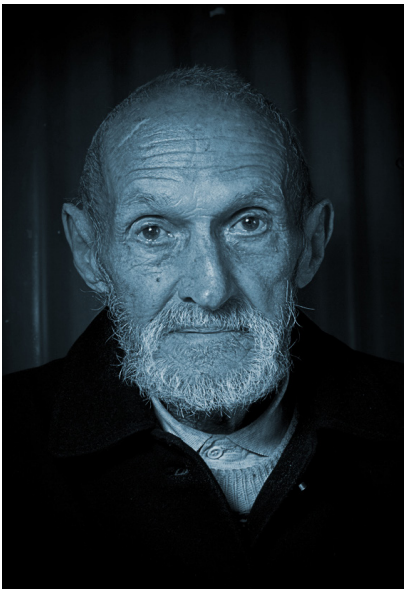


Hutt Street Centre Annual Report

2011—2012



A Work of the Daughters of Charity



Photograph: McGuinness Portraits

"I came to Australia as a Ten Pound Pom in 1952 and haven't seen my family since, though I used to send money back to Mum. I'm 84 now and in that time I've travelled all around Australia working in mining and road camps. They were no place to take a woman or raise children so I've never had a family of my own..."

"In the '70s I moved to Adelaide because they were cutting back on jobs for the older men in the mining towns. Since then I've always shared boarding houses with other men. Now they are all much younger than me, and there are lots of mental health problems..."

"Every morning I get up at 5am so I don't lose my motivation. After a cuppa and a smoke, I head down here because everything I need is here. Hutt Street's the best thing that's ever happened to me."

Norman Alfred Beer, 2011

rebuilding lives

huttST
CENTRE



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Our **vision** is for a society where each person is respected and encouraged to reach and sustain their full potential in a healthy, safe and inclusive community.

From the Chair and CEO

Organisations are best judged not by what they accomplish in good times but on how they manage and move forward in challenging times. This has been another challenging year for the South Australian economy but once again our clients, staff and volunteers have demonstrated just how resilient they are.

Our projected outcomes and key performance indicators have been achieved and, more importantly, quality services and care have been delivered with compassion, using creative solutions, strategic thinking, expert advice and 'tons of energy'.

The demand for services continues to be strong in an economic climate where there are fewer resources available. In fact, we continue to see 50 new clients each and every month.

'Rebuilding lives'

In many ways we are fortunate at Hutt Street Centre (HSC) because we are a dedicated frontline agency working with only one purpose: to reduce homelessness. We do this by being a 'client-centred organisation'. 'Rebuilding lives' is our tag-line, but we do more than this. We are also about saving lives, changing lives, valuing lives and encouraging lives.

In this Annual Report, you will see a number of stories relating to our client group and the types of services provided. We have had our ups and downs through the tragic loss of a number of our clients, coupled with many positive and uplifting experiences.

We would like to thank our key stakeholders for their continued support of the Centre. Our partnership with both Red Cross and the St Vincent de Paul Society received a commendation from the Australian Government for 'Excellence or innovation in partnerships in delivering services' at the 2012 National Homelessness Achievement Awards. Our partnerships extend beyond these two wonderful organisations to
cont. overpage



CEO Ian Cox



Chair Chris Lemmer AO

"...we continue to see
50 new clients each
and every month."

Services overview

Our **Mission:**

Hutt Street Centre, a work of the Daughters of Charity, affirms the dignity and rights of each person.

Our work is to confront the causes and manifestations of homelessness by:

- preventing it at the source
- addressing its manifestations
- reducing its reoccurrence

Hutt Street Centre is a safe place of hope, warmth and belonging, providing essential and professional services to meet the needs of homeless and vulnerable people in the inner city and eastern region of Adelaide.

In 1954, the Daughters of Charity were invited by the Archbishop of Adelaide to work with the homeless population. Since then, Hutt Street Centre has evolved from a caring ministry providing food to the hungry into a professional service with a multi-faceted approach in addressing homelessness and helping to rebuild lives.

This past year, HSC in partnership with Red Cross successfully provided professional on-site and outreach services to the city's homeless population.

As a result, HSC remains the leading agency for the provision of services within the region, with Red Cross responsible for Intensive Tenancy Support.

