer.

I am humbled every day to lead a team with exceptional skills, knowledge and an unwavering passion for ending homelessness. Through the ongoing challenges of the pandemic, we have readily adapted services to ensure people can access essential health and wellbeing supports when they're needed most.

During COVID-19 lockdowns and the state's shifting restrictions, our Centre remained open for people in crisis. Our kitchen team, including many hard-working volunteers, transitioned to provide take-away meals and food packs.

These were delivered by our dedicated case managers, who provided wellbeing checks and much-needed provisions to many of our state's most vulnerable people at a time of great uncertainty.

This financial year saw the cessation of two programs delivered by Hutt St Centre to support people at risk of or experiencing homelessness.

The COVID-19 Emergency Accommodation for Rough Sleepers (CEARS) program was a government-funded initiative which extended support to people in emergency motel accommodation during the COVID-19 pandemic.

The program was led by the South Australian Housing Authority (SAHA), and delivered by Hutt St Centre in partnership with Baptist Care, Neami's Street to Home, SYC and a wide range of health and housing support providers. Funding for CEARS ended on 30 June 2021.

Our long-running Eastern Adelaide Generic Homelessness Service (EAGHS) provided short-term crisis case management support to people experiencing homelessness since 2011.



Our kitchen volunteers are the heart and soul of our dining room, serving up hearty meals and friendly conversation to people who are doing it tough.

Government funding for this program also concluded on 30 June 2021, as part of the State Government's reform of the homelessness sector.

I wish to thank those dedicated teams for the life-changing results they delivered for people at risk of or experiencing homelessness through the success of those programs.

As Mark*, a client who was supported into a permanent home through the CEARS program, shared with me:

"The pandemic is one of the best things that could have happened to me. It gave me a chance to get off the streets and into a safe place of my own."

Mark has recently signed a long-term lease, now has a stable income, and found the help he needed to create his own fresh start.

And it all began at Hutt St Centre.

The correlation between hope and home is undeniable.
And that's why we have a collective responsibility to look
after and walk alongside each other. We are proud advocates
for the people who seek our support and we will continue to be the
voice for systemic change until we achieve our vision of ending homelessness.

In February, with the opening of our newly refurbished facilities, we implemented a monthly Town Hall meeting for clients of Hutt St Centre. These meetings give people at risk of or experiencing homelessness the chance to learn about what's happening in our community and influence the decisions that affect them. The meetings also provide an opportunity to hear voices of lived experience and build their perspectives in to the co-design and co-production of our services.

Our clients have heard from guest speakers representing the Australian Bureau of Statistics, the Australian Electoral Commission, SYC's Lived Experience and Engagement Service, and more. Ahead of next year's State and Federal elections, we will host local candidates who wish to speak directly with our client community and outline their plans for addressing the issues that impact their lives.

We have also been vocal in advocating for people at risk of or experiencing homelessness to have improved access to COVID-19 vaccinations. Hutt St Centre led the sector's negotiations with the State Government, SA Health and the South Australian Ambulance Service, to secure a series of onsite Pfizer vaccination clinics for our clients. The key benefit of this arrangement is that some of our community's most vulnerable people are more likely to access both vaccinations in a safe and welcoming space, surrounded by people they know and trust.

But none of this would be possible without the generous support of the South Australian community, who rally behind Hutt St Centre to ensure people experiencing homelessness know they are not alone.

In August 2020, our community stepped up and showed us an unprecedented level of support through our first virtual Walk a Mile in My Boots Challenge. While we couldn't hold a mass event due to ongoing COVID-19 restrictions, our Advocacy team led the way by transitioning to an online peer-to-peer fundraising campaign with results that exceeded all expectations.

I would like to take this opportunity to thank our outstanding donors, volunteers, corporate partners and supporters. It takes strength to stay kind in uncertain times. I would also like to acknowledge the multi-partisan support we receive from all levels of government and our local community.

We are proud of the way
South Australians come
together in a crisis –
we witness your generosity
and compassion every day.



Hutt St Centre's monthly Town Hall meetings foster a sense of community and ensure people experiencing homelessness have a say in the decisions that affect them.

Thank you to the Hutt St Centre team
who are the lifeblood of our organisation.
It is truly a privilege to work for and with
our people at Hutt St Centre.

I also thank our Board of Directors, both current and past; members of our Foundation; and our Patron and Ambassadors for their compassion and commitment to people experiencing homelessness. They have supported us with creativity, energy, and a relentless attitude to never give up.

The clearest lesson we have learned from this year of challenges and change is that the solution to homelessness is homefulness. It's a word that means the feeling of safety, control and confidence that comes with having a place to call home.

Every person has a right to live somewhere, everyone deserves a home. A space that is peaceful and safe. A place where they belong and feel connected to their community.

For thousands of people each year, this journey towards homefulness begins at Hutt St Centre.

**Thank you for supporting people to
rebuild their lives.**

“ Homelessness
can happen to anyone.
Life hands you things that
are out of your control,
then your whole life can be
flipped upside down.
Thank goodness there's
somewhere like
Hutt St Centre.

– Angie* ”

OUR IMPACT

Hutt St Centre is a place of connection and support, where people facing homelessness are empowered to rebuild their lives, rediscover their identities and reunite with those who love them.

We walk alongside people on their journey to homefulness – a word we use to describe the feeling of safety, control and confidence that comes with having a place to call home.

