

Hutt St Centre

end homelessness

Annual

Report

2021-2022





**Hutt St Centre is a place of compassion and support, where people at risk of or experiencing homelessness are empowered to rebuild their lives, rediscover their identities and reconnect 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 connection that comes with having a place to call home.

When people walk through our doors, we help fulfil their immediate needs with a warm meal, a hot shower, a change of clothes and the chance to recharge their phone, while our 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.

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

Through our active advocacy, our fundraising initiatives, our unrelenting support and our culture of ingrained respect, we are bringing an end to the injustice of homelessness.


More than 850 people at risk of or experiencing homelessness walk through our doors in search of support each month.





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"Last year, I was  
sleeping in a gutter.  
Now I have my own place  
with my dog... Hutt St  
helped me do that. I feel  
so lucky, it's unreal."

– Tilly\*



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**“People don’t choose to become homeless. I always try to make sure people feel acknowledged, and never judged. Kindness is free but it means so much.”**

– Boo Hooi, volunteer and fundraiser





# Who we are



For people who've fallen on hard times, Hutt St Centre goes beyond the basics to provide a path out of homelessness.



## Our vision

An end to homelessness.

## Our mission

To advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.

## What is homefulness?

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

## Take a tour

Hutt St Centre Ambassador, Hayley Pearson, offers a virtual tour of the Centre and a glimpse into some of the remarkable outcomes our community's support enables for people at risk of or experiencing homelessness in South Australia.





Thank You for Rebuilding Lives at Hutt St Ce...




Watch later



Share

Hutt St Centre



Watch on  YouTube



# Chair's report

Three in five people who come to Hutt St Centre for support are sleeping rough when they first connect with us.







## Tim O'Callaghan Chair

**Each day, people at risk of or experiencing homelessness are faced with the question: What does it take to get through tough times? Often the answer is a little luck, a lot of resilience, and a community of people who want to help you succeed.**

And here at Hutt St Centre, the past 12 months have presented us with a similar challenge.

We began the 2021-2022 financial year by saying farewell to the dearly beloved staff members who made up our long-standing Eastern Adelaide Generic Homelessness Service and our brief but impactful COVID-19 Emergency Accommodation for Rough Sleepers program.

These programs both ceased as a result of funding changes on 30 June 2021 and the ensuing weeks were a time of grief and uncertainty for Hutt St Centre clients, staff, and volunteers alike.

But with any major change comes an opportunity for growth. From 1 July 2021, South Australia's homelessness sector began operating under the Alliance model.

We developed a fruitful partnership with the Toward Home Alliance, which works across the Adelaide CBD, southern inner and outer metro areas, to maintain vital support for people at risk of or experiencing homelessness.

Throughout the year, 387 people have found support through the Alliance's Access program here at Hutt St Centre, demonstrating the Centre's value as a key service hub for people seeking support to change their circumstances for good.

Based on the success of this partnership, Hutt St Centre joins the Toward Home Alliance as a formal partner from 1 July 2022 to complement and extend the breadth of expertise and services offered by the Alliance.

We will continue developing strong partnerships with government and across the homelessness sector to better support people on their journey to homefulness.

This year, our Aspire program – Australia's first Social Impact Bond designed to support people experiencing persistent homelessness – continued to deliver strong results even as the program's initial intake period began to wind down.

Intake for the Aspire program temporarily paused at the end of previous financial year in line with the social impact bond model.

"To the legends  
who support Hutt St,  
I just want to say thank  
you for the fresh start...  
Without that support, I  
honestly don't thin  
I'd be alive."

– Nathan\*





However, additional funding from the State Government enabled an extension of the program and intake resumed from December 2021. Then in April 2022, a change of State Government resulted in further dedicated funding to help us continue building the Aspire program beyond the initial scope of the social impact bond.

**Based on the strong success of this 'housing-first' model, we are now exploring opportunities for an ongoing Aspire program to deliver lasting results and advance our vision of ending homelessness.**

This funding is a welcome validation of the program's value, both for participants and the broader community. However, it's important to note the funds are earmarked specifically for long-term case management and Hutt St Centre continues to rely on the generosity of our supporters to deliver vital health and wellbeing services.

From the challenges of the COVID-19 pandemic to sector reform and funding changes, Hutt St Centre's community of supporters remains integral to everything we achieve.

Following the retirement of His Excellency the Honourable Hieu Van Le AC as Governor of South Australia in August 2021, we were delighted to welcome our new Patron: Her Excellency the Honourable Frances Adamson AC.

As an introduction to Hutt St Centre, Her Excellency spent a morning onsite, serving meals in the dining room, and speaking with clients, staff and volunteers. This support is an immense privilege and we look forward to working together to raise awareness of the issues faced by people experiencing homelessness in South Australia.

This vital work is also made possible by our continued relationship with the Catholic Archdiocese of Adelaide, particularly Archbishop Patrick Michael O'Regan and Vicar General Fr Dean Marin, alongside the Daughters of Charity, who first opened Hutt St Centre's doors in 1954.

In April 2022, we were honoured to welcome Sister Ellen Flynn DC, Daughters of Charity Provincial of the Province of Rosalie Rendu, to visit us and spend the day meeting our clients and team.

Sr Ellen has a special place in her heart for the work of ending homelessness, having devoted much of her career to frontline service at London-based mission, The Passage.

Given her expertise and experience, I was honoured to hear Sr Ellen's assessment that Hutt St Centre offers a "friendly and welcoming environment and wonderful, nourishing food."

We look forward to further strengthening our connections with like-minded missions across the Province of Rosalie Rendu, which formed in March 2020 when the Provinces of Australia and Great Britain integrated.

In June 2022, our community was saddened to learn of the passing of Sister Jane Ablett DC. Sr Jane served with the Daughters of Charity for 60 years – almost as long as Hutt St Centre has stood – and was often a warm and familiar face here, especially on Christmas Day. We offer our condolences to Sr Jane's family, friends and the Catholic community.



To celebrate her Patronage, Her Excellency spent a morning at Hutt St Centre, serving meals and meeting people like Eugene.



The Daughters of Charity remain active in Hutt St Centre's governance through the representation of Board Director, Sister Debra McCarthy DC, who joined us at a time of great upheaval in June 2021.

As Chair, I would like to extend my sincere thanks to each member of our Board and sub-committees for guiding the organisation forward with wisdom and courage through a difficult year.

In April 2022, we welcomed Richard Amato to our Board of Directors, and farewelled Director Campbell Mackie in May 2022. Special thanks to Campbell for his committed service.

Our work this year was further elevated by the contributions of many significant South Australians who joined us as Ambassadors.

These kind-hearted and talented individuals bring with them a diverse mix of skills, backgrounds and networks to help amplify our work and advance our vision to end homelessness.

**Thank you also to our Chief Executive Officer, Chris Burns, and the team at Hutt St Centre for their unrelenting passion, resilience and advocacy for people experiencing homelessness.**

While we had hoped the impacts of COVID-19 were behind us, additional lockdowns and restrictions posed greater challenges – but the team never once faltered. The incredible results outlined in this report are a testament to the heartfelt passion and unwavering dedication of Hutt St Centre's leadership, staff and volunteers.

But this would not be possible without the generosity of our South Australian community, who support us in ways both big and small to achieve our mission. This kindness sustains us and empowers us to continue providing a warm welcome and a fresh start for people on their journey to homefulness.

And finally, I want to thank our clients: each one of the 2,304 people who walked through our doors and trusted us to help them in their moment of greatest need.

**Our clients are the reason we remain resilient through the tough times. They inspire us to continue fighting for a future without homelessness.**

**And it's our commitment that we will not stop until we bring an end to this injustice. Thank you for walking alongside us on this journey to end homelessness.**



# Chief Executive Officer's report

Three in four people who walk through our doors have experienced abuse or trauma, leading to homelessness.







## Chris Burns CSC Chief Executive Officer

**Hutt St Centre's manifesto begins with a simple but salient reminder: Being homeless isn't a choice. It can happen to any of us. We take this message seriously because, every day when we open our doors, we see the reality of homelessness firsthand.**

Life on the streets is dangerous, traumatising and lonely. And it's an experience faced by a growing number of people in South Australia.

Six years ago, the Australian Bureau of Statistics estimated 6,224 people were experiencing homelessness in our state. While we're currently awaiting results from the 2021 Census, it's clear that a three-year global pandemic, the national cost of living crisis, record-low rental vacancy rates, and sky-rocketing rental prices have not eased the burden on our community's most vulnerable people.

In the past financial year, over 2,300 people at risk of or experiencing homelessness have turned to Hutt St Centre for a warm welcome and a fresh start. But what concerns us most is the 859 people who walked through our doors for the first time this year – 46% of whom have never faced homelessness before. This year also saw a 61% growth in demand for our essential health and wellbeing services, while the need for laundry services, material aid, hot showers and health check-ups doubled.

These statistics tell us people in our community are falling between the cracks. Whether their experience is due to a job loss, relationship breakdown, family and domestic violence, sudden illness, or a devastating combination of factors, these figures represent thousands of people each with a complex history, diverse needs, and hopes for the future.

Thankfully, when people in South Australia fall on hard times with nowhere else to turn, they know Hutt St Centre will be here for them. We are prepared to meet the challenge and ensure each person who walks through our doors finds the opportunity to change their circumstances for good.

This year, our team continued to operate under the persistent threat of COVID-19 – never once missing a meal. Together, we adapted to changing regulations throughout the pandemic, including a snap lockdown in July 2021 and later being designated a Phase 2 Healthcare setting which necessitated increased precautions for our clients, volunteers and staff.

Throughout it all, we continued to host COVID-19 vaccinations and testing clinics in partnership with SA Health, SA Pathology, South Australian Ambulance Service, and Southern Adelaide Local Health Network to ensure people doing it tough could access life-saving healthcare in a safe and familiar environment.

Our adaptability was once again tested during a series of Code Red and Code Blue activations to help rough sleepers through periods of extreme weather. We were proud to extend our opening hours and provide enhanced support for 65 of the city's most vulnerable people during this time.

In April 2022, we were delighted to achieve 100% success with our Australian Service Excellence Accreditation. The three-year accreditation demonstrates our ability to provide service excellence and our commitment to continuous improvement across all teams and operations. And as part of our commitment, we are constantly seeking innovative ways to support people on their journey out of homelessness.



**Hutt St Centre partnered with local health providers to deliver COVID-19 testing and vaccination clinics for people experiencing homelessness.**

This ambition led to the development of a pilot Women's Group providing dedicated supports for women at risk of or experiencing homelessness. The group initially welcomed 19 women to meet regularly at Hutt St Centre, sharing resources, hearing guest speakers, and taking part in mindfulness activities to promote health and wellbeing.

**Based on the success of our pilot Women's Group, we were pleased to officially launch our Ignite program in June 2022, attended by 28 women with a lived experience of homelessness. We look forward to seeing this welcoming group continue supporting one another to build confidence and independence.**

Of course, innovative initiatives like this would not be possible without the incredible support of our passionate advocates and generous donors.

While we were unable to host Hutt St Centre's Annual Business Lunch this financial year due to COVID restrictions, our donors, partners and fundraisers stepped up at every opportunity to ensure the sustainability of our programs and services.

The pandemic also meant our 2021 Walk a Mile in My Boots Challenge continued to run virtually, though we were able to hold a special celebration at Government House in August, where His Excellency the Honourable Hieu Van Le AC walked a mile alongside Hutt St Centre clients, volunteers and staff.

And across South Australia, more than 2,000 people braved the cold and stepped up to show people experiencing homelessness they are not alone. Together, these supporters raised over half a million dollars to help people on their journey to homelessness.