Core services

- Meals (breakfast, morning tea, lunch)
- Showers
- Laundry facilities
- Locker facilities
- Clothing and material assistance
- Mail collection

Social development programs

- CREATE Space
 - literacy, numeracy, photography, health and fitness, first aid, cooking, communications, job seeking, budgeting and life education
- Volunteering program
 - including 'Gang Greens': an opportunity to maintain the local streetscape
- Kiikstart
 - employment and mentoring support

From the Chair and CEO

From previous page

incorporating the community sector, corporate Adelaide and the many mainstream (government) and specialist homelessness services (not for profit agencies) who all work with homeless people.

We have many challenges ahead in the coming 12 months as we have another potential tender for the Eastern Adelaide Homelessness Service; we continue to find and secure funding for our Meal and Day Centres which are predominantly funded through our fundraising events; we monitor the impact of the new Modern Awards which will place even more pressure on our budgets—and we keenly await the establishment of the Australian Charities and Not for Profit Commission.

The Board has just embarked on a new Strategic Plan for 2012-2015. We have a 'blue sky' vision in terms of delivering service excellence through building sustainable infrastructure which we believe will challenge the

Eastern Adelaide Homelessness Service

- Intake and assessment
- Social Work and Case Management
- Home and Community Care (HACC) services
- Aged City Living program
- Boarding House Outreach Program
- Supportive Housing Program
- Intensive Tenancy Support Program (Red Cross)

Access to visiting professionals

- Medical
 - Royal District Nursing Services (RDNS)
 - GP services
 - Dental Screening Clinic/Emergency dental treatment
 - Mental Health Clinic
 - Podiatrist
 - Urologist
 - Hep C Clinic (SA Health)
- Aboriginal Drug and Alcohol Outreach program (DASSA)
- No Pulgi - Aboriginal Health Outreach Service Centrelink (Community Service Unit)
- Housing SA
- Homeless Persons Legal Clinic
- Commonwealth Ombudsmans Office
- Centrelink
- Street to Home Service
- Financial Counselling Services

HSC's delivery hub is the **Day**

Centre which opens 7am to 1pm weekdays and 9am to 11am Sundays and public holidays.

- Around **150** people use the centre's services every day

In 2011/2012:

- More than **1800** people accessed services through Hutt Street Centre
- More than **1300** were referred to professional services programs
- HSC provided more than **48,000** meals

perceptions and goals of both homeless people and the community.

This will focus on delivering better and improved services within our Day Centre, as we look to become the first facility of this type in Australia to implement new accreditation standards parallel with those in the UK. We believe this is necessary to ensure our client group have the full range of services they require to achieve their exit from the cycle of homelessness.

On behalf of the HSC team (Board of Directors, Foundation, staff and volunteers) we look forward to 2012-2013, achieving more significant outcomes and continuing to reduce and eliminate homelessness. In closing, we would like to thank the Daughters of Charity for their continued guidance, wisdom and support, and wish everyone the best for the upcoming year.

Ian Cox, CEO

Chris Lemmer AO, Chair

Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.

Joel Barker, 'Futurist'

Governance

Organisational Values:

The core values of the **Daughters of Charity** and their works through the love of Jesus Christ urges us to:

- Respect each person
- *having a high regard for the worth and dignity of all*
- Provide quality service
- *responding to the needs of others in a caring and professional manner*
- Encourage simplicity
- *through honesty, integrity, transparency and clarity of focus*
- Advocate for the poor - *by lobbying, advocacy and supporting the cause of those most disadvantaged in our society*
- Value spirituality - *acknowledging love is inventive to infinity; innovative, imaginative and resourceful*

Hutt Street Centre is governed by a Board of Directors committed to preserving the spirit of the Daughters of Charity and their work supporting the most disadvantaged members of our community.

Fundraising activities are managed by a separate body: the Hutt Street Centre Foundation.

Hutt Street Centre Board

Chris Lemmer AO, Chair

Paul Tierney

Scott Connel

Len Cirillo

Megan Wood

David Meyer

Barbara Deed

Phil Donato OAM

Sister Gwen Tamlyn

Hutt Street Centre Foundation

Roger Orchard, Chair

Leon Saturno, Vice Chair

John Wyett, Secretary

Paul Kirchner, Treasurer

Phil Donato OAM

Judy Potter

Sophie Scott-Young

Andrew Killey

Michael Rogers

Patrons

Amanda Blair

Bruce McAvaney AO

Bernie Booth

Geoff Merrill

Hon. Greg Crafter AO

Hon. Amanda Vanstone

Brian Ferrari

Jim Whiting

Duncan MacGillivray

Archbishop Philip Wilson



Board members and HSC Admin Staff 2011:

Standing (from left) Phil Donato, Jon Munn (HSC Business Manager), Scott Connel, Barbara Deed, Len Cirillo, Ian Cox (CEO), David Meyer. Seated (from left) Paul Tierney, Chris Lemmer (Chair), Sister Gwen Tamlyn, Megan Wood.