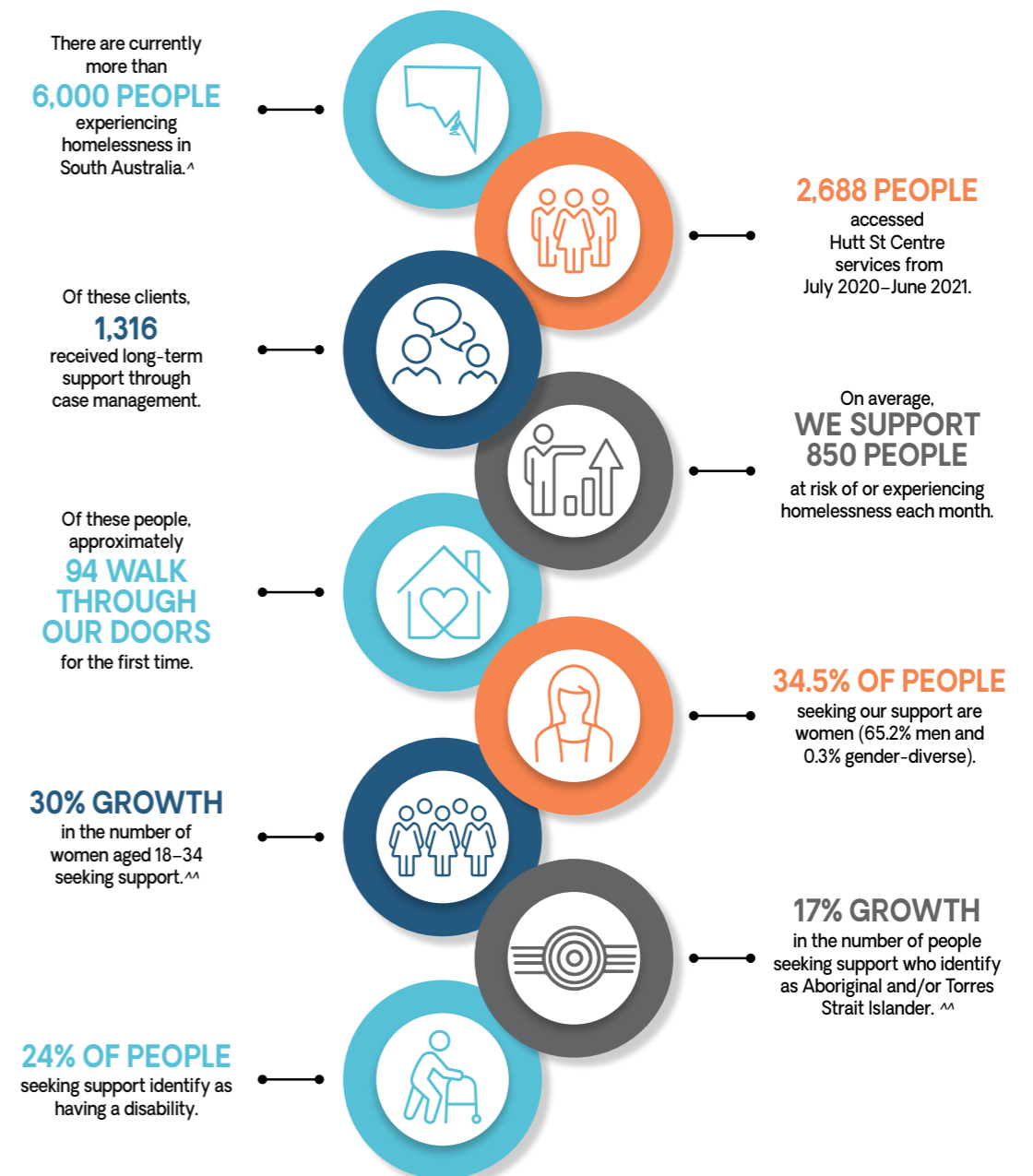
When people come to us, we help fulfil their immediate needs, like a shower, a meal, and a charged phone, while more than 20 visiting services provide support ranging from medical check-ups to financial counselling.

And with a focus on the future, we connect people with housing, education and employment opportunities to build the skills and confidence to change their circumstances for good.



Hutt St Centre gave me a place to connect with other people and start to feel human again... I was able to meet people in the same situation and know that I was not alone.
– David*

THE CHANGING FACE OF HOMELESSNESS



23% OF PEOPLE seeking support have a tertiary education.

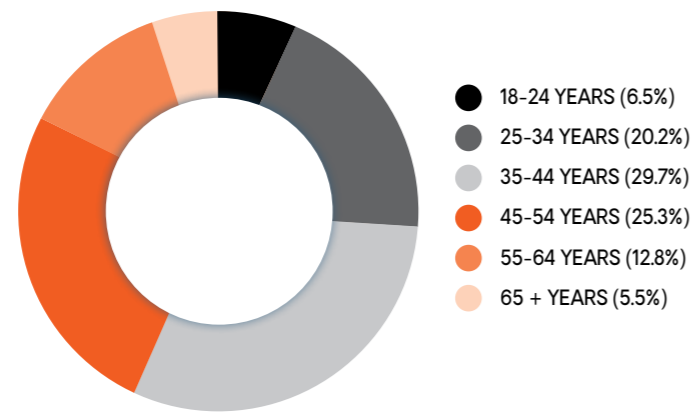


88% OF PEOPLE seeking support have an employment history.



17% OF PEOPLE seeking support have no previous history of unemployment – this has tripled since the start of the COVID-19 pandemic.^{^^}

AGE OF PEOPLE ACCESSING HUTT ST CENTRE SERVICES



PERCENTAGE OF NEW CLIENTS WITH NO PREVIOUS HISTORY OF UNEMPLOYMENT



PERCENTAGE OF NEW CLIENTS WITH NO PREVIOUS HISTORY OF HOMELESSNESS



When you're homeless, you feel invisible... But walking into Hutt St, right away someone sat down and asked me 'How can I help you?' That was a good feeling.

— Mark*

WELLBEING SUPPORTS

Hutt St Centre provides the following Wellbeing supports to help people meet their immediate needs:



MEALS



LAUNDRY FACILITIES



SECURE LOCKERS



SHOWERS AND RESTROOMS



PHONE CHARGING STATION



MAIL COLLECTION



PASTORAL CARE



VISITING HEALTH AND PROFESSIONAL SERVICES

COMPLEXITY AND DIVERSITY OF EXPERIENCES

60% of people are rough sleeping when they first access our services.