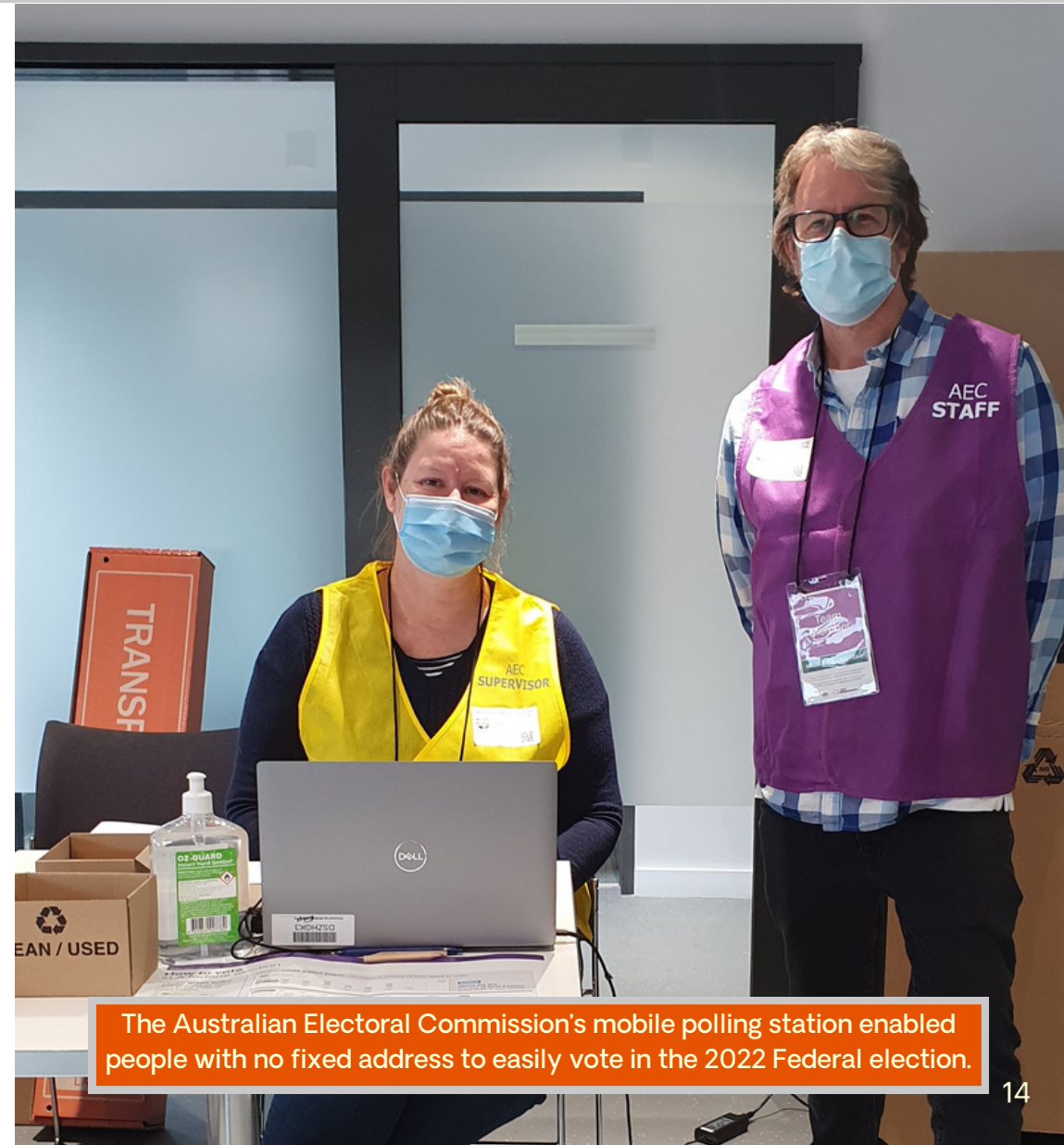
It's impossible to overstate what this gesture of generosity means for someone facing life on the streets. And this passion demonstrates why our team here at Hutt St Centre is so proud to be part of the South Australian community.

Advocacy is one of the key pillars of Hutt St Centre's strategy to end homelessness, and this year we had plenty of opportunities to deliver.

Between August 2021 and June 2022, we supported our clients through a national Census, a State Election and a Federal election. At every juncture, we advocated strongly for people at risk of or experiencing homelessness to have their voices heard and to be counted.

We partnered with the Australian Bureau of Statistics, the Australian Electoral Commission and the Electoral Commission of South Australia to provide support and advice on how people with no fixed address could enrol and cast their ballot.

A highlight came in May 2022 when we hosted a mobile polling station onsite, enabling people experiencing homelessness to easily vote in the Federal election. As I spoke with people waiting to cast their votes in the Centre, I met a woman named Christa\* who had fled her war-torn country to seek a better life in Australia.



**The Australian Electoral Commission's mobile polling station enabled people with no fixed address to easily vote in the 2022 Federal election.**



She told me:

**“Since I became an Australian citizen, I’ve always taken voting very seriously. It’s a right not everyone has and I’m grateful for the chance to vote today.”**

Stories like Christa’s are the reason our advocacy work is so vital.

On a personal note, I am incredibly proud of the outcomes our Hutt St Centre team has achieved despite another difficult year. I am humbled every day to lead a group of the most compassionate, hard-working and resilient people who are united in our vision to end homelessness.

These results would not be possible without the care and generosity of our donors, partners, and supporters. I also thank our Chair, Tim O’Callaghan, and the Board of Directors; its sub-committees; and our Patron and Ambassadors for their commitment to ending homelessness.

In the face of adversity, their unwavering creativity, energy, and determination sustain us. We’re grateful they give their time and skills to support our work.

A special thank you must also go to the nearly 300 volunteers who give so selflessly to support our work every day. It was an honour to celebrate National Volunteer Week with them alongside Her Excellency the Honourable Frances Adamson AC at Government House in May, where we paid tribute to some of our most dedicated and long-serving volunteers.

Lastly, I want to acknowledge the remarkable tenacity and courage of our clients.

Every person who supports Hutt St Centre does so because they believe everyone deserves the right to homelessness. We are grateful for the trust our clients place in us to support them through their toughest times – and we take this responsibility seriously.

**The journey to homelessness so often begins with a friendly conversation, a nourishing meal, and an opportunity to connect.**

**For thousands of people each year, it begins when they walk through the doors of Hutt St Centre.**

**Thank you for making this possible.**





# The wicked problem of homelessness



"Sleeping rough in winter is the cruellest thing you could imagine. I wouldn't wish it on anyone and I never want to go back there."

– Toby\*





More than  
**6,000**  
people are experiencing  
homelessness in  
South Australia.<sup>^</sup>



This financial year  
**2,304**  
people found help  
to rebuild their lives  
at Hutt St Centre.



Around 84% or  
**1,936**  
people sought  
essential health and  
wellbeing support.



And around 46% or  
**1,071**  
received long-term  
support through  
case management



859 people or  
**37%**  
accessed support at  
Hutt St Centre for the  
first time this year.



395 people or  
**17%**  
had no previous  
experience of  
homelessness.



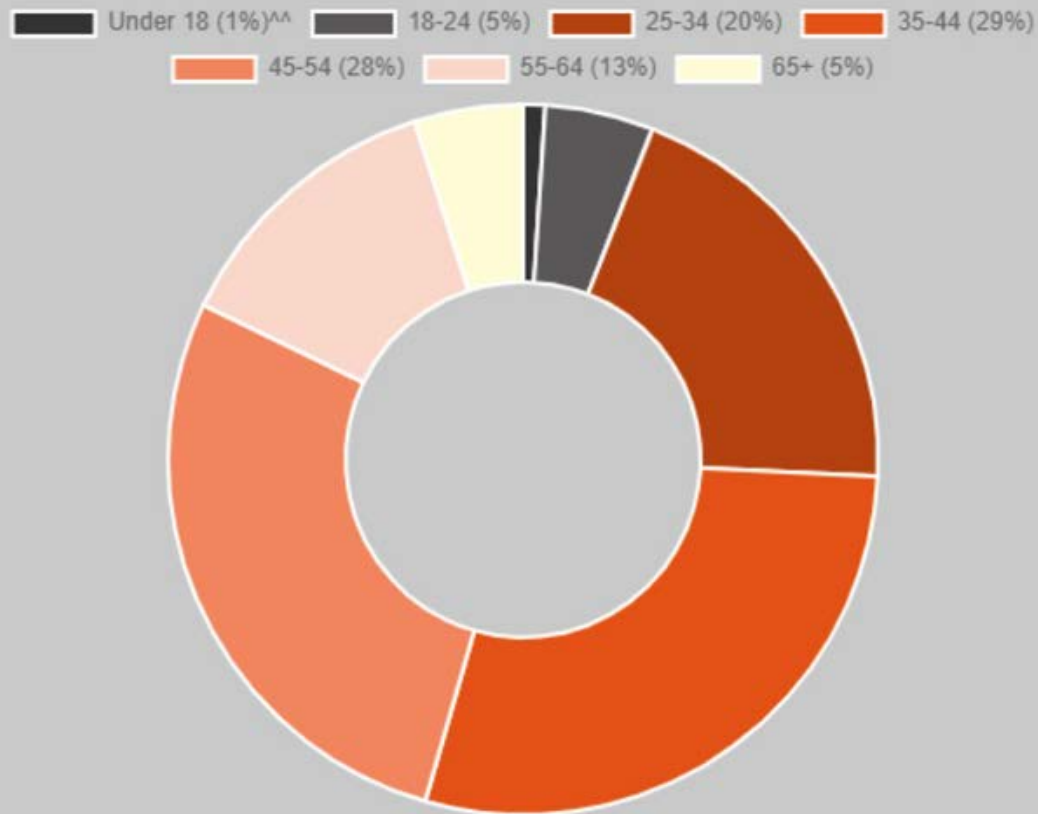
Almost a third or  
**31.5%**  
were women,  
68% were men, and  
0.5% gender-diverse.



Almost two-thirds or  
**61%**  
were sleeping rough  
when they first  
accessed our services.

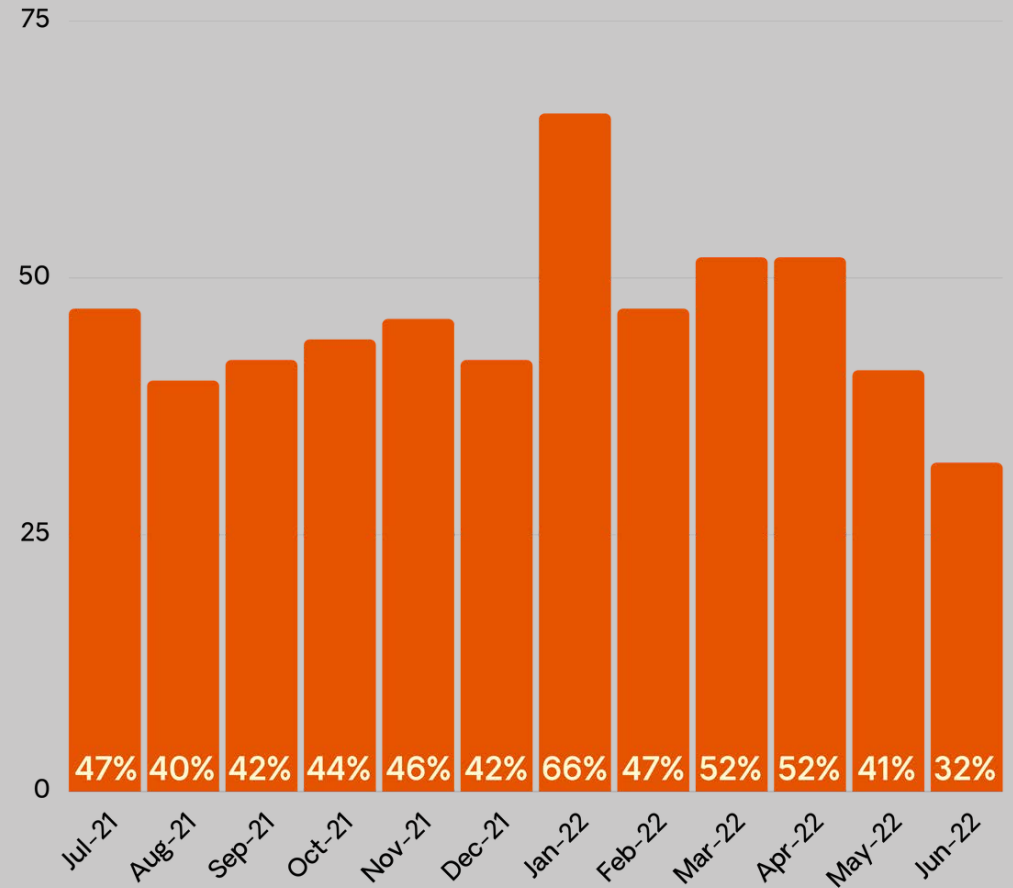
<sup>^</sup> ABS Census of Population and Housing: Estimating Homelessness, 2016 & ABS Census of Population and Housing 2016. (2021 Census data is unavailable at the time of publication.)