Client Services

Eastern Adelaide Homelessness Service (EAHS)

This is a gateway service for people who are homeless or at risk of homelessness living in the Eastern region of Adelaide. The team have particular expertise in:

- working with a vulnerable population with issues of mental health, drug and alcohol misuse, social isolation, damaged and unhealthy relationships, unemployment, poverty and chronic illness
- locating and maintaining accommodation in public or private rental or boarding house accommodation
- assessing needs and supporting self-reliance for clients
- referring to and linking into other community services
- providing ongoing support

Home and Community Care (HACC)

The Aged City Living program provides comprehensive case management and support services to older people who are experiencing homelessness in or near the Eastern region of Adelaide.

The team works closely with men and women over 50 who have had experience of homelessness and are living in their own unit or a boarding house. As needs and abilities vary so much, so does the support provided to each person. The individual outcomes are also unique.

A snapshot of our HACC clients:

- 98% live alone
- 41% have no contact with family
- all have a government benefit as their primary income
- 12% live in a boarding house or hotel
- at the present time, two people are sleeping rough

The support provided can vary from coordinating services, providing encouragement and emotional support, advocacy, assisting in times of crisis and transition, linking in to social groups and dealing with end of life issues.

Staying well, staying put, overcoming setbacks, volunteering, choice, hobbies and interests, companionship, respect, growth, moving on, giving back, carers, lifelong stories, learning and achievement - all are words that have been used to describe what our support services can mean to our older clients. As part of this year's journey, people have moved into more suitable accommodation, been reunited with family, pursued interests and goals, cared for family members, travelled, had fun and grown older gracefully.

Hutt Street Centre's **Primary**

Homelessness Team, together

with Red Cross, manages the

Eastern Adelaide Homelessness Service.

In 2011 - 2012, the **Primary**

Homelessness Team provided:

- comprehensive Care Management and accommodation support to more than **620** individuals and families
- ongoing management support to more than **100** individuals who had been sleeping rough in parks or other improvised shelters

Home and Community Care

(HACC) programs include

Aged City Living support.

- In 2012, the **HACC** team supported **102** seniors to live independently in the community.

Client Services

Last night:

- Around **100,000** Australians had nowhere to call home
- **12,000** of them were children under 12
- **16,500** slept 'rough'
- **21,500** stayed in boarding houses and caravan parks
- **19,800** were offered short term crisis accommodation
- **46,800** relied on the generosity of relative and friends - 'couch surfing'

Source: 2011 Census

Australian Bureau of Statistics

"My case manager helped me immensely. I came to the Hutt Street Centre with no family, money or support and they stopped me from being on the streets."

Kim Lacey

"I wouldn't be living where I am without Hutt Street Centre's help."

Ian Meade

Boarding House Outreach

Hutt Street Centre's Boarding House Outreach Support Program (BHOSP) provides case management support to tenants of boarding houses in the Eastern Region and is a part of the Eastern Adelaide Homelessness Service. There are two full time Boarding House Case Managers supporting people to maintain their boarding house accommodation and assist them to find secure and longer term housing in the community.

Since 1 July 2011, the BHOSP staff have worked with 60 clients. 18% of clients are from non English cultural backgrounds and the program continues to see a disproportionately low number of Aboriginal clients due to a lack of family accommodation in boarding houses and restrictions on visitors.

The vast majority of residents are single people, on Newstart and the Disability Support Pension payments. About 63% of clients are male and this reflects a shift in the gender balance in the past 12 months. The majority of clients case managed are in the 41+ age group.

For some clients, boarding houses are an initial step into housing, allowing them to break the cycle of homelessness.

Adriana is a 38 year-old woman who lived at The Terrace, a 95-room boarding house. She came from eastern Europe to visit her sister in 2010 and chose to stay, as she had concerns for her and her family's safety back home. She applied for a Permanent Protection Visa soon after her arrival.