83% are not connected with any other specialist homelessness supports.

90% are experiencing a physical health issue.[^]

82% are experiencing a mental health issue.[^]

59% have a combination of complex physical and mental healthcare needs.[^]

47% say they have not accessed medical help for their health issues.[^]

79% feel at risk of being harmed by another person while on the streets.[^]

75% say their homelessness is linked to a period of abuse and/or trauma.[^]

71% say their homelessness is linked to relationship issues.[^]

72% say they have no meaningful daily activities in their lives.[^]

57% have accessed emergency services more than 4 times in the past 6 months.[^]

51% have experienced threats and/or violence while homeless.[^]

[^] Results from 998 Vulnerability Index Service Provision Decision Assistance Tool (VI-SPDAT) surveys completed with clients entering Hutt St Centre services, 2018–2021.

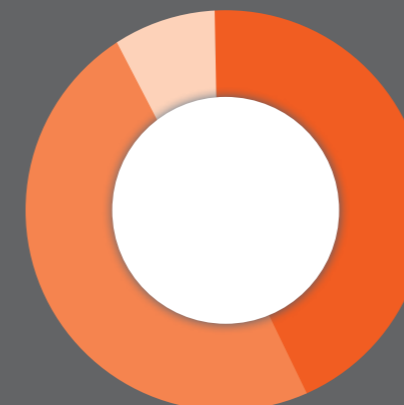
Peter manages our kitchen and, along with our dedicated volunteers, serves up to 40,000 nourishing breakfasts and lunches each year. The introduction of a Happy or Not survey kiosk in our Dining Room this year captured the feedback of 427 clients:



94% of people dining at Hutt St Centre rated their experience as Good or Excellent.



Highlights included the taste and quality of the food, staff friendliness, and the range of menu options.



DISTRIBUTION OF MEALS

- BREAKFAST (43%)
- LUNCH (49%)
- WEEKEND FOOD PACKS (8%)



Every day, there's always good food and friendly service.

— Karim*, Happy or Not survey



OUR VISITING SERVICES

This year, Hutt St Centre supported more than 20 visiting services to ensure people experiencing homelessness received the medical treatment and professional support needed to focus on their health and rebuild their lives.



Our visiting General Practitioner and onsite Royal District Nursing Service (RDNS) provided an average of **371 PRIMARY CARE APPOINTMENTS** each month.

OTHER VISITING SERVICES INCLUDE:

- | | | | | | |
|--|--|---|---|---|--|
| 
OPTOMETRY | 
HEARING SCREENINGS | 
DENTAL CARE | 
PHYSIOTHERAPY | 
MENTAL HEALTH SUPPORT | 
THE BIG ISSUE EMPLOYMENT |
| 
HAIRDRESSING | 
COUNSELLING SUPPORT SERVICES | 
FINANCIAL COUNSELLING | 
JUSTICENET LEGAL ADVICE | 
NDIS LOCAL AREA COORDINATOR | 
THREAD TOGETHER (NEW CLOTHING) |

“After some really tough times, I ended up coming to Hutt St Centre for help. Now, I feel like I’m getting back on track... I’m in a much better place.”
– Arnold*

“We love coming to Hutt St Centre. Providing brand new clothing and seeing people’s faces light up when choosing garments that best represent themselves is incredible!”
– Thread Together team

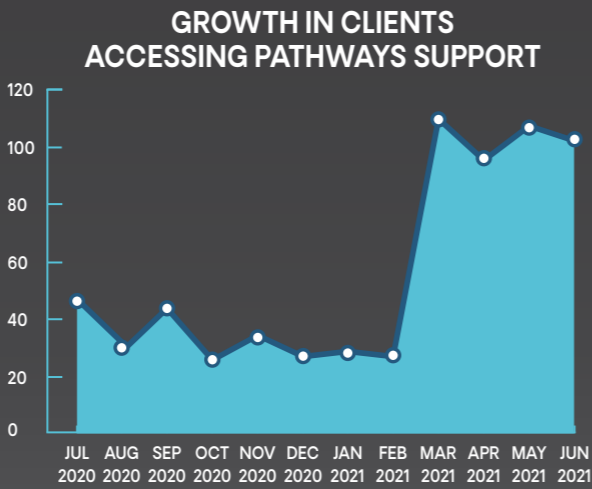


A FOCUS ON THE FUTURE

Many people who walk through our doors have no form of personal identification which makes it impossible to register for government services, access healthcare, or apply for work and housing.

Our Pathways program provides practical onsite assistance to help people obtain essential documents and ID, access further support, and pursue opportunities for education, employment and volunteering so they can focus on their future with confidence.

Due to COVID-19 restrictions on our face-to-face services, this service was significantly disrupted in the first half of the financial year. However, the opening of our refurbished facility, the easing of COVID-19 restrictions, and the introduction of our Pathways Support Desk in March 2021 saw a 225% growth in client engagement.



178 people received ID-related support through Pathways between July 2020 and June 2021.

54 people received support to find and apply for work between February and June 2021.

PATHWAYS CONNECT

For people on their journey to homelessness, a mobile phone provides an ability to access services, reconnect with loved ones, and reach out for help if they need it.

Through the introduction of our Pathways Connect program in June 2021, 10 people received support to access and set up a mobile phone. We also provide a mobile phone charging station for people who are sleeping rough. This empowers independence, security and community connections.



The Pathways Support Desk provides walk-in appointments to help people experiencing homelessness obtain ID, apply for work and connect with further support.