## Age of people accessing Hutt St Centre services



<sup>^^</sup> Clients aged under 18 accessed Hutt St Centre's services via the Toward Home Access and Resolve programs.

## Clients with no previous experience of homelessness





## Physical risks of homelessness\*



**88%**

of people are experiencing physical health issues.



**82%**

are experiencing mental health issues.



**80%**

feel at risk of being harmed while on the streets.



**58%**

have a combination of complex physical and mental health needs.



**56%**

have needed emergency services over 4 times in the past 6 months.



**51%**

have experienced violence or threats of violence while homeless.

## Social risks of homelessness\*



**75%**

of people have experienced abuse or trauma, leading to homelessness.



**71%**

say their homelessness is linked to relationship issues.



**71%**

tell us their daily lives lack meaning and purpose.



**55%**

are impacted by the burden of financial debt.



**42%**

have survived family or domestic violence.



**51%**

report they're currently being exploited or at risk of exploitation.

\*Results from 464 Vulnerability Index Service Provision Decision Assistance Tool surveys with people entering Hutt St Centre services during the 2021-2022 financial year.



# Our impact

"When my marriage ended, I was in my 50's with no home or money. Hutt St Centre helped me find the courage to begin again."

– Alison\*



## Wellbeing supports

Hutt St Centre provides a range of essential health and wellbeing supports to help people at risk of or experiencing homelessness meet their immediate needs:

- Nutritious meals
- Showers and restrooms
- Laundry facilities
- Secure lockers
- Phone charging station
- Mail collection
- Pastoral care
- Visiting professional services.



For many people who come to Hutt St Centre, a hot cuppa and a healthy meal are the beginning of their journey out of homelessness.

## The growing need for support

As our services began returning to normal following the easing of COVID-19 restrictions, we saw a **28% growth** in the need for sit-down meals provided in our dining room. Growth in demand for other essential supports more than doubled.



**30,302**

visits to access health and wellbeing support.



**1,936**

people in need of support (up by 16%).



**61%**

growth in the need for essential support.



**19%**

growth in nutritious meals served.





**252%**

growth in need for laundry services.



**185%**

growth in need for material aid items



**121%**

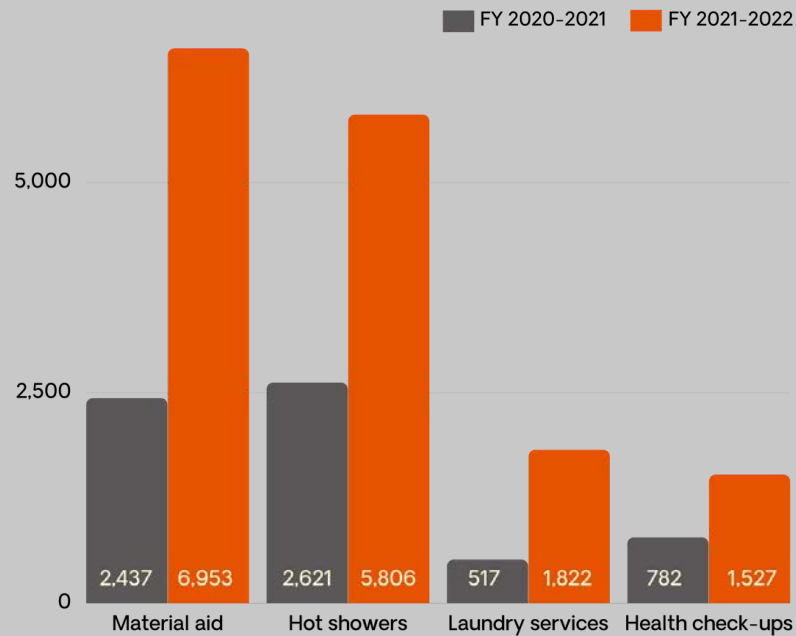
growth in need for hot showers.



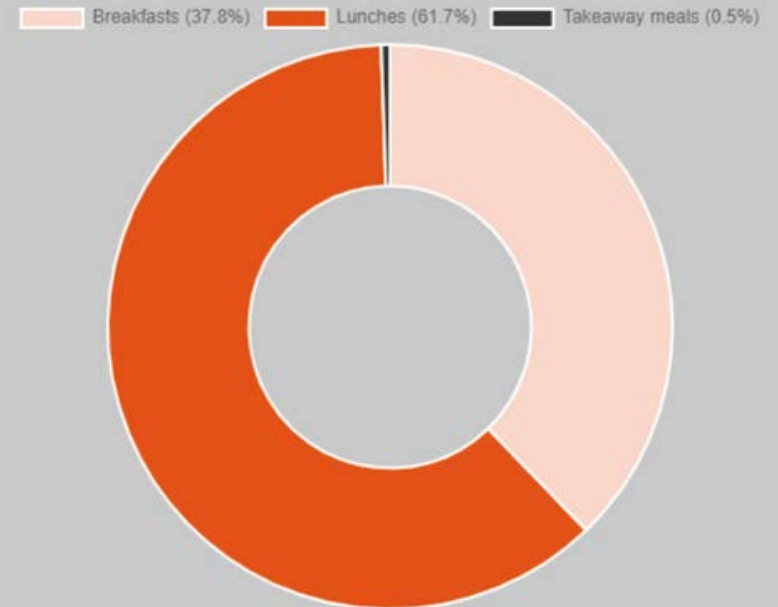
**95%**

growth in need for health check-ups.

## Growing demand for supports



## Distribution of meals



## It starts with a meal

Peter manages our kitchen and, along with our dedicated volunteers, serves up to 40,000 nourishing breakfasts and lunches each year.

The Happy or Not survey kiosk in our Dining Room captured the feedback of 1,034 diners this year:

- 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.

**“Thank you for making me feel like I’m home.”**

– Anonymous diner,  
Happy or Not survey





# Our visiting services



Throughout the pandemic, partnerships with local health providers have ensured people can continue to access life-saving care at Hutt St Centre.

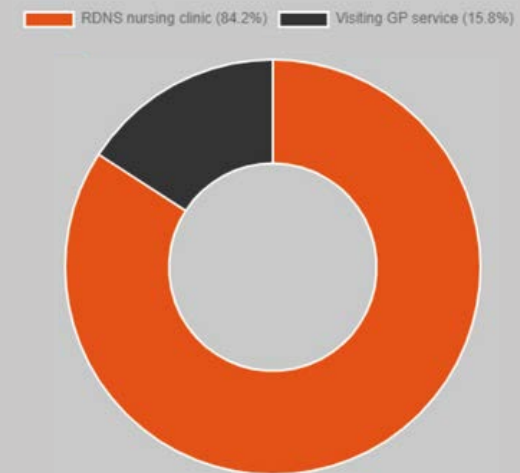
This year, Hutt St Centre hosted more than 20 visiting services under one roof to ensure people experiencing homelessness received the medical treatment and professional support needed to focus on their health and rebuild their lives.

Our visiting General Practitioner and onsite Royal District Nursing Service provided 1,527 health check-ups. Other visiting services include:

- Optometry
- Hearing screenings
- Dental care
- Physiotherapy
- Podiatry
- Counselling support services
- Financial counselling
- JusticeNet legal advice
- NDIS Local Area Coordinator
- The Big Issue employment.

We're deeply grateful to each and every visiting service provider who dedicates their time and skills to support people on their journey out of homelessness.

## Health check-ups provided



**“Providing access to primary healthcare is so worthwhile because it creates hope... It's the best gift you can give someone who's doing it tough.”**

– Jacqui, RDNS nurse at Hutt St Centre



The onsite RDNS nursing clinic at Hutt St Centre has provided essential healthcare for people experiencing homelessness for over 30 years.



# A focus on the future

"For the first time in  
forever, I'm excited  
about life. Things are  
looking brighter than  
they ever have before."

– Marco\*



Hutt St Centre's Pathways program helps people at risk of or experiencing homelessness identify what they need to get back on their feet and focus on the future with confidence.

Many people who walk through our doors have no form of personal identification. This 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.



**385**

people took part in  
the Pathways program.



**45%**

of participants were  
new to Hutt St Centre.



**142**

people got support to  
obtain personal ID.



**82**

got support to find  
and apply for work.



## Nina's path to peace

Every person who walks through our doors has their own unique story, but it's rare we hear a firsthand experience as powerful as this one.

Nina\* reached out to share the difference Hutt St Centre's Pathways program has made in her life. She says:

"I was living in the country, using ice and in a domestic violence relationship. I had no communication with anyone, and he followed me everywhere I went so I couldn't get away.

During a trip to the city, I managed to escape, but I had no phone, no identification, and no money. I went to apply for housing but was told I needed ID. Someone said Hutt St could help me. I have chronic anxiety but gathered up my courage.

At Hutt St, I met a worker called Barbara. I told her about what had happened to me, and she listened and was sincere and genuine.

She helped me get my birth certificate, then encouraged me to stay for lunch, and afterwards come along to the new book club group.

I stayed and, despite my anxiety, I got through it. I realised I had finally found a safe space where I didn't have to worry about being violated. I was soon able to get photo ID. Then I sorted out all my court fines, engaged in drug and alcohol counselling, got my learner's permit, and now I've even enrolled in a Diploma of Alcohol and Other Drugs.

It might not seem like much, but everything Hutt St did for me was so significant. I walked in as a broken person and walked out with the feeling that people cared... I felt like someone had breathed life into my world.