Adriana was referred to the **Boarding House Outreach Support Program** in April 2010 as she needed assistance to secure long-term, affordable housing for herself and her two daughters who remained overseas.

Her case manager worked closely with Adriana (and her sister, who translated for her) to investigate the process of her visa application, which was finally granted in August, 2012.

Her case manager was able to liaise with her migration lawyers to determine when her children might arrive into Australia, as well as advocating strongly on her behalf for Community Housing.

Education and Training

Community Relationships Education and Training Experience (CREATE Space)

As an Adult Community Education (ACE) provider, Hutt Street Centre's education program offers a safe learning environment to develop foundation skills to increase pathway opportunities for community participation, further learning and employment.

In 2011-2012, more than **80** people participated in:

- weekly one on one tuition in computers, literacy and numeracy
- computer 'drop in' support
- cooking program
- Skype training
- Art exhibition working group (exhibiting in the SA Living Artists Festival)
- a client blog project: www.huttstcentreblog.org
- photography, art and poetry workshops
- music tuition and involvement in a band, which performed publicly and produced a CD

Six participants in the 2011-2012 education program have taken the next step and enrolled in further studies in Semester 2, 2012 in the following courses:

- Certificate II in Education and Skills Development, TAFE SA
- Certificate III Aged Care, Red Cross College
- Certificate III Community Services, Red Cross College

Partnerships

Hutt Street Centre joined with a number of other organisations to deliver education and training programs, including:

- teaming with **Australian Red Cross** to deliver **Streetwise First Aid Training** to 31 clients
- through the **Vincentian Alliance**, offering the **Foundation Skills Education Program** at both HSC and Vinnie's Family Centres
- as an Adult Community Education provider, partnering with **TAFE SA** to provide accredited modules as part of a Certificate I to assist participants in developing pathways to further education
- working with the **Kiikstart** program to help 11 people gain employment and a further 18 people to complete a course or modules, or obtain a qualification
- **Compshare**, who kindly donated 33 computers for participants in the education program

Navian Iseut
CREATE Space Coordinator

Five years ago 'Barry' sought assistance from Hutt Street Centre after falling on tough times. With the help of our social workers he was able to find secure housing. In February this year, Barry returned to Hutt Street to give a tour to his TAFE class. Barry is hoping to further his studies in community work or social work at university in 2013.

Barry said about his time at Hutt Street Centre, "I was always treated with respect, something no one else does when you're on the streets."

Volunteers

In 2010:

- **36%** of the adult population in Australia volunteered in some capacity - a total of **6.1 million** people
- The number of people volunteering doubled since 1995
- Australia's volunteer workforce provides more than **\$14.6 billion** in unpaid labour

Volunteers continue to assist the centre with their time and energy in the following areas:

- Kitchen
- Administration
- Op shop
- Day Centre
- Education and training programs

Approximately **135** volunteers have donated their time and energy to HSC each week. This equates to over **14,000 hours** per year, saving HSC in excess of a **\$250,000** in wages - a phenomenal contribution to the success of what we are able to achieve.

Amongst the achievements for the volunteers program:

- Three corporate groups are now volunteering for breakfasts - Australian Institute of Management, Ernst and Young, Le Cornu Lewis Hancock.
- In April of this year, HSC volunteers were invited to attend a showing of 'The Best Exotic Marigold Hotel' movie at the Chelsea Cinema, to thank them for their contributions.

Jane Horton

Volunteer Services Coordinator

Kym is a volunteer in the kitchen, as well as being a client of Hutt Street Centre.

Kym came along to HSC about a year ago after a friend told him he could get a good hot meal from our kitchen. After only one meal he asked if he could help out in some way. He was so grateful for the meal, he immediately felt he had to give something back to the centre.

At the time, Kym had been living in a boarding house for seven years. He had nearly given up hope of getting his own place. A Case Manager helped Kim to move into his own unit early this year. He continues to assist in the Meal Centre two days a week.



"It has given me a great boost of confidence," Kim says. "I also feel closer to the other clients because they see me volunteering and accept me as part of the HSC group"

Hutt Street Centre volunteers, including chefs from the Hilton Hotel, serving in the Meal Centre

Pastoral Care

Sister Gwen Tamlyn

Life in the PC department goes on much the same as ever although no two days are ever the same.

