

Hutt St Centre Annual Report

2012 – 2013





A work of the Daughters of Charity

Cover: Hutt St Centre's walk a mile in my boots winter fundraiser has become an opportunity for thousands of South Australians to show their support for our clients.

Photography: www.trimphotography.net

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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

A time to reflect

2013 marks the twenty-first year since my first association with Hutt St Centre. I commenced here as a social work student with basically little idea of homelessness. Within these twenty-one years I have also been employed in both the drug and alcohol sector and the State Government, working on reforms only recently introduced to the homelessness sector.

In this period I have also witnessed the maturity of our sector. Through the recent reform process we have played a significant role, developing new and exciting partnerships which have invigorated our daily work and made it more possible to dream that we can one day end homelessness.

The thing that I have enjoyed most about Hutt St Centre is that we have always taken some calculated risks in our service provision, yet have remained true and loyal to our vision, mission and the charism of the Daughters of Charity. This has also led to innovation and excellence in partnerships which was acknowledged by the Commonwealth Government in 2012 and is further highlighted with over 80 per cent of our client group self-referring due to a continued demonstration of ongoing mutual trust and respect.

A time for change

We don't expect to be right all the time but we do expect to learn and continually improve and we are currently in the process of changing our service delivery model in the Day Centre to be a place of change, opportunity and choice. While remaining a safe place of welcome for all clients, we are aiming to become the first day centre in Australia to achieve accreditation for this service type. It's a model which has proved very successful overseas.



CEO Ian Cox



Chair Chris Lemmer AO

'...we do expect to learn and **continually improve...**'

Our Mission:

Hutt St 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 St 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.

From the Chair and CEO

From previous page

Creating a central hub in the Day Centre ensures that our clients have access to all available services and resources. Alongside housing, we believe that our education, training and employment programs are critical pathways to reducing and ending homelessness in the future. We can only imagine what inroads could be made if we could access adequate funding for a full time employment pathways position alongside our education and training program to advance the skills of our client group and to both motivate and inspire more people to achieve positive change.

Brian, Fred and Margaret are examples of clients who came to Hutt St Centre seeking some level of support and walked away from our service with accommodation, an education, further training skills and employment – and, more importantly, with hope and confidence for the future.

We (the Board, staff and volunteers) took a massive risk to 'dream the dream' and have been able to develop new partnerships, secure funding from donors and funders and now have over 35 volunteers working in the Day Centre and Education and Training Programs providing their time, energy and valued expertise to make this work.

From a strategic perspective, we are progressing nicely and are working to create a master plan for our infrastructure development as we seek appropriate space and a place where we can provide critical needs (meals, showers, laundry) and also professional services (case management, intake and assessments, allied health care, visiting services and education and training programs).

A master plan will enable us to better cope with an increased client base. With the recent closure of Byron Place Community Centre and a slow-paced economy, the 45 to 50 new clients accessing our services each month has placed huge pressure on our staff group (paid and unpaid) and resources.

A time to thank

The stark reality of homelessness hit staff and the client group hard this year, with the loss of four clients in a month. Nothing ever quite prepares you for this, but the staff group and Sr Gwen just get on with their tasks of organising the funerals, often speaking with and counselling families and friends and ensuring that people are farewelled appropriately with dignity and care. This, in essence, exemplifies the strength of the entire Hutt St Centre team and I am proud of all of them.

I would finally like to take this opportunity on behalf of an amazing staff group to express our sincere thanks and gratitude to all of our

‘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

supporters, donors, funders, stakeholder partners and volunteers.

This includes the Board of Directors and Foundation Members who never cease to amaze us with their generosity of spirit, ideas, excitement and energy.

And of course we would also like to thank the Daughters of Charity for their inspiration and ensuring that we live their charism in our daily work and lives. Next year will be the sixtieth year of the Daughters of Charity at Hutt St Centre, which we will celebrate with all our associates.

Without support, there would be no positive outcomes for the most marginalised group in our society and we would not be able to rebuild people's lives each and every day.

We are different because we dare to be different. We want homeless people to find inventive pathways out of homelessness and to challenge them to pursue new goals. We can assure everyone that we won't walk away from any future challenges, not just because we are recognised as leaders in our field, but because this is our mission.

Thank you for your continued support.

Ian Cox & Chris Lemmer

CEO & Chair of Hutt Street Centre Board of Directors

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, interceding and supporting the cause of those most disadvantaged in our society
- value spirituality, acknowledging love is inventive to infinity and is innovative, imaginative and resourceful

Hutt St Centre by numbers

Eastern Adelaide Homelessness Service

Intake + Assessment Team

- 36 clients experiencing a crisis access our services per week (432 assessments per quarter)
- funded to provide a service to 250 clients per year
- in 2012-13 doubled the expected yearly intake in just one quarter (and expect this trend to continue)

Case Management Team

- 130 people receive case management each month
- 100% of those in primary homelessness (sleeping rough) are assisted into accommodation and support
- 52% male, 48% female
- 6 families in crisis are assisted into crisis/motel accommodation each night
- 90.7% of homeless clients with a National Affordable Housing Agreement case management plan are identified as high risk

Boarding House Outreach Team

- 50 people are case managed each month

Intensive Tenancy Support Team (Red Cross)

- 30 people are case managed each month
- **210 people are case-managed each month through the Eastern Adelaide Homelessness Service**

Home and Community Care (HACC) services

- total number of clients in the HACC program stands at 124, including:
 - 69 aged under 65 (State funded)
 - 55 over the age of 65 (Commonwealth funded)
 - 89 males, 35 females

Hutt St Centre by numbers

Meals

- average 50,000 meals provided each year
- 1454 individual clients received a meal
- 50 new clients each month present for a meal

Day Centre

- close to 1800 individual clients accessed our service last year
- 130 people access services daily (on a busy day more than 150 people)
- 100 people access services on Sundays (90 lunches provided)
- 30 people use the showers daily (rough sleepers)
- 15 people use laundry facilities
- 72 locker spaces are provided and are consistently filled
- 75-80 people accessed the Nursing Services (RDNS) each month
- 80-85 people access the Centrelink worker each month
- 15-20 people access the Homeless Persons Legal Clinic each month
- 25-30 people accessed the GP services each month