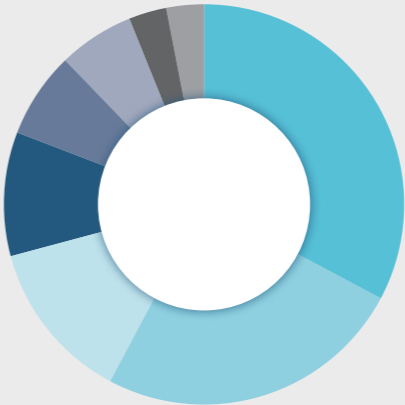
EMPLOYMENT, EDUCATION AND TRAINING

Like our Pathways program, many opportunities for meaningful employment, education and training have been disrupted by the COVID-19 pandemic.

But despite this ongoing challenge, a total of **78 people** at risk of or experiencing homelessness found work or furthered their education with our support this year.



EMPLOYMENT OUTCOME INDUSTRIES



- CONSTRUCTION AND TRADES (33%)
- HOSPITALITY AND TOURISM (25%)
- ADMINISTRATION (13%)
- COMMUNITY SERVICES AND DEVELOPMENT (10%)
- COMMERCIAL CLEANING (7%)
- HEALTHCARE AND MEDICAL (6%)
- SPORTS AND RECREATION (3%)
- OTHER (3%)



I was pretty excited to hear I'd got the job! After a lot of bad luck over the years, I just couldn't believe this good thing was happening to me.
– Riley*, client who earned a job with Mossop Construction + Interiors

BUILDING SKILLS, CONFIDENCE AND CONNECTIONS

We deliver a range of education, employment and community engagement activities to help people build their skills, confidence and social connections, including:



CREATIVITY AND SKILL-BUILDING:

- READING AND WRITING CLASSES
- NUTRITION AND COOKING CLASSES
- ART IN THE CREATIVE HUB
- PHOTOGRAPHY



SOCIAL AND PEER SUPPORT:

- BOOK CLUB
- GARDENING GROUP
- FISHING GROUP
- MYSTERY BUS TRIPS
- COFFEE AND CHAT GROUP



HEALTH AND FITNESS:

- WALKING WOMBATS
- WOMEN'S GROUP FITNESS
- MEN'S PERSONAL TRAINING
- KAYAKING
- BOWLING



PATHWAYS TO EMPLOYMENT:

- COVER LETTER AND RESUME SUPPORT
- JOB SEARCH CLINICS
- ID INFO SESSIONS
- COMMUNITY VOLUNTEERING

GIVING BACK TO THE COMMUNITY

The GangGreens are a group of Hutt St Centre clients who are passionate about keeping Hutt Street beautiful.

They meet each week and volunteer their time to maintain garden beds and public spaces in the local area.

This year, GangGreens partnered with City of Adelaide on their first major project – replanting planter boxes along Hutt Street. They also regularly assist local business owners and residents with small gardening jobs, and maintain planter boxes in Hutt St Centre's community courtyard.



SOCIAL SUPPORT ACTIVITIES



132 people joined a social group or community engagement program to build skills and confidence.

3,946 hours of social support and skill building provided across more than 40 groups.

425 visits to our Creative Hub since opening in February 2021.

33% of clients who joined a Lifestyle & Health group were participating for the first time.

32 hours of nutrition and cooking classes helped clients develop the skills and confidence to prepare their own nutritious meals.



“When I first came to Hutt St, it was mainly for meals, but now I come to see friends and spend time in the Creative Hub. It's fabulous that you give us all an opportunity to be creative in this place.
– Robert, Creative Hub participant”



GangGreens volunteers dedicated nearly 200 hours this year to keeping our community beautiful.

HOMEFULNESS



Homefulness is the feeling of safety, control and confidence that comes with having a place to call home. It's about more than having a roof over your head, but homefulness begins with suitable housing.

Unfortunately, a significant reduction in the number of housing offers compared with the previous financial year reflects the key challenge we face in supporting our clients on their journey towards homefulness.

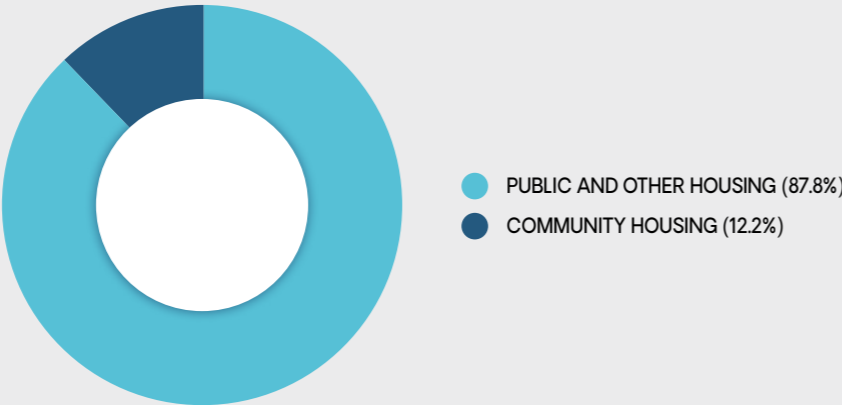
AGED CITY LIVING (ACL)

Older people who are at risk of or experiencing homelessness face unique challenges, including increased risk of health problems, social isolation and a loss of independence.

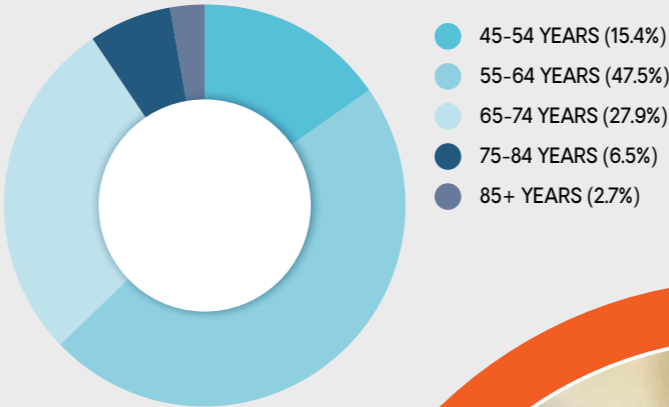
Our Aged City Living program exists to support people aged 50 and over, or 45 and over for people who identify as Aboriginal or Torres Strait Islander, on their journey to homefulness. Supports include case management to explore employment and housing opportunities, connection with vital services, social groups to rebuild confidence, and allied health to develop independent living skills.