**"On that day my life changed. I saw that I had value because people at Hutt St treated me with kindness, dignity and respect."**

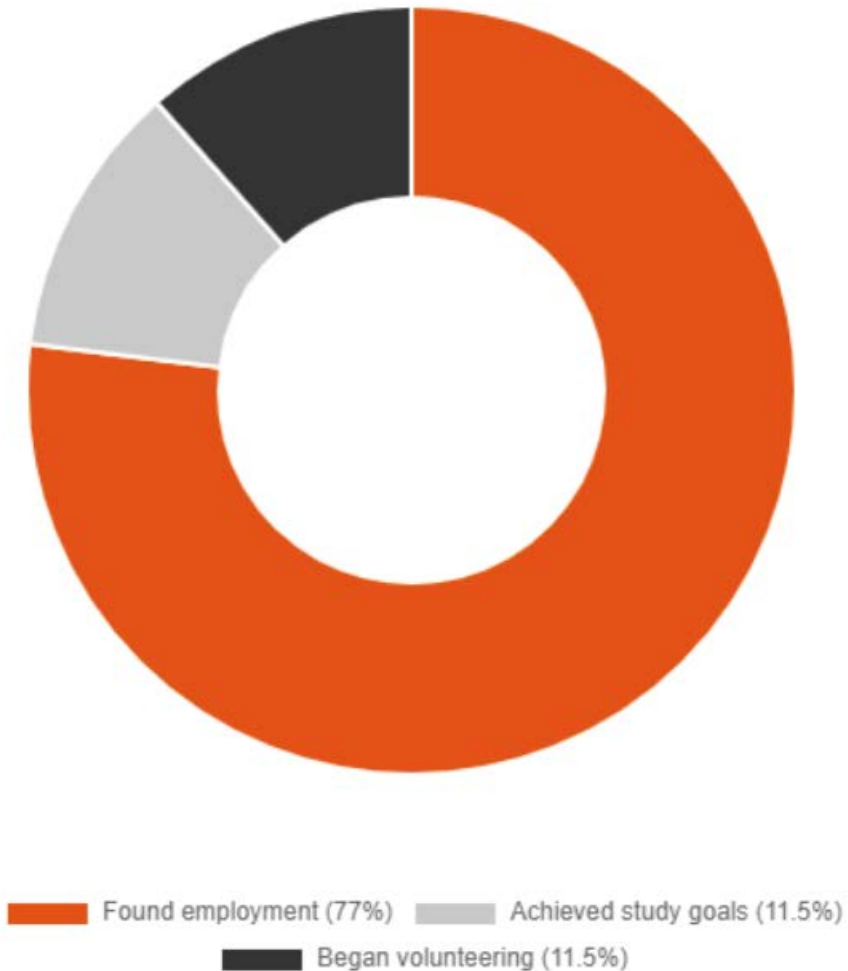
Nina's story is proof that an end to homelessness is possible, with the right support.



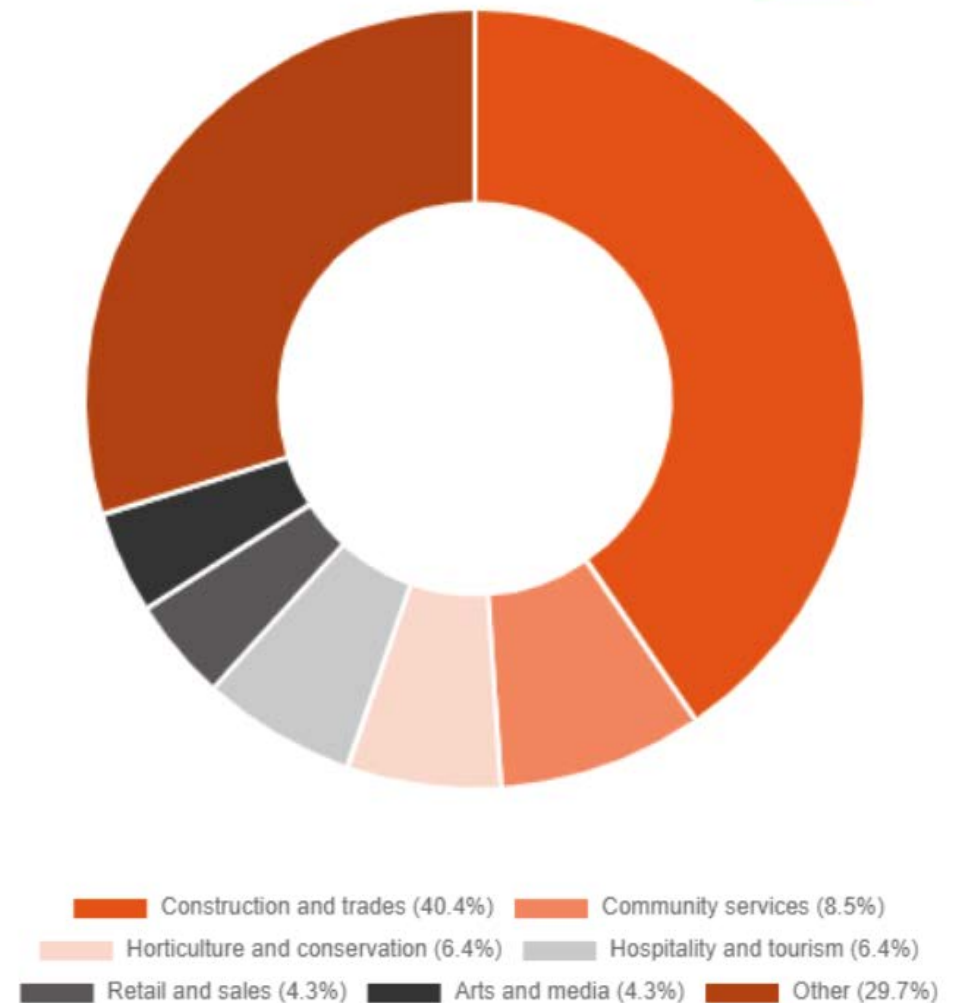
## Support for the next step

Across our Aspire and Pathways programs, a total of 52 people at risk of or experiencing homelessness achieved their work, volunteering or education goals with our support this year.

### Distribution of outcomes



### Employment outcome industries





# Pathways Connect

Digital inclusion is a vital component of many people's journey to homefulness.

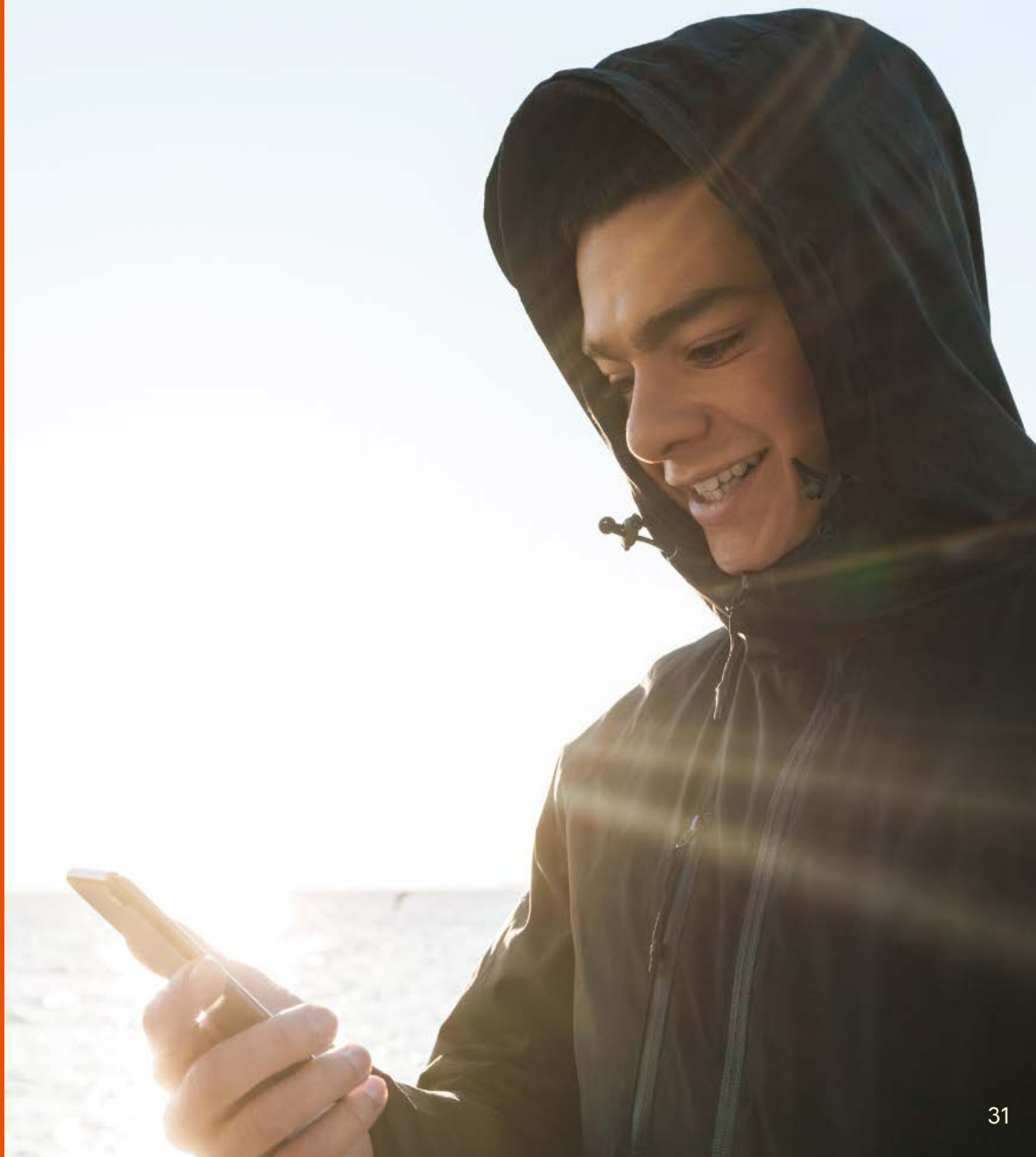
Having a smartphone or laptop enables people to access services, apply for work, reconnect with loved ones, and reach out for help if they need it.

The continuation of our Pathways Connect program this year provided 56 people with a smartphone or laptop, along with support to set up and troubleshoot their device.

We also provide a free mobile phone charging station in the Centre to help people who are sleeping rough. This empowers independence, security and community connections.

**“When I got my new phone, the first person called was my brother... He was over the moon!”**

– Jackson\*



# Skills, confidence & connections



"When I was at my  
lowest point, the care  
I got at Hutt St  
helped me get back  
on my feet."

– Drew\*



## We all deserve to belong



**328**

people joined a social group or community engagement program.



**606**

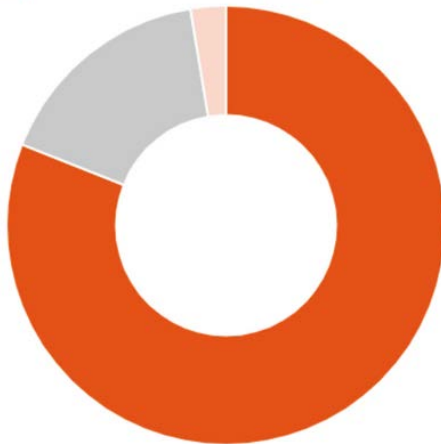
visits to our Creative Hub by **142 people**.



**89%**

growth in visits and **49% growth** in visitors to the Creative Hub this year.

### Participation in Creative Hub



Art (81%) Music (16.4%) Creative writing (2.6%)

### Most popular Pathways groups



The Big Issue Street Soccer (28.2%) Book Club (24.2%)  
Gang Greens Street Maintenance (16.3%) Veggie Gardening (16.2%)  
Women's Group & Ignite (12.2%) Cooking Classes (2.9%)

## Giving back

With up to 40,000 meals served in our dining room every year, planning healthy meals relies on access to plenty of fresh produce. Thankfully, the Pathways Gardening Group has found a creative solution – right in our own backyard.

Since early 2022, group members have been growing and harvesting fresh herbs and vegetables from Hutt St Centre's very own garden.

Mitch\*, who takes part each week, shared:

**“I’m always happy when I’m in the garden. I like thinking about what the plants need, and how you can see the seasons changing by what we plant and harvest.”**

The group has harvested several kilos of fresh carrots, lettuce, spinach and lemons which have been supplied to Hutt St Centre's kitchen for our meal service.

Surplus stock is also shared with our friends and neighbours at nearby cafes, including Parco and Biga, to thank them for always providing a warm welcome to our clients, volunteers and staff.

We are so grateful for our community's continued support, which provides innovative opportunities like this for people to rebuild their confidence, skills and community connections.





# Meeting women's needs

Taryn Brumfitt,  
body image advocate  
and Hutt St Centre  
Ambassador, shared her  
journey to love the skin  
she's in with women in  
our Ignite program.



Based on a pilot Women's Group, the Pathways program launched Ignite in June 2022 – a private group designed specifically to support women at risk of or experiencing homelessness.