CREATE Space (Education, Employment and Training)

- 107 individuals participated in non-accredited activities (1:1 tuition literacy and numeracy) totalling 6969 hours
- 10 people access computer drop-in support provided by our volunteers each day
- 110 people participated in accredited training (Certificates I – IV) totalling 3955 hours

Of all those who engaged in education programs at Hutt St Centre in 2012-13:

- 47 enrolled in further study within Hutt St Centre
- 32 progressed to enrolling with a registered tertiary organisation
- 50 became volunteers
- 21 achieved employment

Hutt St Centre overview

At the last **Australian Census** (August 2011):

- 105,237 people (0.5% of the population) were homeless
- the number of homeless individuals had risen 17%
- the homeless rate (taking into account population growth) had risen 8%
- most of the increase in homelessness (2006 – 2011) was due to an increase in severely overcrowded dwellings
- about three quarters of the overall increase in homelessness was accounted for by people born overseas

Next year marks the sixtieth anniversary of the work of the Daughters of Charity in the inner city of Adelaide.

On arrival in 1954, 28 years after their establishment in Sydney, the Sisters found a number of homeless men sleeping in the parklands and in nearby rooming houses. They were determined to make the men feel 'human', offering tea and sandwiches from the gate of their Hutt Street residence.

The order of the Daughters of Charity is international and independently administered, continuing the work of St Vincent de Paul and his friend, Louise de Marillac according to their seventeenth century mission to provide unconditional care and services to the poor and vulnerable.

In 2013, Hutt St Centre plays a vital role in offering counselling, advocacy and health services to disadvantaged individuals and families. With the Day Centre as its hub, the organisation also provides a much-needed social support structure.

Centre-based services

Day Centre: For many, a first port of call and the opportunity to make lifestyle changes. As well as providing contact with case workers and referrals to professional services, available amenities include showers, laundry, lockers for short-term storage, mail services, and op shop and regularly-organised recreational activities and outings through Reclink.

Meals: Breakfast Monday to Friday with tea and toast only on Sundays and public holidays. Lunch from Monday to Friday with a takeaway pack provided on Sundays and public holidays.

Visiting professional services

RDNS Nurse: Monday to Friday

Hep C Clinic: peer education one day per week and access to a medical practitioner fortnightly

General Practitioners: two mornings each week

Centrelink: assistance with submitting forms one morning each week

Drug & Alcohol Services SA (DASSA): attendance two days per month

Quit SA: weekly outreach sessions

Pastoral Care

Coordinated by **Sister Gwen Tamlyn**, pastoral care workers respond to spiritual and emotional needs, visiting boarding houses and spending one on one time with clients. The aim is to develop a sense of trust, love and hope and, most importantly, provide a listening ear.

Most people are just three pay-packets away from homelessness

Anonymous

Eastern Adelaide Homelessness Service

Case Management: First and foremost, our professional team help people with the difficulties they face. We can assist clients in obtaining and maintaining accommodation, assessment of needs and implementation of care, as well as providing referrals to access other services.

Intensive Tenancy Support: This is provided by our partner, Red Cross, to assist clients in private rental accommodation and community or public housing to maintain their tenancies when they are at risk of eviction.

Boarding House Outreach Support: We offer support for people living in boarding houses in the Eastern region of Adelaide.

Home and Community Care (HACC)

This program assists people over the age of 50 who have experienced homelessness to maintain their independence at home and in the community.

Diversional Therapy: Improving leisure and recreation opportunities for vulnerable and isolated seniors.

Education and training programs

Numeracy and literacy tutors: individual tutors are arranged to provide individual support and guidance to teach those who wish to learn to read and write or to expand their current skill sets.

Arts project: Painting for Pleasure is an art space where everyone is welcome to come and paint, draw or chat. The art room is open five days per week. Key strengths of the group include providing peer support, offering the opportunity to hone painting, drawing and story-telling skills and valuing living culture.

Gang Greens: each Friday morning the 'Gang Greens' look after Hutt Street's planter boxes and clear footpaths in front of local businesses. Their motto is: 'we're not all rotten'. Members of the group include those using Hutt St Centre services, local residents and the business community.

Photography club: The photography group meets each Thursday afternoon. No prior knowledge of photography is required. It's an opportunity to learn more about cameras, techniques, editing and exhibiting.

Overcoming poverty is not an act of charity. It is an act of justice.

Nelson Mandela

In **2011/12:**

- 84% receiving support were receiving help to sustain tenancies or obtain sustainable housing
- 91% of those sleeping 'rough' at the start of support were assisted into accommodation
- 84% who had experienced family violence had been assisted to sustain their tenancies or obtain sustainable housing

Australian Bureau of Statistics

- one in eight people are living in poverty in Australia
- one in six of those living in poverty are children

Australian Council of Social Services

Client services reports

Eastern Adelaide Homelessness Service snapshot 2011/12:

- 52% of primary homelessness clients are male
- 48% of primary homelessness clients are female
- 6 families in crisis are assisted into emergency accommodation each night
- 90.7% of homeless clients with a case management plan are identified as high risk

'I think the workers at Hutt St Centre are great.'

Mark

Eastern Adelaide Homelessness Service

The service targets adults who are currently homeless or at risk of becoming homeless. The expertise of team members allows us to:

- work with a vulnerable population with issues relating to mental health, drug and alcohol misuse, social isolation, damaged and unhealthy relationships, unemployment, poverty and chronic illness
- locate and maintain accommodation in public or private rental or boarding house accommodation
- assess the needs of clients and support independence
- refer to and link into other community services
- provide ongoing support

The **Intake and Assessment Team** is funded to provide a service to an average of 250 clients per year but has doubled the expected annual intake in just one quarter, and we expect this trend to continue. We are now seeing 36 clients per week, or 432 clients per quarter.