HOUSING OUTCOMES



AGE OF ACL PROGRAM PARTICIPANTS



68% REDUCTION
in the number of housing
offers compared to the
previous financial year.



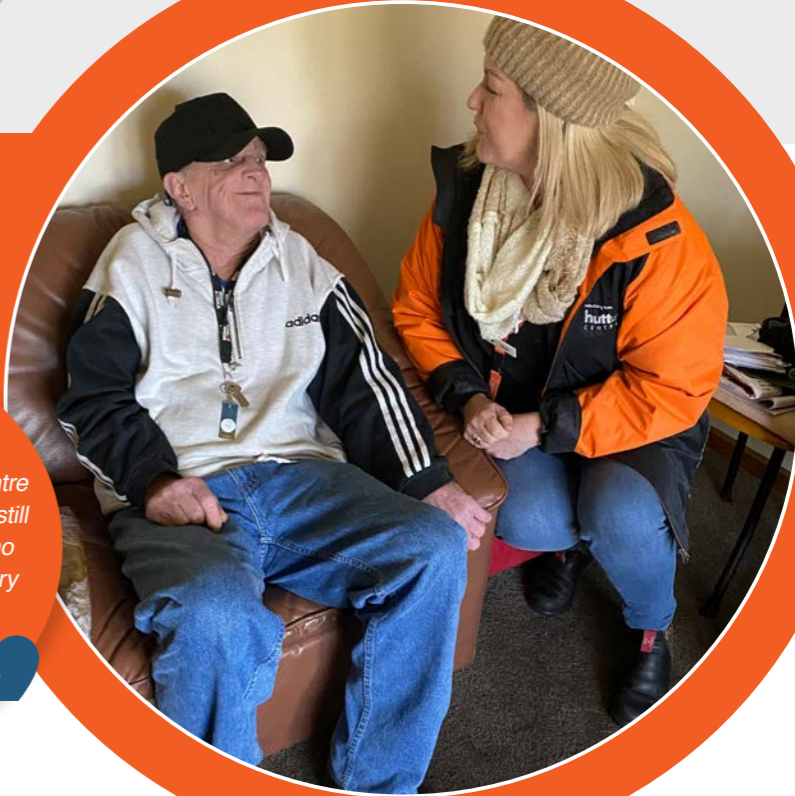
119
actively engaged
Aspire participants
are currently on the waitlist
for housing.



137 DAYS
is the average time an
Aspire program participant
waits for housing.



*I'm so happy to
have a home. If Hutt St Centre
didn't get me this place, I'd still
be living on the streets – no
doubt. Things would be very
different for me now.
– Peter**





“ I can't believe how far I have come... I'm so proud and you know what, I really love myself now. I don't know if I could have said that a few years ago. It's thanks to Hutt St Centre that I've been able to turn my life around.
– Scott*, Aspire program participant ”

ASPIRE PROGRAM

The Aspire program is Australia's first Social Impact Bond (SIB) focused on supporting people experiencing persistent homelessness (complex clients) into housing.

Delivered by Hutt St Centre in partnership with Social Ventures Australia (SVA) and the Government of South Australia, the Aspire SIB represents a landmark change in the way homelessness services are provided for complex clients in South Australia.

Aspire is a 'housing-first' intensive case management program that supports complex clients over a three-year period to build their independence and resilience so that they no longer require support, and transition to homelessness.

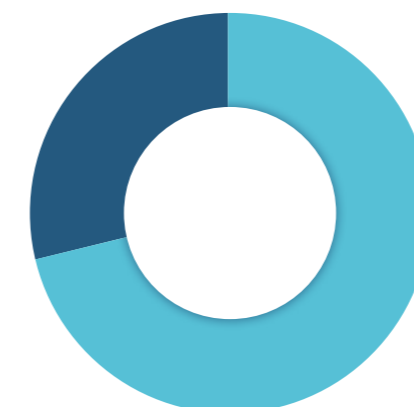
In its fourth year of seven, the Aspire program has completed its final intake and demonstrated the success of a housing-first model. We are now exploring future opportunities for its next iteration.



- 575 people received long-term case management through Aspire.
- 360 people supported into suitable housing.
- 304 people supported to maintain their tenancy.
- 92% of Aspire participants retained their tenancy.[^]
- 122 people supported into long-term housing.
- 37 supported into employment opportunities.
- 160 people supported into employment since Aspire began in 2018.

[^] Excluding participants who vacated their tenancy voluntarily.

ASPIRE HOUSING OUTCOMES



- PUBLIC AND OTHER HOUSING (71.4%)
- COMMUNITY HOUSING (28.6%)



“ For the first time in my life, it feels like home. It's a safe haven for both myself and my child... I don't know where I'd be today if not for the help of Aspire.
– Hannah* ”

CRISIS CASE MANAGEMENT

Since 2011, Hutt St Centre has delivered the Eastern Adelaide Generic Homelessness Service (EAGHS) to support people at imminent risk of or experiencing homelessness.

Supports include intake and assessment, connection with health and wellbeing services, assistance to find or retain accommodation, as well as liaison and advocacy with government services and housing providers.