The group program runs monthly and offers a safe, comfortable and welcoming space, complete with soft furnishings, tea and coffee, and wellbeing activities.

Each session, participants are invited to share their stories, access resources, discuss health and housing needs with our team, and listen to guest speakers with expertise in setting healthy boundaries, improving body image, mindfulness, women's health, and more.

A pop-up shop also offers guests the opportunity to choose new clothing, toiletries, accessories and make-up, providing a much-needed sense of dignity to women doing it tough.

With around 42% of Hutt St Centre's clients reporting a history of family and domestic violence, the safety and confidentiality of participants is paramount.

The group is delivered by a dedicated team of female workers and volunteers with experience across a range of areas, from case management to career development.







**47**

women participated in the Women's Group and Ignite program.



**78**

women attended Pathways social groups and community activities.



**29%**

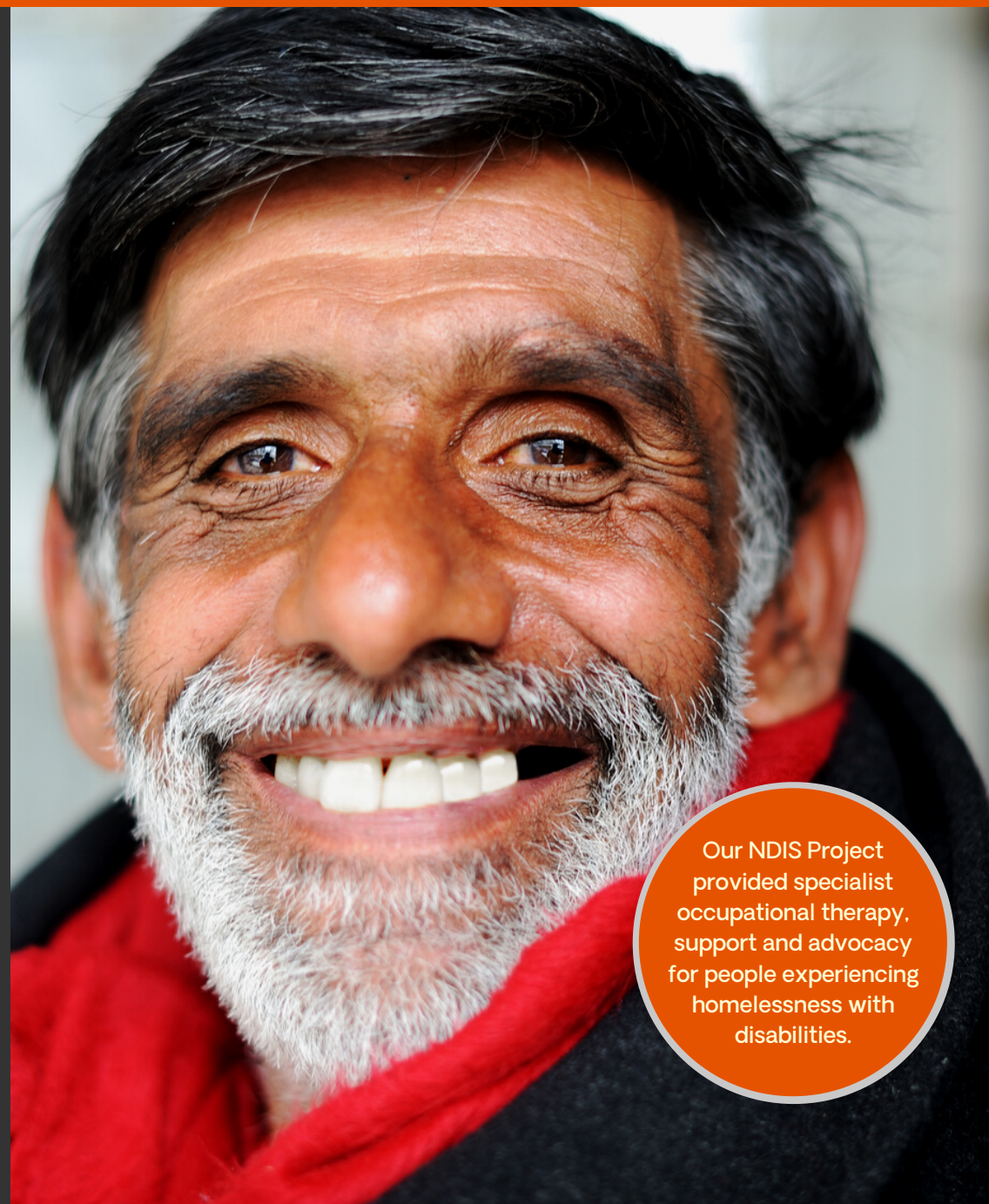
of Pathways participants identify as female.

**“I’ve had a tough few months and I don’t have any other support... so I feel like this group is exactly what I need.”**

– Lucy\*, Ignite participant



# Supporting independence



Our NDIS Project provided specialist occupational therapy, support and advocacy for people experiencing homelessness with disabilities.



From September 2020 until June 2022, Hutt St Centre delivered an NDIS Project funded through the Commonwealth Department of Social Services' Information, Linkages and Capacity Building program. The project aimed to support people with a disability who were at risk of or experiencing homelessness to connect with the National Disability Insurance Scheme and access occupational therapy supports to improve their independence. Congratulations and thank you to the project team who delivered these outstanding results and improved daily life for dozens of people experiencing homelessness with a disability.



**60**

referrals accepted to support people with disabilities.



**69**

occupational therapy assessments to support people's goals.



**152**

hours of advocacy on behalf of people with disabilities.



**28**

people improved independence with free training and equipment.



**16**

people received support to successfully connect with NDIS.



**\$1.3m**

in NDIS funding secured to support people's independence.



**42%**

improvement in people's ability to achieve their daily goals.



**37%**

increase in people's satisfaction with achieving their goals.

## When is a house a home?

When Evan\* began participating in Hutt St Centre's Occupational Therapy program, he'd moved into a new place but he still didn't feel at home. He showed little interest in joining social activities and told us he was struggling to find a sense of purpose.

But with support from Occupational Therapist, Gabrielle, Evan began planning his goals for the future. Top of the list was creating a garden where he could grow his own herbs and vegetables.

Everything Evan needed to get set up was supplied through our NDIS Project to help build his capacity, engage in meaningful activity, and achieve his goals for living independently.

Gabrielle says, "Evan's garden is flourishing and he's already sharing homegrown lettuce with his neighbours."

**"Most importantly, he's happier,  
more connected and more hopeful  
for the future."**

Evan's story shows that a home is so much more than a roof over your head.

Homefulness is the feeling of safety, control and confidence that comes from having a place to call home. And it's a right that everyone deserves.





# Champions of change



"Apart from when  
my kids were born, this  
is the best day of my life.  
I don't know if I could've  
got here without Andy  
cheering me on."

– Marianne\*

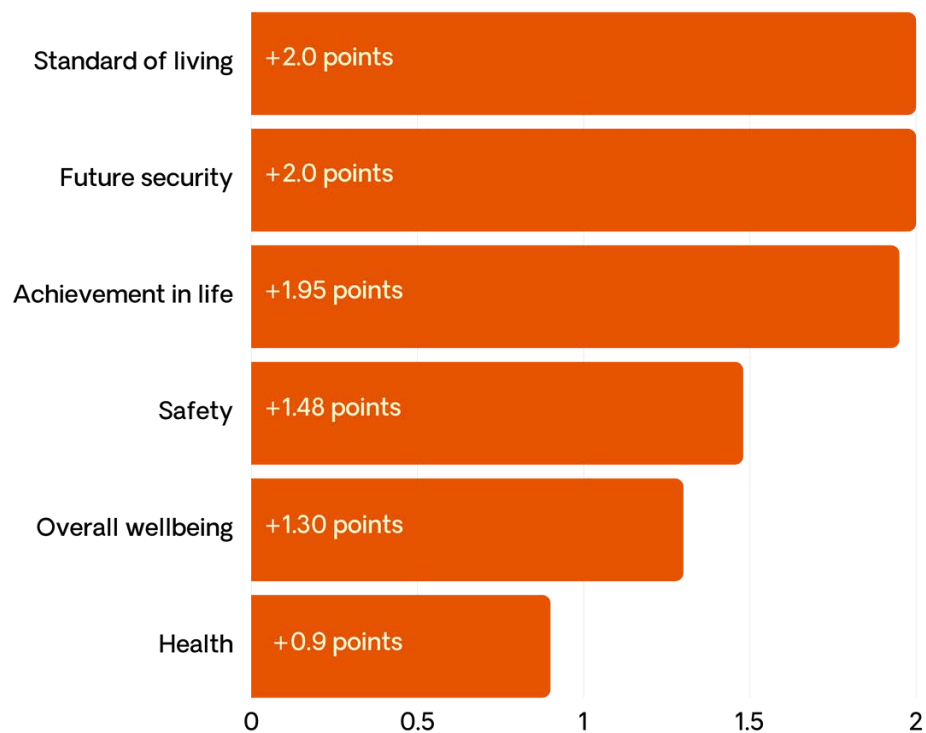


Case managers who work in the homelessness sector play a vital role in helping people identify their needs, develop skills, and achieve their goals on the journey out of homelessness.

Often the most important aspect of this support is simply being beside someone to provide encouragement, advice and a listening ear.

People who receive case management through Hutt St Centre take part in a survey called the 'Personal Wellbeing Index'. This measures each person's satisfaction in six key domains before, during and after their journey through case management.

On average, people who received case management support scored themselves higher in the following areas:





## Someone to walk alongside you

Case management is a tough job, and many of the hardest parts go unseen. But the little things can make a huge difference for people on their journey out of homelessness. Having someone around who believes in you. A friendly ear to listen, or just to ask how you're doing. These conversations help people know they're not alone.

When case manager Natalie met with Elise\*, she was seeking support after being released from prison. They started with the basics – helping Elise adjust to life on the outside again.

“At first, Elise found it overwhelming,” Natalie said. “She'd forgotten how to be in a shop or how to place an order... Those everyday things we all take for granted.

“After picking Elise up, our first stop was Hutt St Centre where our Pathways team set her up with a phone.

“Then we got to see her mum, brother, sister-in-law and nieces, one of whom she was meeting for the very first time. It was very emotional and I'm so glad I got to be a part of that process.

“Elise and I have a lot to work towards but, right now, it's all about processing changes and getting her back on her feet.

**“I couldn't be more excited to work with Elise and see where this next stage of life takes her.”**

These might seem like simple gestures, but Elise will no doubt look back on this moment and think: “I really needed that kindness.”

Best of all, Natalie had managed to find accommodation that Elise could move into immediately, which actually enabled her to qualify for early release.

So well done to Natalie and to all our case managers, whose relentless work often goes unseen – but never unnoticed.





# Homefulness



"I came here  
because I wanted  
a fresh start... and  
I've finally found it.  
Thank you so much."

– Max\*



Homefulness is the feeling of safety, control and connection 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.

Throughout the 2021-2022 financial year, 169 people were supported into homefulness. While this represents a significant step on the journey out of homelessness for many people, several factors have contributed to an overall decline in the number of clients supported into housing this financial year.

The closure of two key case management programs – Eastern Adelaide Generic Homelessness Service and COVID-19 Emergency Accommodation for Rough Sleepers – at the end of the previous financial year, combined with a pause in intake to the Aspire program, resulted in a 26% decrease in people finding long-term housing year-on-year.