The **Case Management Team** support 130 people each month. Every person classified as being in primary homelessness (sleeping rough) is assisted into accommodation and support.

The **Boarding House Outreach Team** case-manages 50 people each month with the **Intensive Tenancy Support Team** provided by Red Cross, case-managing an additional 30 people each month.



Mark and Gemma

Home and Community Care

The philosophy of **Home and Community Care (HACC)** at Hutt St Centre is based on the belief that older homeless people, regardless of age or circumstance, deserve to live a decent and fulfilling life in safe and comfortable accommodation, in a community that encourages and supports growth and achievement.

In 2012-13, staff worked with 124 people ranging in age from 51 to 84. Of these, 35 were female and 89 male. There was a rise in the number of people living in public rentals (now 50 per cent of clients) and program staff supported 23 people in Unity Housing's boarding houses, as they continue to provide a safer and comfortable option for those awaiting longer-term housing.

Centre-based day care (activities provided at or through the Centre through the Diversional Therapist service), social support and case management were the most utilised services and reflect both the needs of our client group for companionship and meaningful activity, and the need for a worker to be a sounding board and contact person when life gets a little complicated and problems arise.

Through the HACC program, Hutt St Centre provides an essential outreach service so that older homeless people can be supported at home and in the community for as long as possible. Staff assist by sourcing domestic assistance, helping access services such as the Metropolitan Equipment Service and Continence Aids Assistance Scheme, assisting to maintain contact with GPs and other specialists, assisting people into new accommodation or residential care and referring them to the Homeless Person's Legal Service to arrange wills and Power of Attorney.

HACC staff are very aware of the benefits in promoting the successes and life journeys of our older client group. Some of them give back to Hutt St Centre by working as volunteers and by sharing their experiences with others. Volunteer and HACC program client, Leo Cetta, was this year announced as co-winner of the 2013 SA Volunteer Award and has been nominated for the National Awards to be held later in the year.

In April 2012, the Commonwealth Government introduced the Living Longer, Living Better aged care reform package, which involves a comprehensive 10-year plan to reshape aged care into a better, fairer and more nationally-consistent aged care system.

A major part of this reform is the introduction of a new Home Support Program in July 2015 which will bring together in one program some services HACC is already providing such as basic home support.

Hutt St Centre will continue to advocate strongly for our vulnerable client group to ensure their needs remain at the fore.

Home and Community Care (HACC) snapshot 2011/12:

- 124 clients (35 female, 89 male)
- 50 per cent of clients living in public rentals
- Funding for a Diversional Therapist approved to provide a regular program of physically, mentally and socially beneficial activities for those aged 65+
- 90.7% of homeless clients with a case management plan are identified as high risk

'We have a tradition of sending a **birthday card** to clients and celebrating with coffee and cake 'down the road'. This may be the only acknowledgement a client receives.'

'I didn't think accommodation like this existed anywhere in Australia, so thank you, I couldn't have done it without your support.'

Benjamin (itinerant for more than ten years)

'Ten out of ten. Without the help of Hutt St and yourself, I wouldn't have got where I am now with housing. You've given me ideas to work with. Without your help I would've gone downhill quickly.'

Kevin Jackson

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

Ian Meade

Demons

For Demons live inside us all
In some they're big and some they're small
He has no form but many faces
And hides in us in unknown places

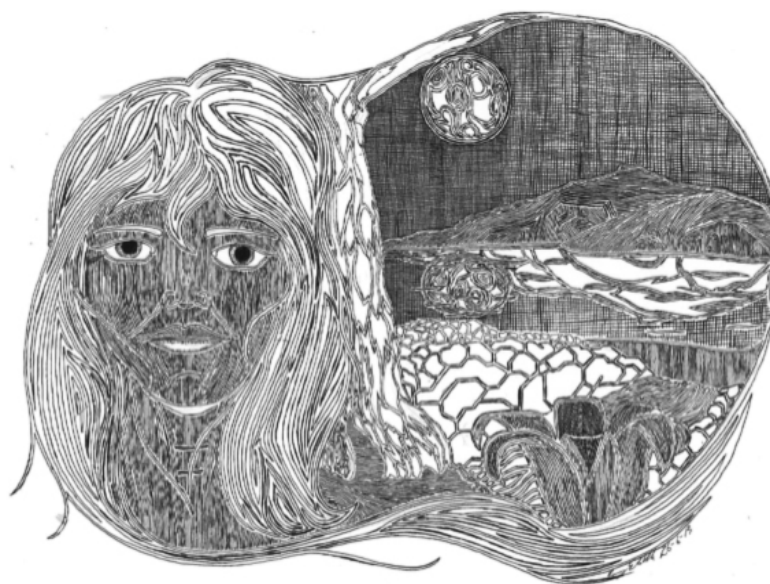
I was once proud with head held high
With hopes and dreams and set to fly
From day to day I could stand tall
Until one day I build a wall

My Demon craves for all I've lost
Fuelling fires at any cost
He laughs and smiles beyond my wall
Calmly waiting as I fall

As time goes on my wall got higher
Whilst losing strengths and all desire
The pain gets strong and makes me weak
Till finding answers were hard to seek

But slowly then my wall came down
I could feel my Demon twitch and frown
And with that loss my heart felt love
For this I thank the Lord above

Poetry and image Phillip Roberts



Education and training report

As an Adult Community Education (ACE) provider, Hutt St Centre's **Community Relationships Education and Training Experience** (CREATE space) program offers a safe learning environment to develop foundation skills to increase pathway opportunities for community participation, further learning and employment.