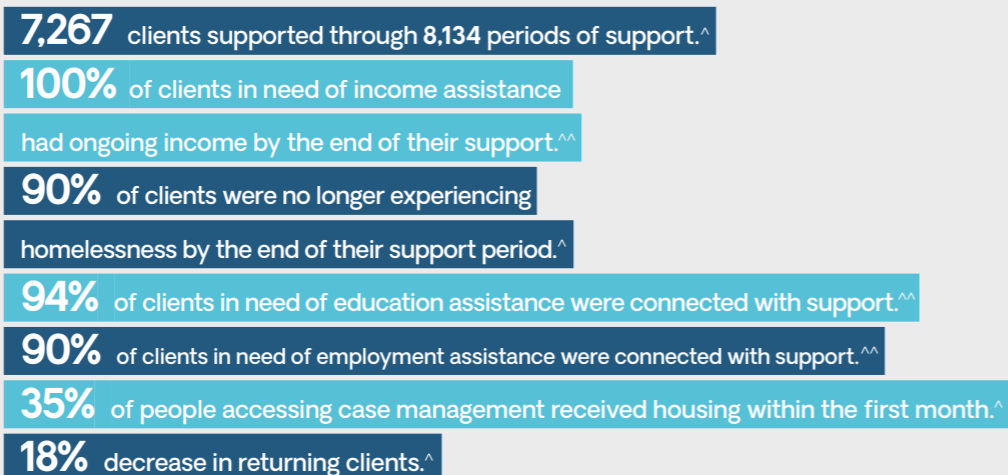
We are extremely proud of the dedication and outcomes delivered by our EAGHS team. Over the past 11 years, the team has supported a total of 7,267 clients, with an average of 90% of program participants no longer experiencing homelessness at the end of their period of support.

Over the life of EAGHS, the program exceeded the government-set KPIs on average by more than 50%.

In response to the demand for services, Hutt St Centre funded the provision of case management support for clients in excess of our contracted requirements. Importantly, this work has made an incredible impact for people on their journey out of homelessness.

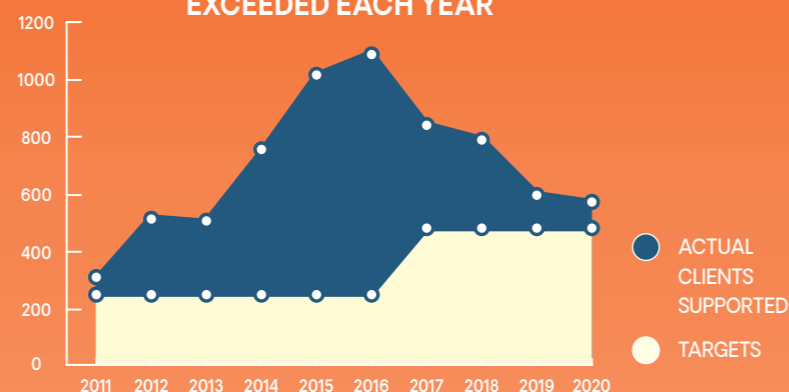
Angus*, a client who was housed with the support of EAGHS, shared: *"The biggest thing I've learned from working with case managers at Hutt St Centre is the confidence to move forward with my life and not remain stuck in one spot, like I've found myself before."* It is this renewed sense of confidence and self-worth that empowers people on their journey to homefulness.

THE IMPACT OF EASTERN ADELAIDE GENERIC HOMELESSNESS SERVICE (EAGHS), 2011–2021



[^] Between 2011 and 2021 ^{^^} Between 2013 and 2016

CLIENT SUPPORT TARGETS EXCEEDED EACH YEAR



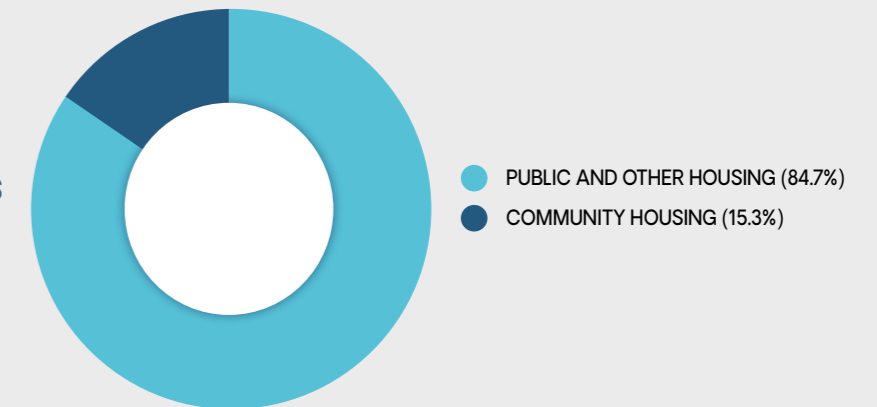
Over the life of EAGHS, the program exceeded government-set KPIs by **MORE THAN 50%.**

EAGHS IN 2020–2021



1,130 people at risk of or experiencing homelessness received case management support.
118 people supported into long-term housing.

EAGHS HOUSING OUTCOMES



“Without Hutt St Centre, people who are homeless would be so much worse off. I wouldn't be in the position I'm in today.
– Tim* who was housed with support from EAGHS and Aspire”

COVID-19 EMERGENCY ACCOMMODATION FOR ROUGH SLEEPERS (CEARS) PROGRAM

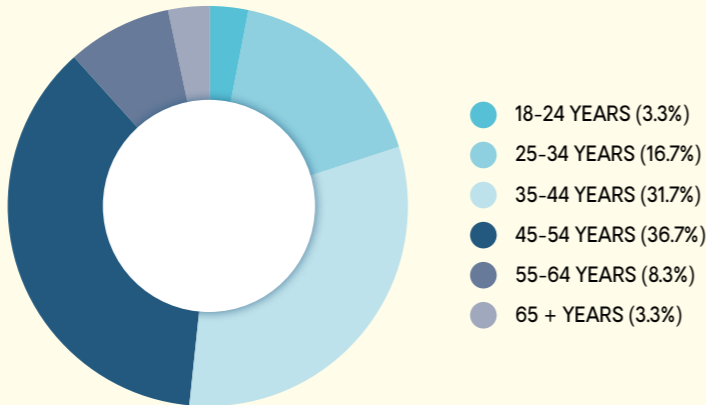
The COVID-19 Emergency Accommodation for Rough Sleepers (CEARS) program extended support to people in emergency motel accommodation during the COVID-19 pandemic.