Last year one of the staff from The Terrace, a boarding house for those who have experienced difficulties in life, approached me and said some of the tenants had asked him if I could lead a Bible study group. I said I would need to ask Ian Cox, our CEO, which I did. He told me to "go for it if you have time".

For the past 12 months, every Monday, I have gone down to The Terrace, armed with a lovely afternoon tea supplied by our kitchen.

I usually prepare something which I feel is relevant to the people. However, the conversation usually gets around to the difficulties of trying to stay clean from drugs, coming out of jail, etc. I often wonder where the Bible study comes in but at a deeper level, know these people are living the word of God as they struggle daily to come to terms with what has happened in their lives.

After I have been to The Terrace, I often wonder whether I could do what these people are doing to overcome the hurts they have experienced in their lives.

Another highlight this year has been a pampering group for women. One day I was listening to a woman who was very emotional. I realised some of the women who frequent our services stop caring for themselves because their daily hardships prevent regular nurturing. We have been getting together to address this issue and so far we have spent time doing nail care, making body cream, learning neck and hand massage and caring about oral hygiene.

One might wonder where all this fits in with Pastoral Care? For me, Pastoral Care is about improving the quality of the lives of people. If people feel good about themselves they will be open to the wonders and mysteries of life which is given to us by God.

Sister Gwen Tamlyn
Daughters of Charity



"Our aim is to journey alongside each client as a 'whole' person, as he/she works towards an independent and fulfilling life. Hand in hand with this practical help is the role of advocacy."

Daughters of Charity



Sister Gwen Tamblyn and Rob

Fundraising and Partnerships

"It's impossible to underestimate the importance of having another person call you by name and empathise with sadness, loss and possible illness."

The funds we've raised through our events make a significant impact on the essential services we offer through the Meal and Day Centres. They enable each client to access a shower in the morning, be provided with two nutritious meals each day, a change of clothes, somewhere to do their laundry and a place to feel safe. This is the front-line of our service.

When there is no place to call home, Hutt Street Centre becomes that haven where another human being can offer practical help. It's impossible to underestimate the importance of having another person call you by name and empathise with sadness, loss and possible illness. It's uplifting to have another recognise creativity, skills and passions. Something as simple as having a conversation without fear of judgement is vital - and this is what has been created through the generosity of our corporate and private sponsors and donors.

Events

Three major events were staged during 2011-12:

- **Walk a Mile in My Boots** was held on Friday 5 August. **1577** walkers, including 11 school teams and 47 corporate groups raised a net profit of **\$76,867.21**. This was our third 'walk' and is growing by the year.
- **Touch Wine** is another annual event that attracted **42** teams in 2011 and raised **\$59,000**.
- **High Tea for Hutt Street** resulted in **38** tea parties held at homes and workplaces across the State, raising **\$20,000**. Originally planned as a 'springtime' event, we are now encouraging participants to hold their gatherings at any time during the year, with recipes and ideas provided through the website.

Campaigns

- **Leap Day 2012** was a brilliant idea - or so we thought - but unfortunately didn't transate into significant funds. We encouraged workers to donate that extra day's pay to help those less fortunate and raised \$5000.
- **Angel for a Day** launched in 2005 and has been a massive success in funding the provision of meals through the Meal Centre. Donors are encouraged to nominate a day and provide \$350 to cover the cost of breakfast and lunch for 200 people. We received more than **\$120,000** this year and look forward to similar success in 2013.
- **Christmas Appeals** continue to be an important source of funds, raising **\$96,900** in 2011.

Corporate Partners

- **Macquarie Bank:** Helping Hutt Street Centre invest in the future while contributing to today's work.
- **Badge:** Reconstructing Hutt Street Centre room by room. 'Building Working Places'.
- **Envestra:** Keeping the showers hot, the Day Centre cool in summer and warm in winter and the ovens producing meal after meal.



Sprinting for glory at the Touch Wine event



Blocking in the calendar as sponsors choose dates to become an "Angel for a Day"

Corporate Partners cont.

- **CMV Foundation:** Providing mobile billboards through the provision of sponsored vehicles from CMI Toyota.
- **Fuller:** A brand and communications agency keeping Hutt Street Centre relevant in the world via effective communications strategies through all levels of media.
- **Ernst and Young:** Sharing their staffing expertise and intellectual capital to help Hutt Street Centre think and act with innovation and remain on top of our game.
- **Woolworths:** Supplier of bread and other food through the Fresh Food Rescue program. Participating in and supporting the Touch Wine event.