Programs and projects

Activities undertaken in 2011/12 included:

- weekly one on one tuition in computing and literacy
- drop-in support for computer users (two hours each day)
- cooking program
- art exhibition working group (exhibiting in August as part of the SA Living Artists festival)
- client blog project (www.huttstcentreblog.org) with many clients regularly contributing poetry
- a client produced zine (magazine)
- photography workshops and exhibition at the Neighbour Day Exhibition at the Box Factory gallery space
- two Community Arts Network (CAN) SA placemaking projects to create an 'inviting space' at the rear of the Day Centre, involving table mosaics, decorating planter boxes and a group mural
- Adelaide City Council outdoor reading room project, collaborating with the ACC to create a reading space adjacent to the local Hutt Street Library
- Pop Up Patches: a community vegetable garden at the front of the Day Centre
- women's health workshops
- candle-making workshops
- music tuition: one on one keyboard and guitar jam session in the Day Centre courtyard
- Christmas gift box-making
- weekly scrabble sessions
- client-led activities such as juggle ball-making and skills sessions

Partnerships

Through the **Vincentian Alliance**, the Foundation Skills Education program in Volunteer Workplace Training was offered at both Hutt St Centre and Vinnie's Family Centres.

Hutt St Centre also partnered with **TAFE SA** to provide accredited modules as part of a Certificate I to assist participants develop pathways to further education.

We worked on three joint projects with **Adelaide City Council** (listed above) and continued our partnership with **Kiikstart** to support previously disengaged clients into further learning and employment support and were proud to celebrate with four participants who successfully completed a Certificate III in Aged Care and Community Services at **Red Cross College**. The **Community Arts Network** (CAN SA) placemaking project allowed for two artists to deliver sixty hours of training and once again participated in the **South Australian Living Artists** (SALA) festival.

Snapshots **2011/12:**

- 107 people participated in the non-accredited program
- 30 studied for Certificate I modules within the accredited program
- nine participants in the 2012-13 program professed to further study at a Certificate II or III level
- four clients successfully completed a Certificate III in Aged Care and Community Services

'...I am still coming to terms that I have actually achieved something academic.'

Craig Richards

Craig's letter

I never thought I would ever see another Certificate in my life, especially to do with education, so I am still coming to terms that I have actually achieved something academic.

Now, with a little prod here and there from Nav, well maybe a little more!, I have become quite happy with myself. (And) with the help from the lawyers who come to the Hutt St Centre to volunteer their services, who helped pay the tuition costs and the Education and Training Program at Hutt St.

All this has pushed me into believing that you can achieve and reach anything you want to.

So, to everyone involved and who has helped me, I want to thank you very much.

I have obtained my Certificate III in Community Services.

I am now involved with the Red Cross to further my studies and eventually aim to gain employment which will involve volunteering work and the very much welcomed help and encouragement from the Hutt Street Centre.

Craig Richards

"Persist and you will achieve"



Volunteering report

This year has seen the implementation of several new volunteering positions:

- Day Centre: two volunteers are rostered on Sunday mornings to assist staff with client services
- Day Centre: one volunteer each day is available to answer general computing questions from clients
- Administration: to support staff with data entry, document writing, and other paperwork
- KESAB (Keep South Australia Beautiful initiative): one volunteer accompanies a client each week engaging in a recycling program
- 'Hand In Project': a mentoring program involving volunteers and clients

Approximately 115 volunteers donate their time to Hutt St Centre, along with another sixty plus who help at The Big Picnic @ TouchWine, walk a mile in my boots and other fundraising events. Volunteers continue to save the Centre a considerable amount of money in wages – in excess of \$250,000 per year.

We celebrated our partnership with Hutt St volunteers on International Volunteer Day, 5 December, 2012, with a display of decorated 'appreciation hands' throughout the centre. This year, eight volunteers joined the Volunteering SA & NT parade through the city centre, celebrating with more than 300 from other organisations. The week culminated with an afternoon tea for our much-appreciated non-paid workers.

Di has been volunteering weekly for 10 years in the kitchen at Hutt St Centre.

She raised two sons and was so grateful both were happy and healthy that she wanted to give back to those less fortunate. Di loves getting to know the clients and loves to sit and have a chat with those who are footy fans, like herself.

She says, 'If i can make one of them laugh, that's great. Volunteering here at the centre gives more to me that I think I give. I'm uplifted when I volunteer.'



Di has been volunteering in the kitchen for more than a decade

- approximately 115 volunteers donate their time to Hutt St Centre each week
- an additional 60+ volunteers help at fundraising events
- volunteers save Hutt St Centre more than \$250,000 each year

Fast facts:

- one third of adult Australians (6.1 million) volunteer
- 31.4% of all South Australian adults volunteer
- the national voluntary contribution is valued at more than \$40 billion

Volunteering SA-NT

Pastoral Care report

- one fifth of homeless Australians are aged 55 and over
- many more are living in precarious circumstances
- the number of people aged 50 and over is predicted to more than double between 2010 and 2050

University of QLD National Homelessness Agenda 2009-13

- 20 per cent of homeless men experience Post Traumatic Stress Disorder (PTSD)
- The rate of PTSD in homeless men is more than four times greater than the mainstream population
- ... and higher than PTSD levels for returned US servicemen

Mission Australia

The Daughters of Charity were founded by Saints Vincent de Paul and Louise de Marillac in the year 1633. The work they started in Paris has grown and is in approximately 94 different countries of the world, carrying their legacy to the most vulnerable people.

How do we care for people here at Hutt St in the Pastoral Care Department?

Firstly, what is Pastoral Care? It focuses on the spiritual and emotional aspects of the person's well-being. Spirituality is common to all people, irrespective of whether one has a specific religious belief or not. It is what gives meaning and hope in life; it's about 'connections' – with oneself, others and the world.

Pastoral Care workers are often the first contact for a person who comes through our doors at Hutt St Centre. We try to respond to these people's diverse spiritual and emotional needs or refer them to the appropriate service. However, it is often a 'listening ear' and a 'compassionate presence' that is needed. It is a difficult world without family or friends.