The program was funded by the Government of South Australia, led by the South Australian Housing Authority (SAHA), and delivered by Hutt St Centre in partnership with Baptist Care, Neami's Street to Home, SYC and a wide range of health and housing support providers.

This program made a truly life-changing difference for **95%** of participants who were no longer sleeping rough at the end of their period of support. Thank you to the dedicated CEARS team for supporting people experiencing primary homelessness through a time of great upheaval and distress. The results of this program are testament to their professionalism and care.

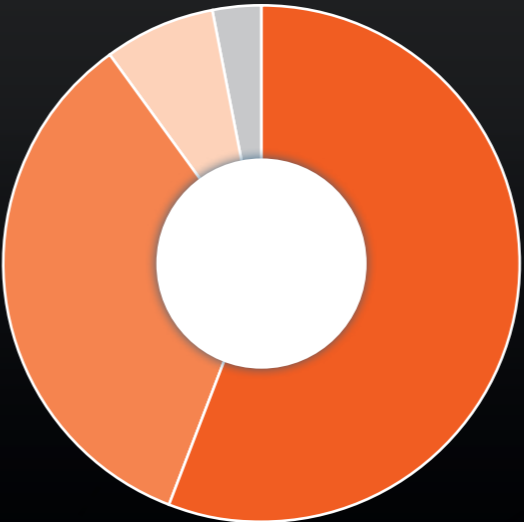


AGE OF CEARS PROGRAM PARTICIPANTS



My life would have been very different if it was not for Hutt St. This service is vital for the community.
- Joan*

FINANCES



REVENUE

- Grants and Funding (54%)
- Fundraising and Donations (42%)
- Bequests (3%)
- Investment Income (1%)

INCOME STATEMENT

	2020/21 \$	2019/20 \$
Revenue		
Grants & funding	5,109,959	4,837,775
Sales & fees	1,962	35,264
General donations	1,125,319	1,354,337
Fundraising Activity Donations	2,780,944	1,508,213
Bequests	281,094	269,105
Investment Income & Profit / Loss on Sale of Assets	89,474	590,373
Other	11,716	12,079
Total Revenue	9,400,468	8,607,146
Expenses		
Employee Benefits Expense	5,410,646	5,440,754
Depreciation and Amortisation Expense	144,343	141,278
Other Expenses	2,193,235	1,990,928
Total expenses	7,748,224	7,572,960
Surplus	1,652,244	1,034,186
Net Fair Value Gain/(loss) on Financial Assets	1,491,206	(1,138,069)
Net Surplus/(Deficit)	3,143,450	(103,883)

STATEMENT OF FINANCIAL POSITION

	2020/21 \$	2019/20 \$
Current Assets		
Cash and Cash Equivalents	3,044,489	3,993,044
Receivables	19,782	32,038
Other	90,973	110,359
Total Current Assets	3,155,244	4,135,441
Non-Current Assets		
Financial Assets	7,118,035	5,340,640
Property, Plant and Equipment	3,135,112	718,060
Total Non-Current Assets	10,253,147	6,058,700
Total Assets	13,408,391	10,194,141
Current Liabilities		
Trade and Other Payables	333,516	469,644
Amounts Received in Advance	349,564	95,590
Provisions	488,291	475,739
Total Current Liabilities	1,171,371	1,040,973
Non-Current Liabilities		
Provisions	112,252	171,846
Total Non-Current Liabilities	112,252	171,846
Total Liabilities	1,283,623	1,212,819
Net Assets	12,124,768	8,981,322
Equity		
Retained Earnings	10,993,545	9,341,303
Reserves	1,131,225	-359,981
Total Equity	12,124,770	8,981,322

STATEMENT OF CASH FLOWS

	2020/21 \$	2019/20 \$
Cash Flow From Operating Activities		
Receipts from Donors, Grants, etc.	9,573,656	7,902,724
Payments to Suppliers and Employees	(7,795,730)	(7,259,610)
Investment Income	278,704	485,671
Net Cash Provided by Operating Activities	2,056,630	1,128,785
Cash Flow From Investing Activities		
Proceeds from Sale of Property, Plant and Equipment	2,864	10,909
Proceeds from Sale of Investments	150,000	1,048,269
Purchase of Property, Plant and Equipment	(2,565,776)	(377,139)
Purchase of Investments	(592,273)	(347,542)
Net Cash Used in Investing Activities	(3,005,185)	334,497
Net Increase / (Decrease) in Cash Held	(948,555)	1,463,282
Cash at Beginning of Financial Year	3,993,044	2,529,762
Cash at End of Financial Year	3,044,489	3,993,044

OUR PEOPLE

OUR BOARD

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.



TIM O'CALLAGHAN
Chair



PETER HOBAN
Deputy Chair



ANDREW COHEN



MARK HALL



NOON MCNAMARA



CAMPBELL MACKIE



HEATHER PARKES



**SEAN
VAN DER LINDEN**



PHIL FAGAN-SCHMIDT
(resigned May 2021)



**SR CAROLE
JONES DC**
(resigned May 2021)



**SR DEBRA
MCCARTHY DC**
(joined June 2021)

GOVERNANCE

The Board meets monthly for two hours. The meeting on one month has a business agenda set by the Chair and the CEO.

The meeting on the alternate month has a strategy agenda set by our Governance Committee in conjunction with the Chair. We also hold a strategy day each year.

The CEO and executive generally attend the whole of meeting apart from a short in-camera session at the end of each meeting. After each meeting, participants complete a short anonymous online survey to help gauge satisfaction with meeting quality, behaviours, decisions made, and the perception of our progress towards our goals.