Touch Wine event partners:

- **Motiv Brand Design:** Eyecatching creative products. 'Fresh and fun'.
- **Karmabunny:** Development and management of the website.
- **Coopers:** Quenching the thirst of players and picnickers SA-style.
- **Telstra:** Participants and field partners. 'It's how we connect'.
- **Renniks:** Shade, shelter, seating and the kitchen sink.
- **Kennards Hire:** Powering the site and supplying temporary 'outhouses' at the field.
- **Cutler Brands:** Innovatively printing glassware, banners, coreflute signs and cars.
- More than **40 wineries** competed on the touch field, providing wines for the Orchard Bar.

Walk a Mile in My Boots partners:

- **Rossi Boots:** Founding sponsor providing special event footwear to walk side by side with Hutt Street Centre.
- **The Kiln:** Boutique advertising agency with an eye for print and a heart for clients.
- **Badge:** Constructing bacon and egg sandwiches and serving a big breakfast to the thousands who cross the finish line each year.

Danielle Bayard

**Development and Partnerships
Manager**



A cold morning but hearts are warm as more than 1500 'Walk a Mile in My Boots' to raise funds for Hutt Street Centre

Financial Report

You are not here
merely to make a
living, you are here
to enable the world
to live more amply,
create greater
vision, with a finer
spirit of hope and
achievement. You
are here to enrich the
world. You impoverish
yourself if you forget
this errand.

US President Woodrow Wilson

Hutt Street Centre continued its recent, strong income growth during the 2011-12 financial year, with total income increasing by 17 per cent to \$2.6 million, recording a surplus of \$76,841. The total income increase of \$375,000 was primarily due to an increase in government funding, transfers from the Foundation and bequests.

The attached graphs show our income breakdown compared to 2010-11 has not changed significantly, with government funding continuing to be almost 60 per cent of total income and the management fee and transfer from the Foundation both more than 10 per cent.

Fundraising

Whilst non-operating income is considerably less than operating income, this source of funds continues to be of utmost importance, with the core services we provide in the Meal Centre and Day Centre being primarily funded by community and corporate support and fundraising events and campaigns.

Furthermore, government-funded programs continue to receive less income than we are spending to meet service demand. The non-operating income streams allow us to continue to make a small surplus and remain financially viable.