Other aspects of Pastoral Care involve:

- Being with people when they are sick – visiting them at home and in hospital
- Conducting memorial and funeral services for our clients. Since last December three of our clients died in the parklands. Such tragedies affect clients, staff and volunteers and the entire Hutt St community. With one of these deaths, we were only able to inform the person's sister some weeks later. She was devastated and also needed to speak to someone.
- Visiting schools and other organisations, particularly church groups, to speak about our work
- Supporting clients at court and visiting them in prison
- Being there for volunteers and staff, especially during times of grief and sickness

I often think when faced with some of the situations that are part of our clients lives 'for the grace of God there go I' and 'could I cope with what these people have suffered?'

The Bible Study and the Pampering groups are still an important part of Pastoral Care as both these groups focus on improving quality of life.

In all these activities I am supported by four wonderful volunteers: Marguerita Noonan, Chris McCabe, and Fathers Michael McCaffrey FSSP and Adrian Wee FSSP.

Most pastoral care work is about keeping the flame lit by Vincent and Louise so that all who walk through our doors of Hutt St Centre will experience the support, warmth, love, joy and happiness that the vulnerable people of Paris experienced so many centuries ago.

Sister Gwen Tamlyn
Daughter of Charity

Development and partnerships report

Our Development Team's primary focus is to ensure we meet our responsibility to fund the works of Hutt St Centre that do not receive government funding. These are our essential services, providing for the everyday needs of our client group. They include services that many of us who are more fortunate might take for granted and they offer a sense of dignity and comfort to people who are at their most vulnerable.

Such services include our Meal Centre, which provides breakfast and lunch six days a week, and the Day Centre, with access to showers and laundry, education and training, Royal District Nursing Service, case management and fourteen other visiting services to ensure that people have the best chance of exiting homelessness.

The Development Team does more than plan and run fundraising events and campaigns. We deal with media requests, manage all public relations and marketing activities, sustain our corporate and private partnerships, negotiate sponsorships, manage our social and digital media including our website, facebook and twitter communications, prepare funding submissions and grant applications and contribute to the strategic planning of the Centre.

This year, the income from our annual events was supplemented by a couple of new campaigns, while we also saw the successful completion of the second Divine Providence Racing Syndicate.

In October 2012, we were fortunate to have David Murray AO as guest speaker at a lunch which brought a high profile audience of business and political leaders to the Members Dining room at Adelaide Oval. Sponsored by Macquarie Bank Foundation and Bank SA and, together with a successful auction and some generous donations, we raised in excess of \$60,000 at the lunch.

In May 2013, a new partnership with the Australian Hotels Association of South Australia introduced the Hutt St Heroes campaign where diners at participating hotels were invited to make a donation to assist our work throughout June and July 2013. Diners added a donation to their meal bill and we had a \$21,000+ result, which was very pleasing.

A grant from the National Wine Foundation helped establish a Recreation and Mentoring Project (RAMP). This project is part of the Education and Training program and seeks to help people with long term homelessness, coupled with social isolation, connect with community recreation opportunities and positive experiences, thereby helping to decrease anti social and problem drinking behaviours.

We also established the GangGreen Recycling Team project with a grant from KESAB, which involves a volunteer and client teaming up to collect recyclable drink containers from corporate sites in Adelaide. The proceeds from the 10c deposit scheme are injected back into the Education and Training program.



From left: Jim Whiting (Badge), Danielle Bayard (HSC Development and Partnerships Manager) with SA business identity Rob Chapman at the inaugural Business Luncheon



A new partnership in 2013 with the Australian Hotels Association encouraged diners to add \$2.00 to their meal to help the disadvantaged



Adelaide's Fringe Festival featured Dulcie's Bus, the brainchild of patron Amanda Blair, selling vintage clothing to benefit Hutt St Centre programs

Development and partnerships



Our two annual campaigns, Angel for a Day and the Christmas Campaign have continued to provide a reliable source of income for our Meal Centre and our Day Centre and we continue to rely heavily on their patronage for ongoing support.

Events

walk a mile in my boots

Almost 4,500 people walked a mile for us either in the city or at a school or community venue – more than double the number who participated in 2011. It was a brilliant effort which raised more than \$100,000 towards our essential services.

It was a beautiful morning in the city of Adelaide which added to the ambience of the walk and the comraderie generated by diverse groups contributing together to improve the lives of those less fortunate.

A great many students walked in uniform and corporate groups and sports teams were proudly represented in branded beanies, shirts and jackets. Once again, Badge employees flipped plenty of eggs to feed the crowd breakfast in record time.

Many of our clients were among the walkers, while others took the opportunity to personally thank them as they walked past the Centre.





Calley and Marko, The Big Picnic at Touch Wine 2012

Events (cont.)

The Big Picnic @ TouchWine

With a new Big Picnic theme and a glorious spring day, the 2012 event was without doubt the best. Forty winery teams and corporate teams entered the touch football tournament in two divisions and played some excellent and entertaining matches. Highlights of the celebrity game included four very fit firemen who featured in their calendar and the South Australian Premier, Jay Weatherill's display of speed, agility, ball handling skills – and an effective side-step.

An array of gourmet picnic fare, vast selection of local wines and beautifully decorated Vinpac Packaging Marquee for the VIP lunch added to the spectacle.

Funds raised in excess of \$50,000 were used to employ a recreation officer to work with some of our long-term homeless clients with mental health issues, helping them to undertake community-based activities.

Coopers at The Lane took out the TouchWine Championships with a win over Sieberwood. MSV Madness won the social division and the inaugural Kym Pilkington Plate.



Above: The team from Vinomofu Right: The Big Picnic @ TouchWine sponsors



Government of South Australia
Department for Communities
and Social Inclusion

MOTIV
BRAND DESIGN



KENNARDS
HIRE

FULLER

renniks



TOYOTA
CMI TOYOTA

Cutler

vi PACKAGING



WBM

WOODWORTH'S

TOPLINE



Financial report

The Hutt St Centre (HSC) Board of Directors, as Trustees of the HSC Foundation, resolved to cease operations of the Hutt Street Centre Foundation and transfer the net assets of the trust to HSC during the financial year. This amounted to \$1,210,511 and is included in income but is a once off, extraordinary item. Discounting this, HSC continued its recent, strong income growth during the 2012-13 financial year, with total income increasing by 11 per cent and recording a surplus in excess of \$143,000. Once the final distribution from the Foundation is included, the surplus is \$1.4 million.