Another contributing factor to this decline is the severe shortage of affordable housing across South Australia. The South Australian Council of Social Services estimates there are currently 16,000 people\* on the state's waitlist for public housing and, as of June 2022, Adelaide has a private rental vacancy rate of just 0.4%.\*\*

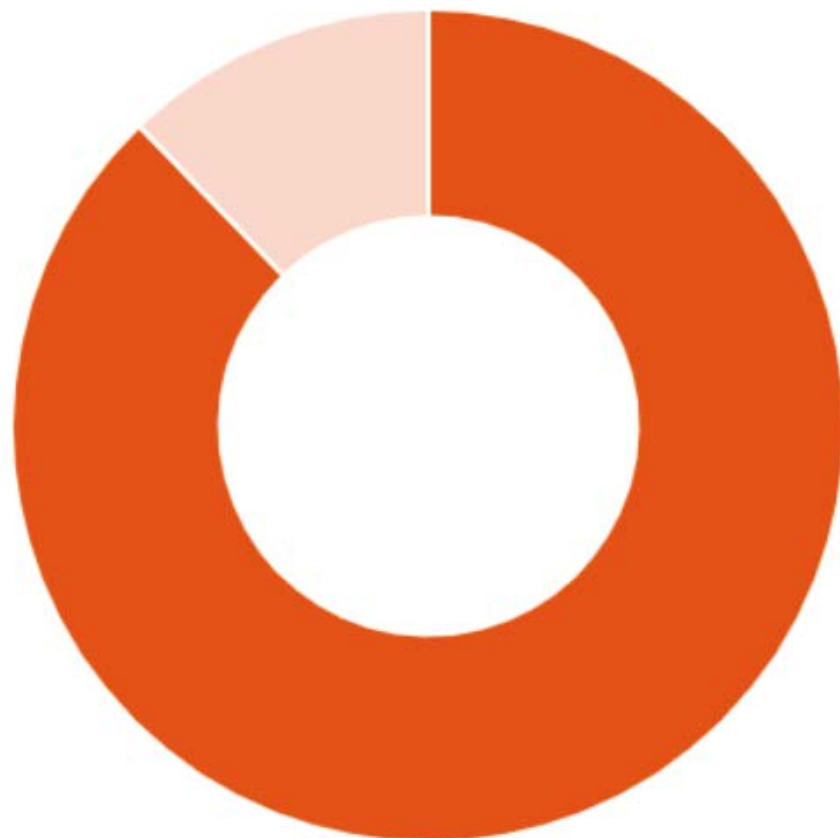
The short supply of available housing is also less affordable than ever, with average rental costs in Adelaide rising by 16%\*\* over the financial year. These are some of the key challenges we face in supporting our clients on their journey to homefulness.

\* South Australian Council of Social Services

\*\* SQM Research



## Public vs community housing outcomes



Public and other housing (87.8%) Community housing (12.2%)

## Housing outcomes by program



Aspire (53.3%) Aged City Living (22.5%) Aspire X (12.3%)  
Toward Home Resolve (10.7%) Other (1.2%)



## Jessie and Tanya's journey to homelessness



# Toward Home, together



387 people found support through the Toward Home Alliance's Access program based onsite at Hutt St Centre.



Following a reform of South Australia's homelessness sector in the 2020-2021 financial year, a new alliance model was introduced to provide crisis case management for people at risk of or experiencing homelessness.

From 1 July 2021, Hutt St Centre partnered with the Toward Home Alliance to provide onsite support so people seeking help at the Centre could connect with the Alliance's Access and Resolve programs.

Based on the success of this partnership, Hutt St Centre joins the Toward Home Alliance as a formal partner from 1 July 2022 to complement and extend the breadth of expertise and services offered by the Alliance.



**387**

people found support through the Access program at Hutt St Centre.



**140**

people were referred to specialised support to help achieve their goals.



**34**

people received crisis case management through the Resolve program.



**31**

people found emergency accommodation to get safely off the streets.

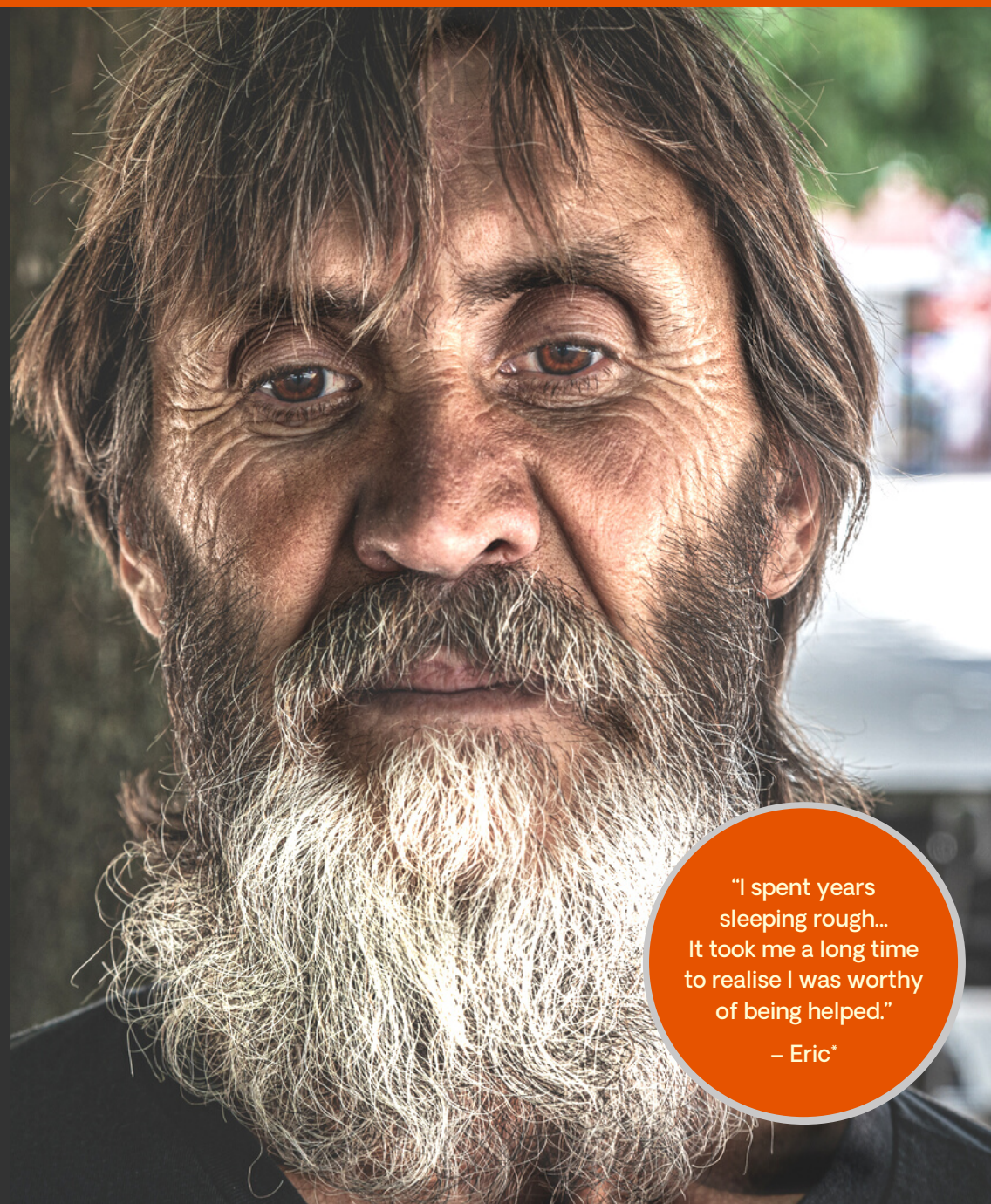


**18**

people got support to find ongoing accommodation on the journey to homelessness.



# Aged City Living



"I spent years  
sleeping rough...  
It took me a long time  
to realise I was worthy  
of being helped."

– Eric\*



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, volunteering and housing opportunities, connection with vital services, social groups to rebuild confidence, and connection with allied health to develop independent living skills.

Reducing the risk of social isolation ensures people stay happy, healthy and in their homes for longer.

**“After pausing some activities during COVID restrictions, it’s so good to get out and about again.**

**Giving people the opportunity to connect with each other and the community is what Hutt St Centre is all about.”**

– Kirsty, Lifestyle Coordinator



ACL group members take part in weekly activities and excursions to help stay socially connected and part of a broader community.



**112**

older people received professional support to help rebuild their lives.



**38**

older people found a permanent home with our support.



**19%**

growth in the number of older people supported to find accommodation.



**3,153**

hours of social support provided through Lifestyle groups.



**29**

people found a sense of belonging and the chance to reconnect.



**48%**

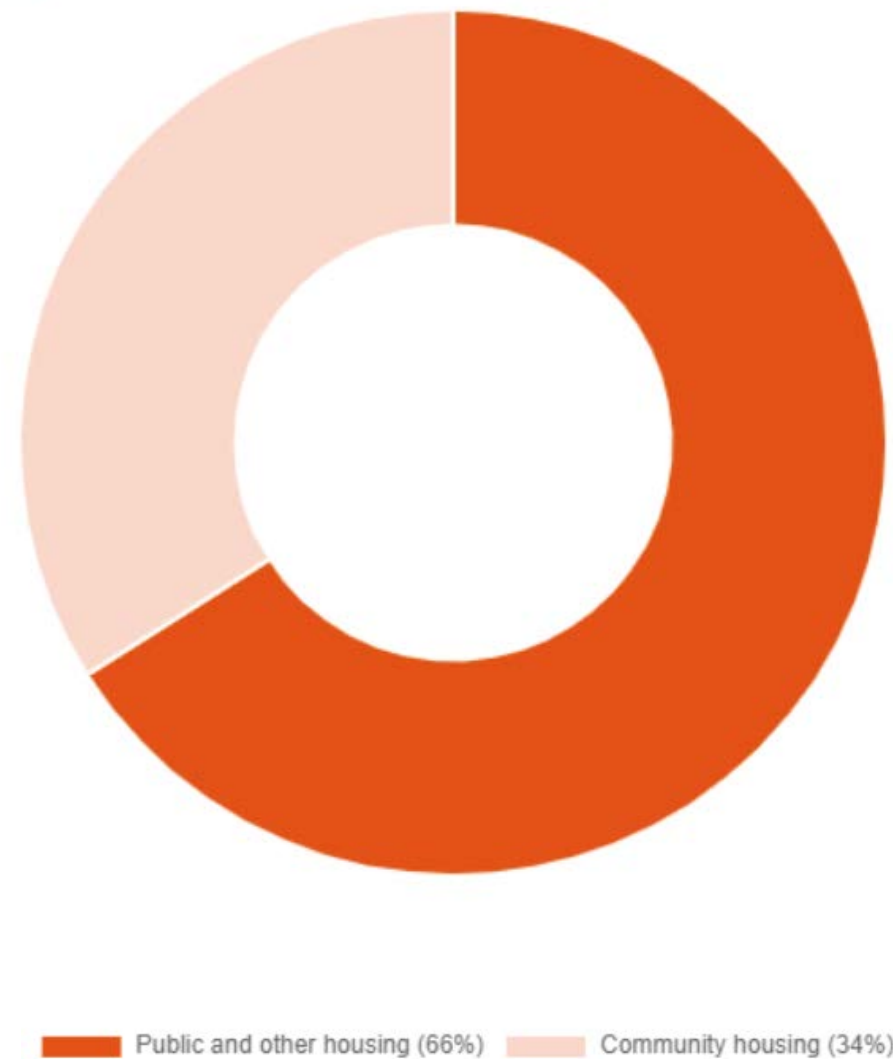
of people taking part in Lifestyle groups were aged over 70.



**Age of Lifestyle  
group participants**



**Aged City Living housing  
outcomes by type**



## Better days ahead for Max

Max\* grew up in rural NSW and had an incredibly traumatic upbringing, suffering abuse at the hands of both his family and in state care. These experiences left him struggling with lifelong mental health challenges.

After suffering alone for decades, Max made his way to Adelaide to try and escape his past life. But with no money and no connections, he was soon facing the dangerous streets alone.