Information technology

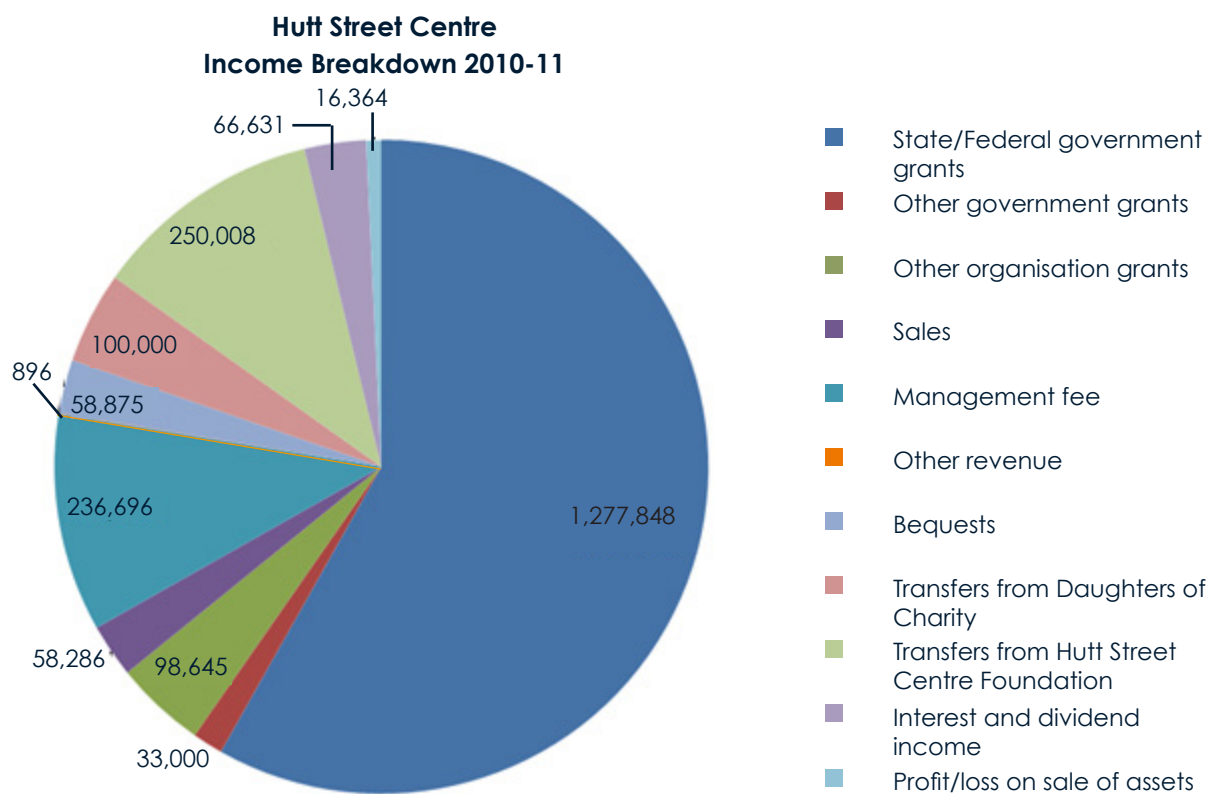
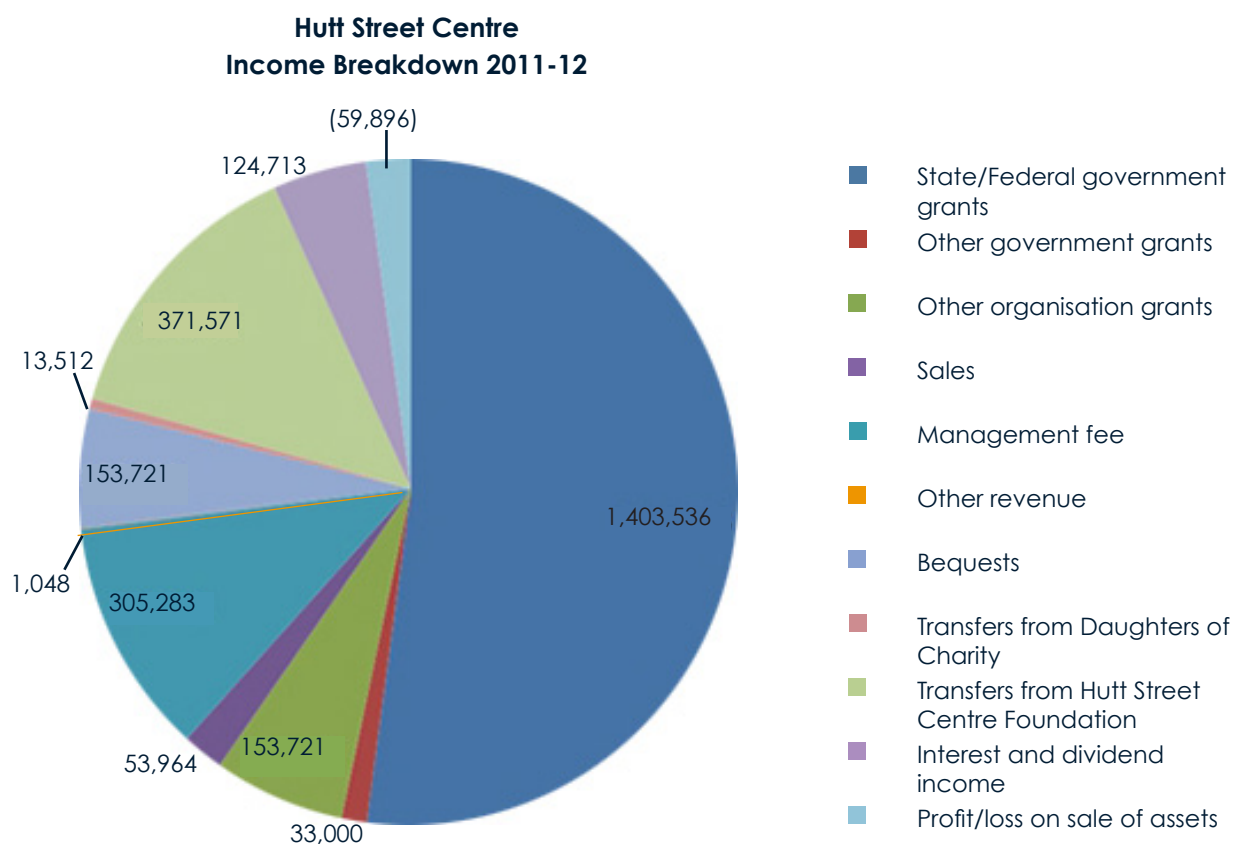
There have been many improvements in information, communication and technology systems during the year, as well as significant savings procured. We now have an up-to-date and highly functional IT infrastructure and improved internal communications.