Income streams

The attached graphs show the impact of the final distribution. If not for this, government funding would continue to be easily the most significant income stream. Investment and fundraising income, whilst less than government funding, continue to be of utmost importance. These funds are directed towards the core services provided in the Meal Centre and Day Centre and also allow us to invest funds into government-funded programs to ensure we meet service demand. The Board have resolved to continue this investment in government-funded programs with new office accommodation sourced and additional case management staff employed.

Government funding and fundraising are expected to continue to grow in 2013-14 and we anticipate most of our current sources of income to remain sustainable into the future.

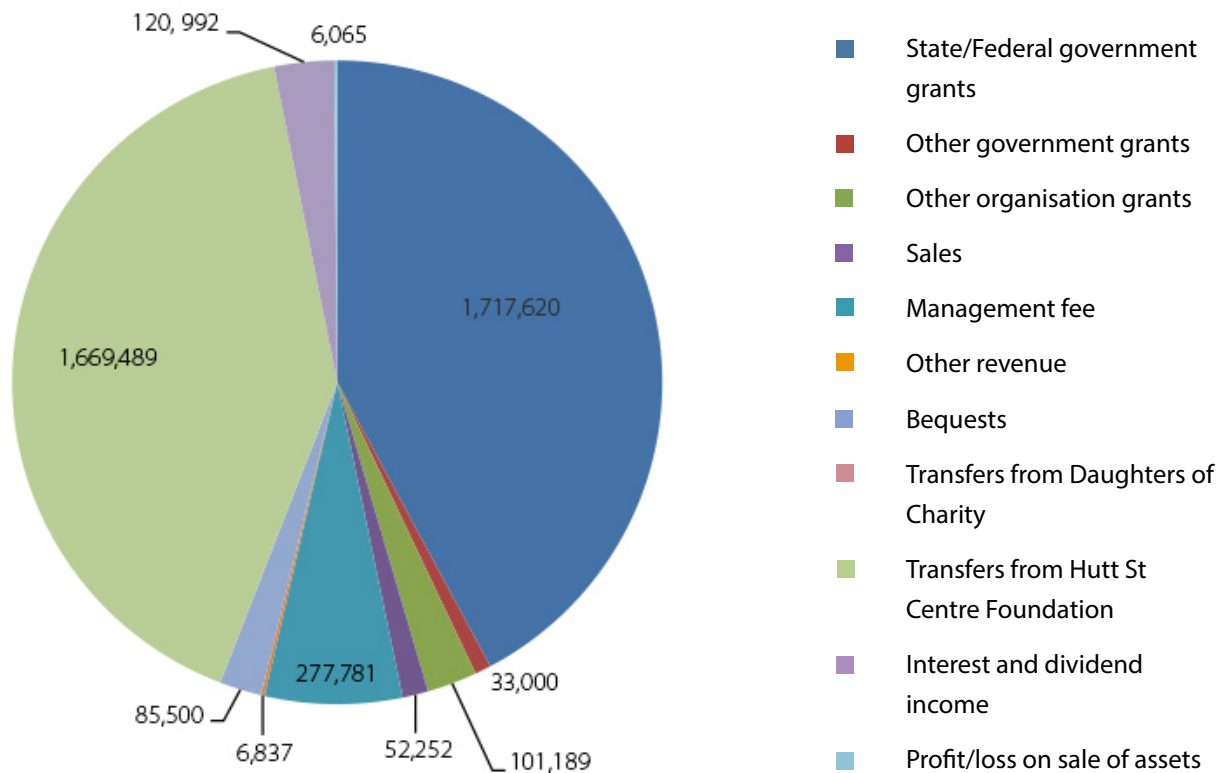
Information, communication and technology

There have been many improvements in information, communication and technology (ICT) systems during the year, as well as significant savings made. We continue to embrace technology with a new case management database being implemented for several of our programs and we have undertaken a review of our ICT infrastructure to continue to upgrade and improve this key business area.

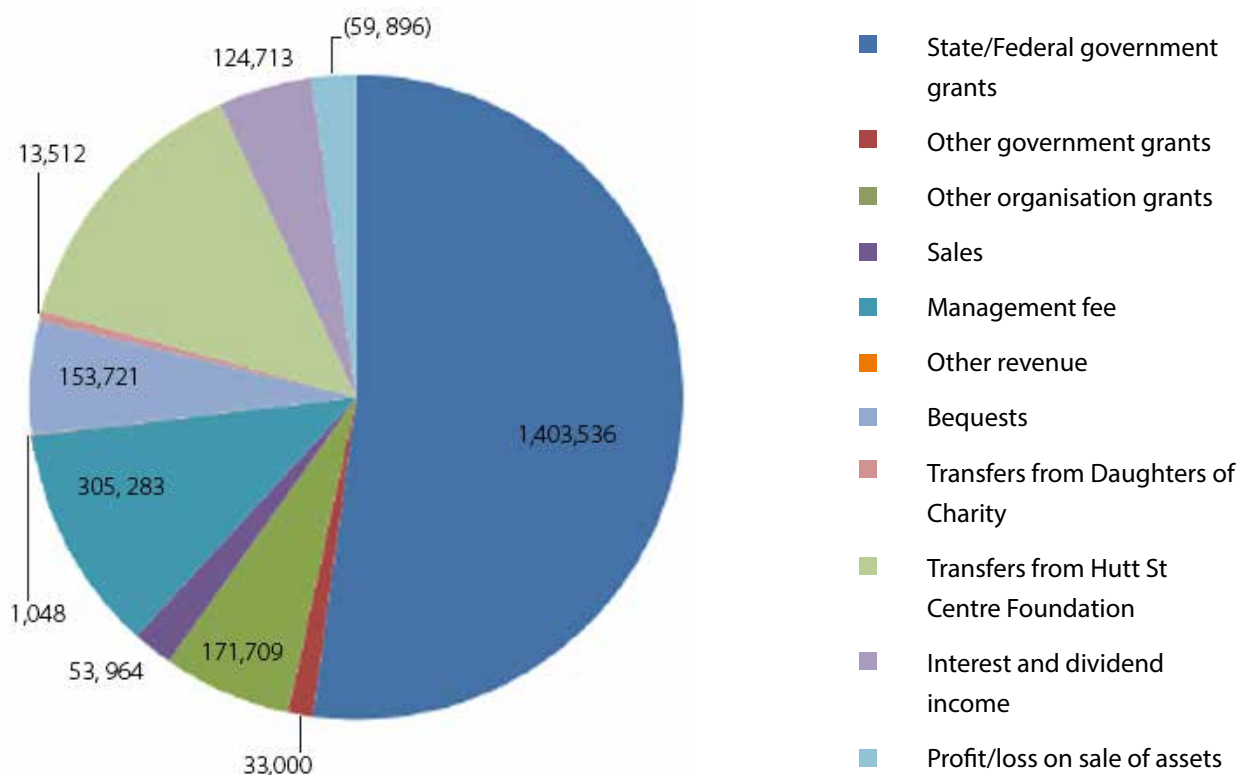
There are exciting times ahead and I wish the organisation all the very best for the future.