"Every night, I didn't know where I'd be sleeping. A secluded spot was the best I could hope for... One night I was robbed while sleeping rough. They broke my rib and stole everything I had left."

Aged in his 60s, Max wondered how long he could last – until he found Hutt St Centre. And though he appreciated the meals, showers, and medical care, it was the warm welcome that made all the difference.

**"I always knew I was welcome at  
Hutt St, they never judged me."**

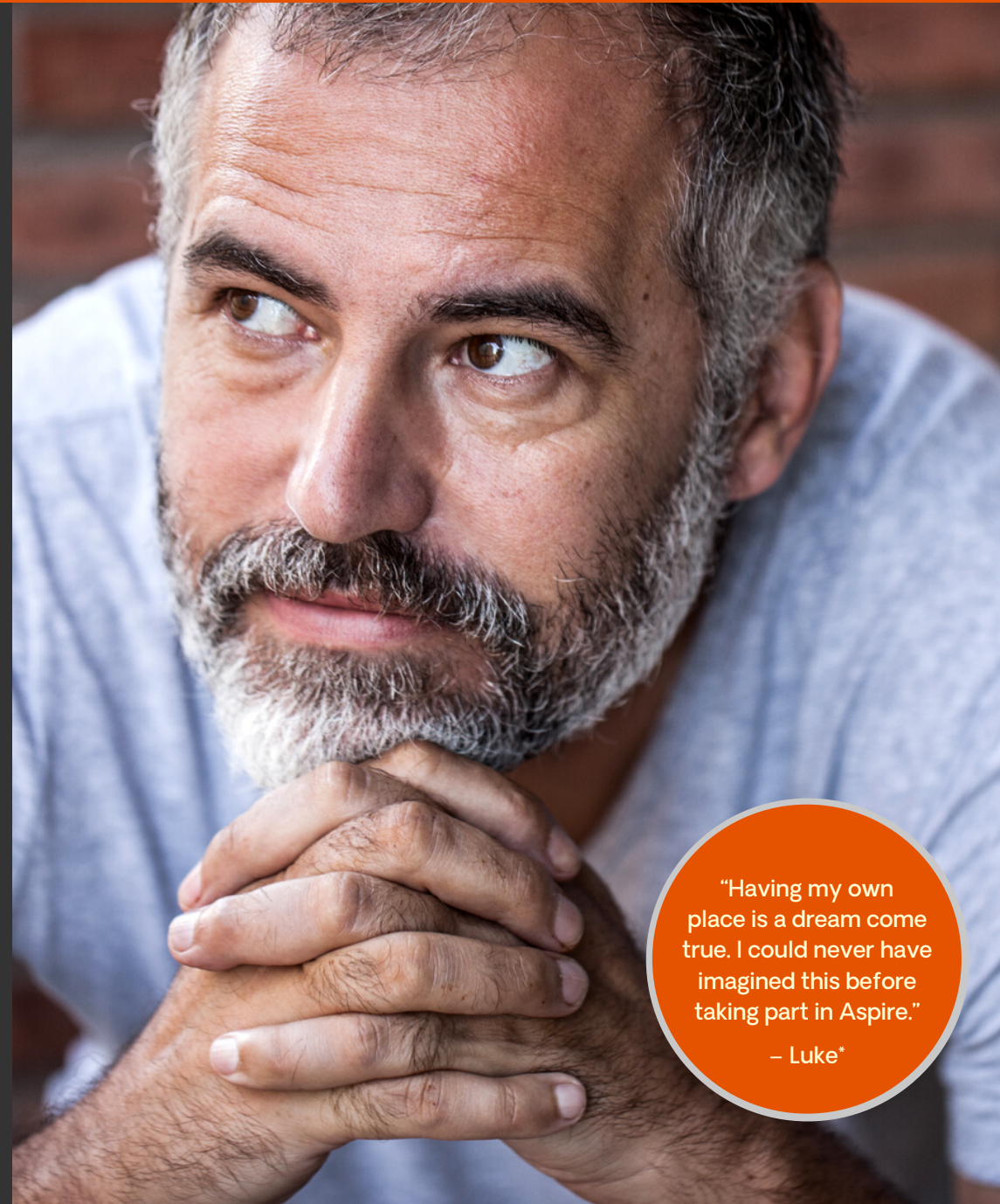
With the help of his case manager, Max found a safe and permanent home and soon got connected with mental health support. Now they're working together on getting Max involved with some community activities to help ease his social isolation.

"Thank you for everything you've done for me... I came here for a fresh start and I've finally found it."





# Aspire



"Having my own place is a dream come true. I could never have imagined this before taking part in Aspire."

– Luke\*



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

Delivered by Hutt St Centre in partnership with Social Ventures Australia and the Government of South Australia, the Aspire program represents a landmark change in the way homelessness services are provided in South Australia.

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

Intake for the Aspire program temporarily paused at the end of the previous financial year in line with the social impact bond model. However, additional funding from the State Government enabled an extension of the program from December 2021.

Then in April 2022, a change of State Government resulted in further dedicated funding to help us build the Aspire X program, delivering results beyond the initial scope of the SIB model.

Despite these changes, the program continued to deliver positive outcomes for people at risk of or experiencing homelessness, as well as for the broader community.

We are now exploring future opportunities for an ongoing Aspire program.

*Please note: Due to funding arrangements, Aspire Social Impact Bond and Aspire X results are reported independently.*





## Overall Aspire results



**575**

people at risk of or experiencing homelessness received long-term support to rebuild their lives.



**86.2%**

of Aspire program participants have been supported to maintain their tenancy long-term.



**388**

people have been helped to secure ongoing housing since the Aspire program began.

## Aspire 2021-2022 results



**199**

active Aspire participants accessed long-term support.



**90**

people were assisted to secure ongoing housing.



**25%**

increase in total housing offers occupied year-on-year.



**38**

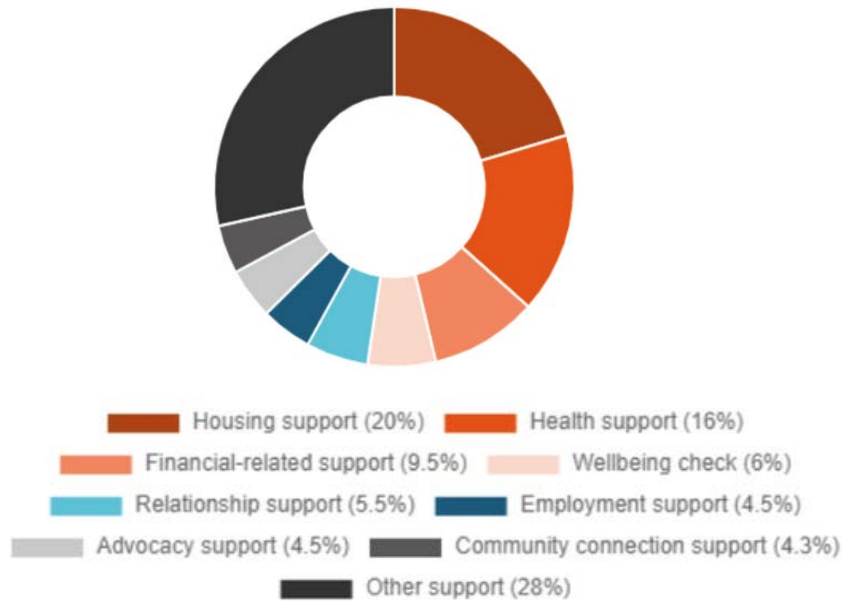
people achieved their work or study goals.



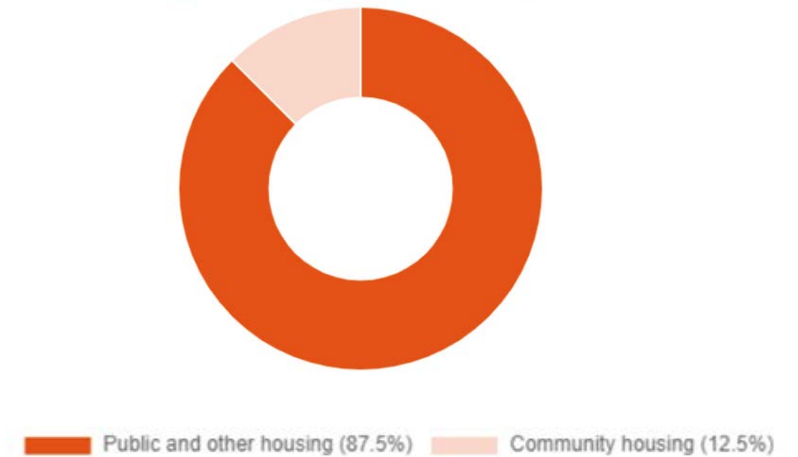
**13**

people found meaning through new volunteer opportunities.

## Types of support provided



## Aspire housing outcomes



## Aspire X results (December 2021 – June 2022)



49

people received intensive support through Aspire X.



21

people were assisted to secure ongoing housing.



2

people received support to find meaningful employment.

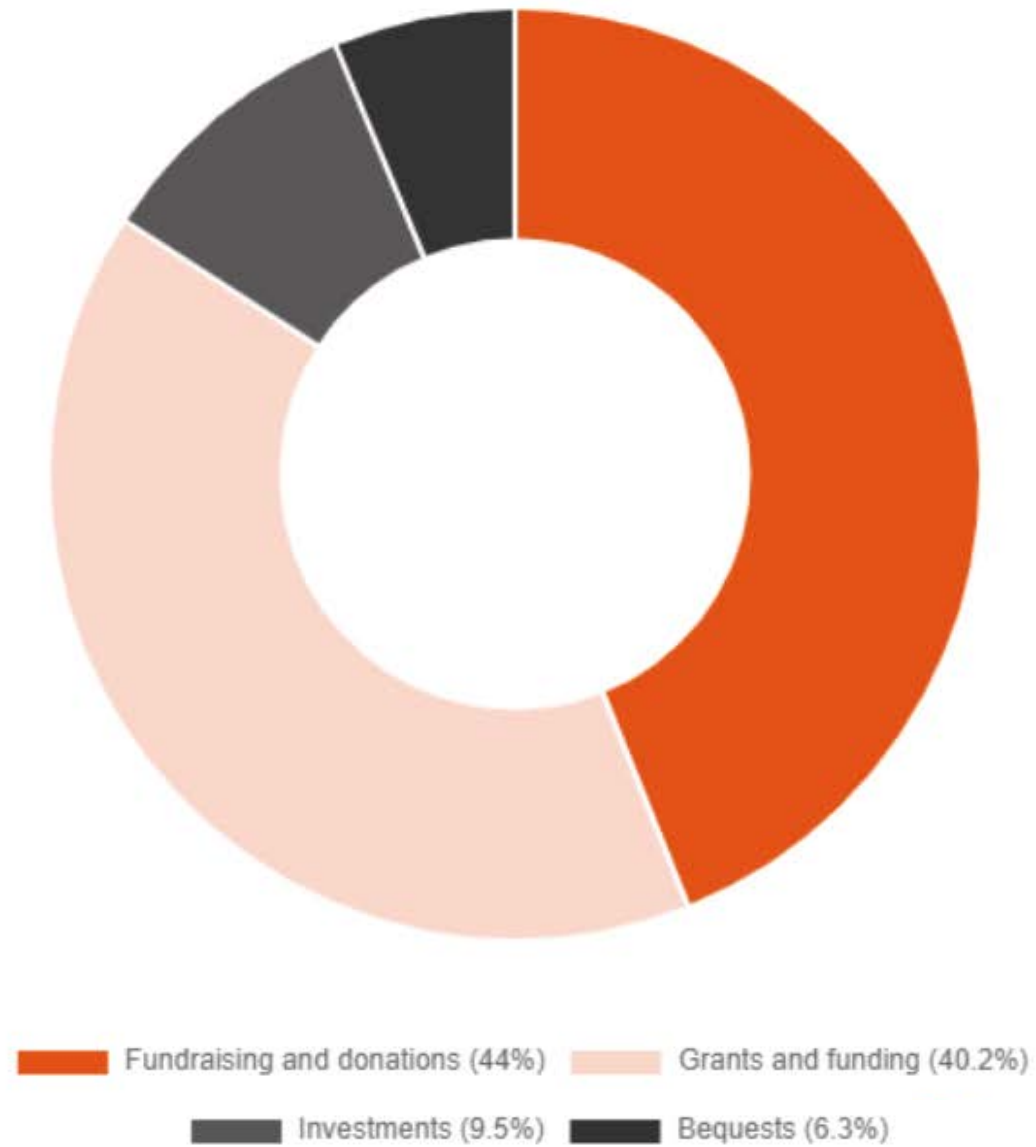


# Finances



The generous support of our community enables Hutt St Centre to provide up to 40,000 healthy and delicious meals each year.