Board performance is independently reviewed every two years. The next such review is scheduled for October 2021.

In 2020–2021, the Board had four subcommittees, which include non-Board members:

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

The minutes of subcommittee meetings are tabled and at times discussed at Board meetings.

OUR PATRON AND AMBASSADORS

We're grateful to our Patron and our extended community of Ambassadors who help amplify our work and advocate for people experiencing homelessness.

PATRON

His Excellency the Honourable Hieu Van Le AC, Governor of South Australia,

AMBASSADORS

- | | | |
|------------------------|---------------------|-----------------|
| Ali Clarke | Hon Greg Crafter AO | Jim Whiting OAM |
| Amanda Blair | Hayley Pearson | Justin Westhoff |
| Hon Amanda Vanstone AO | Henry Hunt | Matt Tarrant |
| Bernard Booth | Katrina Webb OAM | Simon Bryant |
| Bruce McAvaney OAM | Lainie Anderson | Taryn Brumfitt |

With the end of His Excellency's term as Governor in August 2021, we wish to thank him for his generous support, compassion and kindness. We look forward to remaining engaged with His Excellency and Mrs Lan Le in their future endeavours.

I extend my heartfelt thanks to everyone who has supported Hutt St Centre. Whether you have raised funds, volunteered in the kitchen, or raised awareness of the Centre's work, your efforts are greatly appreciated.

– His Excellency the Honourable Hieu Van Le AC, Patron of Hutt St Centre

OUR VOLUNTEERS

Hutt St Centre's volunteers are a breath of fresh air. We wouldn't be able to achieve what we do without their enthusiasm and commitment.

And while COVID-19 once again posed a challenge to the way we delivered many of our services, our volunteers remained dedicated and adaptable through it all.

Volunteers support with our meal preparation and service, our Wellbeing Centre, Pastoral Care and Pathways programs, the Creative Hub, Lifestyle and Health groups, the Walk a Mile in My Boots Challenge, and engaging with donors to support the Advocacy team.



The Creative Hub is a really rewarding place to volunteer. Creativity gives people a chance to express themselves, share their stories, and build bridges between one another.

– Maxie, Creative Hub volunteer

Thank you to our 296 volunteers for their unwavering kindness and compassion for people at risk of or experiencing homelessness.



296 PEOPLE
volunteered across 8 different areas at Hutt St Centre.



60%
of our volunteers attend on a regular basis.



55% VOLUNTEER
with meal preparation and service.

RECOGNITION OF SERVICE

We appreciate every staff member and volunteer who dedicates their time to Hutt St Centre. We are particularly lucky to have many long-standing staff and volunteers who have worked alongside us for ten years or more.

A special thank you and congratulations to the following people:

VOLUNTEERS

10 years or more

Angelica Fernandez
Julie Moran
Sue Smithson
Philip Wells

15 years or more

Piers Horwood
Kay Moncrieff
Latchman Singh

20 years or more

Mario de Ionno
Judith Quick

25 years or more

Lena Cavill

40 years or more

Dulcie Boag

60 years or more

Ruth Kobylanski

STAFF

10 years or more

Vicky Ainsworth
Adrian Antonas
Paul Barrett
Ian Milverton
Ted Setnikar
Gemma Shephard
Zorica Stefanovic

15 years or more

Carmel Rizzotto

I'm so incredibly grateful to everyone who supports Hutt St Centre. There is no way I'd be heading in such a positive direction without that support. Thank you.
— Phil*



OUR PARTNERS AND SUPPORTERS

We are grateful to our generous supporters for your commitment to help us end homelessness for everyone who walks through our doors.

Your kindness ensures we can walk alongside people as they rebuild their lives, rediscover their identity, and reconnect with loved ones on their journey to homelessness.

Thank you for ensuring our doors remain open to those in need of a warm welcome. With funding changes to South Australia's homelessness sector taking effect on 30 June 2021, we will continue to rely on our generous donors to help fund the vital health and wellbeing services we provide.

Thank you also to our Government, Corporate and Community partners whose support enables us to create opportunities so people at risk of or experiencing homelessness can change their circumstances for good. We thank the following funders for their support throughout the 2020–2021 financial year:

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)

- 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 and Pathways programs

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

Major Partners

- Australian Gas Networks
- Bartons
- Beyond Bank
- Codan
- SA Power Networks Employee Foundation

Supporting Partners

- CMV Foundation
- HSBC
- Wallmans Lawyers
- A&H Digital Solutions

Walk a Mile in My Boots Partners

- Beyond Bank Australia (Major Partner)
- NOVA919
- FIVEaa
- Network 10
- CMI Toyota
- Bartons
- Alexander Symonds

Annual Business Lunch Sponsors

- Bartons
- Charter Hall
- Comwire IT
- Lexus
- Yalumba
- West End

I think everyone should do the Walk a Mile in My Boots Challenge if they can, so we can help more people experiencing homelessness... Maybe one day, we can make sure that everyone has a home in South Australia.
— India, Walk a Mile in My Boots participant



~~loneliness~~
~~isolation~~
~~disadvantage~~
~~injustice~~
~~homelessness~~

Hutt St Centre
end homelessness

Hutt St Centre 2020-2021 Annual Report

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

Chris Burns CSC
Chief Executive Officer
Hutt St Centre

258 Hutt Street, Adelaide SA 5000

Phone: (08) 8418 2500

Email: hello@huttstcentre.org.au

ABN: 75 055 179 354



Australian
Registered Charity



Certificate of
Accreditation,
Australian Service
Excellence Standards

* Out of respect for the people who have kindly shared their experiences with us, names and images
have been changed to protect their identity. Thank you for understanding.

A work of the Daughters of Charity

Hutt St Centre

end homelessness

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@HuttStCentre #EndHomelessness