Jon Munn
Business Manager

Hutt St Centre Income Breakdown 2012-13



Hutt St Centre Income Breakdown 2012-13



Income statement

	2013	2012
	\$	\$
Revenue		
Grants + Funding	1,851,809	1,608,245
Sales + Fees	330,033	359,248
Bequests	85,500	153,248
Transfers from Hutt St Centre Foundation + Daughters of Charity	458,978	385,082
Final Distribution from Hutt St Centre Foundation	1,210,511	0
Investment Income + Profit/Loss on Sale of Assets	127,057	64,817
Other	6,837	1,048
Total Revenue	4,070,726	2,572,162
Expenses		
Employee benefits expense	1,934,104	1,786,945
Depreciation and amortisation expense	99,516	78,619
Subcontract payments	180,560	153,354
Other expenses	502,409	476,402
Total Expenses	2,716,589	2,495,321
Surplus	1,354,127	76,841

Statement of Financial Position

	2013	2012
	\$	\$
Current Assets		
Cash and cash equivalents	557,898	425,223
Receivables	1,274,249	166,563
Other	30,754	28,582
Total Current Assets	1,862,901	620,368
Non-current Assets		
Financial assets	1,417,189	1,053,988
Property, plant and equipment	354,069	336,196
Total Non-current Assets	1,771,258	1,390,184
Total Assets	3,634,159	2,010,551

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Statement of Financial Position (cont.)

	2013 \$	2012 \$
Current Liabilities		
Trade and other payables	101,785	79,213
Amounts received in advance	40,697	83,937
Provisions	187,489	163,800
Total Current Liabilities	329,971	326,951
Non-current Liabilities		
Trade and other payables	0	0
Provisions	25,602	20,899
Total Non-current Liabilities	25,602	20,899
Total Liabilities	355,573	347,850
Net Assets	3,278,586	1,662,702
Equity		
Retained earnings	2,411,208	1,057,071
Reserves	867,378	605,631
Total Equity	3,278,586	1,662,702

Statement of Cash Flows

	2013 \$	2012 \$
Cash Flow from Operating Activities		
Receipts from donors, grants, etc.	2,804,542	2,511,882
Payments to suppliers and employees	(2,580,081)	(2,376,720)
Investment income	120,992	124,713
Net cash provided by operating activities	345,453	259,874
Cash Flow from Investing Activities		
Proceeds from sale of property, plant and equipment	6,065	5,730
Proceeds from sale of investments	0	(65,626)
Purchase of property, plant and equipment	(117,389)	(101,794)
Purchase of investments	(101,454)	(25,348)
Net cash used in investing activities	(212,778)	(187,037)
Net increase/(decrease) in cash held	132,675	72,837
Cash at beginning of financial year	425,223	352,385
Cash at end of financial year	557,898	425,223

Governance

Hutt St Centre Board of Directors

Hutt St Centre Board is the custodian of the Philosophy of the Daughters of Charity within the Incorporated Work as per the Constitution.

The Board is ultimately responsible for all matters relating to the running of Hutt St Centre. It is also responsible for the overall governance and performance of the Centre. It is responsible for setting the strategic goals and for oversight of the management and direction of its business strategy. The Board is responsible for ensuring conformity to regulatory and ethical requirements and for adherence to the Hutt St Centre Vision, Mission and Values.



Chris Lemmer, Chair

Chris Lemmer AO, Chair

Appointed January 2010 (3.5 years service)

Qualifications Diploma Accounting

Experience SA Ambulance Service Chief Executive, 6 years
Held various executive positions at SA Ambulance including Chief Executive; Director Operations & Finance & Administration Manager
Hutt Street Centre CEO – 9 Month Contract (2009)



Scott Connel, Vice Chair

Scott Connel, Vice Chair

Appointed September 2008 (5 years service)

Experience 7 years in Finance sector, years in Sales and Marketing, 8 years in Business Development
Corporate Council - Australian Paralympics Committee 2000-2007

Skills focus

- Strategy setting and implementation
- Corporate Governance
- Marketing and PR
- Business Development
- Commercial negotiations and risk mitigation

David Meyer, Director

Appointed February 2005 (8.5 years service)

Qualifications LL.B (Adelaide)

Experience Lawyer, general commercial + board
President, Law Society of South Australia (1997/98)
Chair, Prof Standards Committee of Law Society SA
Member (Public Officer) Law Foundation, Law Society of SA
Commissioner, Legal Services Commission of SA
Chair, Westside Legal Centre
Board Member, Northern Communities Health Foundation, Inc
Director, Commercial Motor Vehicles Pty Ltd
Director, Statewide Superannuation Pty Ltd



David Meyer, Director

Hutt St Centre Board of Directors (cont.)