## Revenue





# Income statement

Pastoral Care  
volunteers like  
Chris provide a warm  
welcome and a listening  
ear to support people  
through tough times.



	2021/22	2020/21
	\$	\$
<b>Revenue</b>		
Grants & funding	2,980,986	5,121,675
Sales & fees	720	1,962
Fundraising and donations	3,255,078	3,906,263
Bequests	467,028	281,094
Investment Income & Profit / (Loss) on Sale of Assets	705,494	89,474
<b>Total Revenue</b>	<b>7,409,305</b>	<b>9,400,468</b>
<b>Expenses</b>		
Employee Benefits Expense	(4,509,163)	(5,410,646)
Depreciation and Amortisation Expense	(195,476)	(144,343)
Other Expenses	(1,986,569)	(2,193,235)
<b>Total expenses</b>	<b>(6,691,208)</b>	<b>(7,748,224)</b>
<b>Surplus</b>	<b>718,097</b>	<b>1,652,243</b>
<b>Net Fair Value Gain / (Loss) on Financial Assets</b>	<b>(959,608)</b>	<b>1,491,206</b>
<b>Net Surplus / (Deficit)</b>	<b>(241,511)</b>	<b>3,143,449</b>



# Statement of financial position



Monthly Town Hall Meetings at Hutt St Centre are a chance for people to find out what's happening in the community and provide feedback.

	2021/22	2020/21
	\$	\$
<b>Current Assets</b>		
Cash and Cash Equivalents	2,878,888	3,044,489
Receivables	18,725	19,782
Other	226,072	90,973
<b>Total Current Assets</b>	<b>3,123,685</b>	<b>3,155,244</b>
<b>Non-Current Assets</b>		
Financial Assets	6,342,438	7,118,035
Property, Plant and Equipment	3,462,559	3,135,112
<b>Total Non-Current Assets</b>	<b>9,804,997</b>	<b>10,253,147</b>
<b>Total Assets</b>	<b>12,928,682</b>	<b>13,408,391</b>
<b>Current Liabilities</b>		
Trade and Other Payables	198,642	333,516
Amounts Received in Advance	253,900	349,563
Provisions	484,411	488,291
<b>Total Current Liabilities</b>	<b>936,953</b>	<b>1,171,370</b>



## Non-Current Liabilities

Provisions	108,470	112,252
<b>Total Non-Current Liabilities</b>	<b>108,470</b>	<b>112,252</b>
<b>Total Liabilities</b>	<b>1,045,423</b>	<b>1,283,622</b>
<b>Net Assets</b>	<b>11,883,259</b>	<b>12,124,769</b>

## Equity

Retained Earnings	11,711,643	10,993,545
Reserves	171,617	1,131,225
<b>Total Equity</b>	<b>11,883,260</b>	<b>12,124,770</b>

# Statement of cash flows



During the pandemic, our supporters have embraced a virtual twist on Hutt St Centre's annual Walk a Mile in My Boots Challenge.



	2021/22	2020/21
	\$	\$
<b>Cash Flow From Operating Activities</b>		
Receipts from Donors, Grants, etc.	6,557,007	9,573,656
Payments to Suppliers and Employees	(6,616,509)	(7,795,730)
Investment Income	507,564	278,704
<b>Net Cash Provided by Operating Activities</b>	<b>448,062</b>	<b>2,056,630</b>
<b>Cash Flow From Investing Activities</b>		
Proceeds from Sale of Property, Plant and Equipment	48,181	2,864
Proceeds from Sale of Investments	841,548	150,000
Purchase of Property, Plant and Equipment	(527,141)	(2,565,776)
Purchase of Investments	(976,250)	(592,273)
<b>Net Cash Used in Investing Activities</b>	<b>(613,662)</b>	<b>(3,005,185)</b>
Net Increase / (Decrease) in Cash Held	(165,600)	(948,555)
Cash at Beginning of Financial Year	3,044,489	3,993,044
<b>Cash at End of Financial Year</b>	<b>2,878,889</b>	<b>3,044,489</b>

# Our people

Pathways team member, Barbara, helps people rebuild their confidence and develop new skills so they can rebuild their lives.





## Governance

The Board of Directors oversees 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 ensuring we adhere to the Vision, Mission and Values of the Daughters of Charity, which are at the heart of Hutt St Centre. We thank the following people for volunteering their time and expertise to help advance our vision of ending homelessness.

### Board members



**Tim O'Callaghan,  
Chair**



**Peter Hoban,  
Deputy Chair**



**Andrew Cohen**



**Mark Hall**



**Sister Debra  
McCarthy DC**



**Noon McNamara**



**Heather Parkes**



**Sean van der Linden**



**Campbell Mackie  
(resigned May 2022)**



**Richard Amato  
(joined April 2022)**

## Sub-committees

### Foundation



Chaired by  
Mark Hall

### Finance, Audit and Risk



Chaired by  
Sean van der Linden

### Governance, Nomination and Review



Chaired by Heather  
Parkes

### Investment



Chaired by Paul Kirchner  
(July 2021-May 2022),  
Mark Hall (June 2022)

### Homefulness



Chaired by  
Andrew Cohen



## Community voices

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

### Our Patron

- His Excellency the Honourable Hieu Van Le AC (until Aug 2021)
- Her Excellency the Honourable Frances Adamson AC (from Dec 2021)

### Our Ambassadors

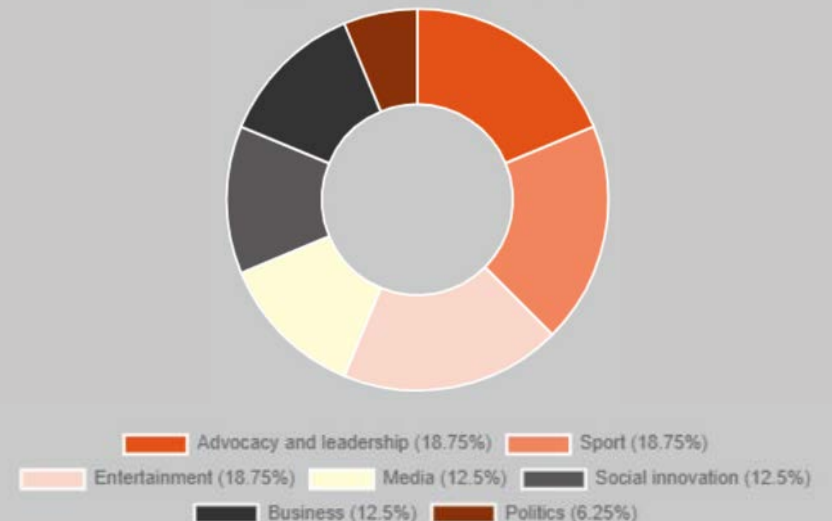
- Ali Clarke
- Amanda Blair
- Hon Amanda Vanstone AO
- Bernard Booth
- Bruce McAvaney OAM
- Hon Greg Crafter AO
- Hayley Pearson
- Henry Hunt
- Katrina Webb OAM
- Lainie Anderson
- Jim Whiting OAM
- Justin Westhoff
- Matt Tarrant
- Simon Bryant
- Taryn Brumfitt
- Vicky Welgraven AM



16

Ambassadors representing Hutt St Centre across a diverse range of networks and industries.

### Ambassador spheres of influence



## Our volunteers

Hutt St Centre's volunteers are critical to our success. We wouldn't be able to achieve what we do without their enthusiasm, compassion 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.

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

Volunteers also support 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.



Nearly 300 volunteers like Paula provide a helping hand across our health and wellbeing services, Pathways program and Advocacy campaigns.



**295**

people volunteered across eight different areas at Hutt St Centre.



**64%**

of volunteers regularly assist with meal preparation and service.



## Recognition of service

We appreciate everyone who dedicates their time and skills to Hutt St Centre.

We are particularly lucky to have many long-standing staff who have worked alongside us for ten years or more.

A special thank you and congratulations to the following people:

### 10 years or more

- Ted Setnikar
- Paul Barrett
- Vicky Ainsworth
- Gemma Shepard

### 15 years or more

- Carmel Rizzotto
- Zorica Stefanovic



Wellbeing team member, Paul (right), has provided more than 10 years of service to help people experiencing homelessness.



# Partners & supporters

Every August, a passionate group from the McLaren Vale and Willunga communities walk 50km to help raise funds for people doing it tough.





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

Together, we walk alongside people as they rebuild their lives, rediscover their identity, and reconnect with loved ones on their journey to homefulness.

Thank you for ensuring our doors remain open to everyone in need of a warm welcome.

With more people than ever facing the risk of homelessness in our community, 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 2021–2022 financial year.



Generous supporters like SA Power Networks Employee Foundation help ensure our service are available to people when they need them most.

## **Aged City Living**

- Department of Health, Australian Government

## **Aspire**

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

## **Wellbeing and Pathways**

- City of Adelaide
- Wyatt Trust
- Catholic Charities
- Government of South Australia

## **Toward Home Alliance**

- Luthern Care
- Baptist Care SA
- Mission Australia
- The Salvation Army
- Sonder
- SA Housing Authority, Government of South Australia

## **Individual Capacity Building (NDIS Project)**

- Commonwealth Department of Social Services

## **Major Partners**

- Australian Gas Networks
- Bartons
- REDARC
- SA Power Networks Employee Foundation

## **Supporting Partners**

- Alexander Symonds
- Burbank
- Customs Agency Services
- ElectraNet
- William Buck

## **Walk a Mile in My Boots Partners**

- Beyond Bank Australia (Major Partner)
- Nova919
- FIVEaa
- Network 10
- CMI Toyota
- Bartons
- Australian Gas Networks



**“I can’t express the gratitude  
I feel for the difference  
you’ve made in my life...**

**You’ve helped me  
through the hardest days  
I’ve ever faced and shown  
me life can be better with  
the right support.”**

**– Neil\***



# Contact us

Each month,  
Hutt St Centre  
welcomes more than  
850 people through our  
doors on their journey  
to homefulness.





A work of the Daughters of Charity

# Hutt St Centre

end homelessness

Enquiries regarding Hutt St Centre's 2021-2022 Annual Report may 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](mailto:hello@huttstcentre.org.au)

ABN: 75 055 179 354



Certificate of  
Accreditation,  
Australian Service  
Excellence Awards



Registered Charity,  
Australian Charities  
and Not-for-profits  
Commission



Fundraising  
Institute of Australia,  
Organisational  
Member

## Help end homelessness

The stories and outcomes shared in this report are made possible by Hutt St Centre's generous community. To donate and help make a life-changing difference for people doing it tough in South Australia, please visit [huttstcentre.org.au/donate](https://huttstcentre.org.au/donate)

Donate >>

[huttstcentre.org.au](https://huttstcentre.org.au)

@HuttStCentre

#EndHomelessness



\* With respect to the many people who have kindly shared their experiences with us, names and images have been changed throughout this publication to maintain their privacy. Thank you for understanding.