We anticipate most of our current sources of income to be sustainable at least in the short term, with income forecast to increase by approximately 10 per cent in 2012-13.

We will continue to identify opportunities for growth and development both in response to areas of need in the community and where funds can contribute to our long term sustainability.

With such strong growth over a short time (since 2009-10, operating income has more than doubled) our support systems have now caught up, enabling us to continue to focus on meeting the demands of those who are homeless and vulnerable.

Jon Munn
Business Manager



Income Statement

	2012 \$	2011 \$
Revenue		
Government Grants	1,608,245	1,409,493
Sales + Fees	359,248	294,982
Bequests	153,721	58,875
Transfers from Hutt Street Centre Foundation + Daughters of Charity	385,082	350,008
Investment income + Profit/Loss on Sale of Assets	64,817	82,994
Other	1,0448	896
Total Revenue	2,572,162	2,197,248
Expenses		
Employee benefits expense	1,786,945	1,456,622
Depreciation and amortisation expense	78,619	97,345
Subcontract payments	153,354	76,955
Other expenses	476,402	446,532
Total Expenses	2,495,321	2,077,453
Surplus	76,841	119,795

Statement of Financial Position

	2012 \$	2011 \$
Current Assets		
Cash and cash equivalents	425,223	352,385
Receivables	166,563	121,192
Other	28,582	33,986
Total Current Assets	620,368	507,564
Non-Current Assets		
Financial assets	1,053,988	998,142
Property, plant and equipment	336,196	313,021
Total Non-Current Assets	1,390,184	1,311,163
Total Assets	2,010,551	1,818,727

(continued next page)

Statement of Financial Position (cont)

	2012 \$	2011 \$
Current Liabilities		
Trade and other payables	79,213	86,149
Amounts received in advance	83,937	38,292
Provisions	163,800	119,038
Total Current Liabilities	326,951	243,479
Non-Current Liabilities		
Trade and other payables	0	255,372
Provisions	20,899	19,192
Total Non-Current Liabilities	20,899	274,565
Total Liabilities	347,850	518,044
Net Assets	1,662,702	1,300,683
Equity		
Retained earnings	1,057,071	725,550
Reserves	605,631	575,133
Total Equity	1,662,702	1,300,683

Statement of Cash Flows

	2012 \$	2011 \$
Cash Flow from Operating Activities		
Receipts from donors, grants, etc.	2,511,882	2,033,077
Payments to suppliers and employees	(2,376,720)	(1,997,824)
Investment income	124,713	66,631
Net cash provided by operating activities	259,874	101,884
Cash Flow from Investing Activities		
Proceeds from sale of property, plant and equipment	5,730	16,364
Proceeds from sale of investments	(65,626)	0
Purchase of property, plant and equipmentPurchase of investments	(101,794)	(45,710)
Purchase of investments	(25,348)	0
Net cash used in investing activities	(187,037)	(29,347)
Net increase/(decrease) in cash held	72,837	72,537
Cash at beginning of financial year	352,385	279,848
Cash at end of financial year	425,223	352,385

Frank's story

Frank is in his early sixties. He came to Australia from Italy when he was 19, with his parents. He has no living family in Adelaide.

Over the years, he worked as a painter with the local water authority before he started to develop leg and back problems. During a routine procedure, Fred suffered a loss of mobility.

Frank has been receiving **Home and Community Care (HACC)** Services since 2006. He's grateful for the support from Hutt Street Centre and is glad to have someone to talk to about issues and social support.

With his mobility issues, walking to and from Hutt Street Centre for meals each day from his unit is a wonderful feat. He is also a member of HSC's 'Gang Green' team—a client volunteer project which involves tending the planter boxes along Hutt Street.

Frank is an active person, values his independence and connection to his local community through volunteering and recreation.

Photographs: McGuinness Portraits



rebuilding lives

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rebuilding lives