From left: CEO Ian Cox, Len Cirillo, David Meyer, Chris Lemmer, Sister Gwen Tamlyn, Scott Connel, Barbara Deed and Business Manager Jon Munn

Sr Gwen Tamlyn, Director

Appointed November 2007 (5.5 years service)

Qualifications Daughters of Charity 50 years
Welfare Officer

Diploma in Theology

1 year Spiritual Formation Ireland

Experience 45 years in sectors including: single mothers,
intellectually disabled, homeless (domestic violence),
foster care

Spiritual Advisor to St Vincent de Paul Society State

Council NSW/ACT and Ireland

Provincial Council for Daughters of Charity

Sister in Charge, Seton Villa, Eastwood NSW

Marillac House, Brighton, Victoria

NSW State Council of the St. Vincent de Paul Society.

Louise House Women's Shelter, Burwood NSW

Centacare NSW, Sister in Charge of Group Homes for
Children in Foster Care



Sister Gwen Tamlyn, Director

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There are two ways to live: you can live as if nothing is
a miracle; you can live as if everything is a miracle.

Albert Einstein

Governance



Phil Donato, Director

Hutt St Centre Board of Directors (cont.)

Phil Donato OAM, Director

Appointed November 2007 (5.5 years service)

Qualifications OAM, B. App Sc (Chiro) CCSP, PGDip NMSRehab, FACC, FICC

Experience Governance, Research Priorities, Fundraising, Tertiary Program Accreditation
Competency Assessments of Overseas Trained Practitioners
Financial Management
Practitioner Regulation
Complaint Management
Professional Association Management
Coordinator Professional Development Programs
Lions Medical Research Foundation (Trustee)
Australian Spinal Research Foundation
Council on Chiropractic Education Australia / Asia
Chiropractic Board of South Australia
Chiropractic Board of Australia (Chair)



Barbara Deed, Director

Barbara Deed, Director

Appointed June 2010 (3 years service)

Director (appointed June 2010)

Qualifications Bachelor of Science (Hons), MBA
AICD Company Directors Course

Experience Health Policy and Planning at State and Federal level
Government relations
Corporate and stakeholder communication
Governance:
Red Cross SA Board, Member and Chair
Land Management Council Corporation



Len Cirillo, Director

Len Cirillo, Director

Appointed January 2010 (3.5 years service)

Qualifications Bachelor of Commerce, Bachelor of Business (Commercial Law)
Chartered Accountant – Member of Institute of Chartered Accountants

Experience 9 years in Public Practice Accounting
Skill base in Financial Statement Preparation and Reports, Internal Controls, Taxation Compliance

Hutt St Centre Foundation

Fundraising activities and investments are the responsibility of Hutt St Centre Foundation, a committee of the Hutt St Centre Board.

Chairman	Roger Orchard
Vice Chairman	Leon Saturno
Secretary	JohnWyett
Treasurer	Paul Kirchner
Member representing HSC Board	Phil Donato
Member	Simon Crabb
Member	Kevin Foley
Member	Michael Rogers
Member	Sophie Scott-Young
Member	Bill Spurr



Foundation member Sophie Scott Young (Bank SA) speaker David Murray AO, Sister Gwen Tamlyn and Foundation Treasurer Paul Kirchner (Macquarie Bank) at our inaugural Business Luncheon

Hutt St Centre Patrons

We acknowledge the contributions of the Patrons of Hutt St Centre:

Amanda Blair, Broadcaster

Bernard Booth, Bernard Booth Real Estate

Hon. Greg Crafter, Consultant to Johnston Withers and former State Parliament Minister

Brian Ferrari, Ferrari Formalwear

Bruce McAvaney, Broadcaster

Duncan Macgillivray, Kangaroo Island Pure Grain

Geoff Merrill, Geoff Merrill Wines

Amanda Vanstone, Broadcaster, former Australian Ambassador to Italy and former Senator for South Australia

Jim Whiting, Managing Director Badge



Patron Bruce McAvaney interviews staff member Brenda McCulloch at the Angel for a Day fundraising launch

Iconic image

Jan was a Polish immigrant who migrated to Australia after World War II. He began working on the railways and soon found himself living in Adelaide. He continued working with the railways until he became unwell in the late 1980s.

Jan had been living in a men's boarding house in the inner city. Initially, he came to Hutt St Centre just for the meals. As time went by, Jan's mental health deteriorated. He lost his job, his accommodation, and with no family, friends or income, he started to sleep 'rough' in the streets and parklands.

Hutt St Centre became a safe and familiar place for Jan and he began to visit on a more frequent basis. Over time, he grew to trust the staff and eventually he talked to a social worker about his life. This was a challenge, as his accent was difficult to understand at times and, with his general health deteriorating due to sleeping 'rough', he was struggling even to remember his Polish language and ancestry.

Workers at Hutt St Centre were eventually able to assist Jan to access the Aged Care Pension. This took some time as Jan was without any locally-known personal history or identification. With further aid from a Polish interpreter, we set about looking for a safe place in an aged care facility to accommodate him, that fitted within his very small budget.

After quite an exhaustive time, Jan was able to move into a wonderful place where he resided for quite some time before we were informed of his death in the early 2000s.

The photo of Jan, which forms the most recognisable part of Hutt St Centre's logo, appeared in the City Messenger in 1995, alongside a story which highlighted the plight of Adelaide's 'forgotten men'. At the time, many of our city's frail aged homeless men were struggling to access quality caring services and housing. In the photograph, Jan was carrying his self-made bag which contained all of his worldly possessions, as he was sleeping in a creek bed in the south parklands. At first glance, it looks like a small suitcase but, upon closer inspection, the bag is actually formed from a blanket rolled into a carryall.

Jan and his story will never be forgotten. His photograph represents courage, a fiercely guarded independence and respect for one's own self dignity and esteem.



