Hutt St Centre Annual Report 2013-2014

Hutt St Centre works to help end homelessness for every person who walks through our doors

Hutt Street Centre 2013-2014 Annual Report

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A work of the Daughters of Charity

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URGDOIT

Hutt St Centre works to help end homelessness for every person who walks through our doors.

This year's theme for our Annual Report is about opening doors. In essence what we strive to do at Hutt St Centre is not only open doors, but to keep them permanently open.

Too often people are excluded from accessing a way out of homelessness, whether that be through a lack of affordable or appropriate housing, access to allied health services such as mental health and drug and alcohol supports and even more astonishingly access to education, training and employment pathways.

Once again this year, it has been an absolute privilege to be involved in such a great organisation. Not only have we celebrated 60 years of service to the homeless population in Adelaide, even more importantly our programs have continued to deliver extraordinary outcomes.

Within the Client Services areas, the Eastern Adelaide Homelessness Service and Aged Care programs continue to significantly overachieve their contracted goals and outcomes and the only concerns ever raised are unfortunately matters that are often out of our hands. This is due to the continued funding uncertainty with the National Partnership Agreement on Homelessness. Whilst this uncertainty makes it difficult for long term planning, the real unfortunate victims are the clients themselves because any future cuts will affect their ability to open new doors and to ultimately end their homelessness. The Education, Training and Employment Program continues to flourish and is starting to make huge inroads into ensuring both education and employment opportunities are open and available for the client group, which were previously inaccessible.

At the launch of Angel for a Day we heard from Janette, a previously homeless person who has undertaken both a Certificate III and IV course through TAFE and at the same time regained her confidence to access permanent housing. She is a remarkable and courageous woman who has totally rebuilt her life and opened new doors for her future. Her goal is to soon secure employment. We know she will succeed.

Not to be outdone, the Meal Centre continues to provide high quality and the most affordable meals in Adelaide and we are thrilled that our Day Centre is not just a place where you can access showers, laundry and locker facilities, but is truly a place which provides choice, change and opportunities.

One of the important components of our Strategic Plan was to increase volunteering opportunities. The benefits of having volunteers in our Day Centre are endless and add value to all our services. I would like to thank **all of our brilliant volunteers** for assisting the organisation to continue moving forward.

Within such a big year, I cannot move forward without thanking both the Board and the Daughters of Charity for providing me with an opportunity to visit homeless organisations abroad and to be able to share and learn from others.

It was a truly humbling experience to find that not only is Hutt St Centre an innovative and progressive organisation in comparison to many of our peer organisations abroad, but that we are clearly leaders in homelessness. By the time that I was back in Australia, a homeless organisation in Cardiff (Wales) had adopted our Angel for a Day program and most of the USA services who I came into contact with, were actually starting to talk to each other which was something that we managed to facilitate. A few highlights included:

- The Bridge Homeless Assistance Centre an amazing facility which was designed as a campus style development. They were aiming to deliver services to 500 people a day and actually see over 1400 people a day.
- In the southern states of the USA, 1 in 4 homeless people are contemporary veterans (returned soldiers from Iraq and Afghanistan) which is incredibly soul destroying to see.
- The Huggard Centre, a new purpose built day centre in Cardiff with a number of similarities to Hutt St Centre.
- Visiting a 'Wet Shelter' accommodation facility in Dublin run by Depaul International with strong links to the Daughters of Charity.
- Visiting The Passage (our sister organisation in London) and Thames Reach which provide similar Education and Employment programs.

The lesson learnt from the trip overseas is that we need to continue to change for the better. We will never be satisfied by staying stagnant and we will continue to explore ways to ensure that our clients will achieve their goals and have the opportunity to choose which doors they would like to open.

Congratulations to everyone involved. It is truly a team performance and we are privileged to be working at Hutt St Centre. We know we are now not only respected in Adelaide, but throughout Australia and overseas.

Lastly I would like to congratulate the Development and Partnership team along with the Foundation who continue to achieve extraordinary things, and once again have been rewarded with a Fundraising Institute of Australia award. We don't set out to win awards but it is nice to be recognised for further innovation and achievement.

And finally thank you to the Board, Foundation, Patrons and all of our much loved and truly valued stakeholders for your continued support of Hutt St Centre. This makes a huge difference to the many people walking through our doors daily and accessing our many quality services.

We look forward to an exciting 12 months ahead.

Ian Cox, CEO Chris Lemmer ASM, Chair Hutt St Centre Board of Directors

Belebrating our 50 Year History

An extract from a speech celebrating 60 years of Hutt St Centre and the Daughters of Charity – Adelaide Town Hall

Our founders St Louise de Marillac and St Vincent de Paul would be immensely proud of what we have achieved.

One came from nobility, the other came from poverty and together they helped to inspire Parisians into action. We on the other hand have hopefully inspired South Australian's into action.

From humble beginnings through giving sandwiches and jars of tea to homeless men to a comprehensive frontline service, which we unashamedly state is the equal of any around the world, having had the extraordinary recent opportunity of seeing our peers in the USA, UK and across Europe.

Sixty years ago the Archbishop Dr Beovich had a vision along with the City of Adelaide and the State Government. That vision then and particularly now remains truly relevant.

We will continue to dare to dream

To rebuild the lives of our current and future clients; we will continue to look at emerging and future trends of homelessness here and abroad, to give our people hope and inspire them to achieve whatever goal they desire.

Thank you for being part of the journey and we welcome you to continue partnering with us into the future. We have some grand plans into the future for a Masterplan development of the Day Centre to ensure that our client needs are fully met and to ensure that they have multiple pathways out of homelessness – **housing, health and education, training and employment** where we continue to witness amazing outcomes daily.

The Masterplan is about helping our client group rediscover their goals, their identity and their self respect.

It is in many ways their passport to the future. We liken this to choice, change and opportunity.

To achieve change we all require 3 strong elements:

- 1. a strong economy
- 2. strong and stable political leadership
- 3. a strong value based community which is what we live and breathe every single day

Working at Hutt St Centre isn't always easy because every day we are challenged to do more, particularly given the amount of new people presenting for services each month.

Being a dreamer isn't all that bad because again,

dare we dream to end homelessness

This is what our clients demand of us. This is what St Vincent de Paul and St Louise de Marillac would expect from us – to influence, to inspire, to never give up!

lan Cox, CEO Sister Gwen Tamlyn, Pastoral Care Manager and Daughter of Charity

PastoralCare

Pastoral Care works alongside all the services at Hutt St Centre, giving our people someone to talk to about anything that is on their mind. We are privileged to work with people here who need to share their stories and to feel compassion. Some people just want someone to listen to them without judgement, others seek forgiveness, clarity or strength. We provide a listening ear and often times a shoulder to cry on for people feeling deep sadness, grief and loss or helplessness.

What stands out for me and others working in Pastoral Care over the past year would be the number of people living without hope in their lives.

So many of our clients have lost hope in all aspects of their lives. Our work is mainly to identify the issues which are causing concern. However, what the person sees as the presenting problem is not always the underlying issue in their lives. It is our role in Pastoral Care to work with the person to give them hope for the future.

Jesus in St. Luke's gospel 4: 18-19 talks about "being good news to the poor". One way of being good news is to bring 'hope' to our people at Hutt St Centre.

Recently, a client Michael asked me to accompany him to a case conference at the hospital where he was an outpatient. Michael was told by the doctor that he only had weeks to live. He was very angry at this news and did not believe what was happening to him. It was only by daily contact that he was able to make his peace with his God and accept where he was on his life's journey. Strange as it may be Michael has taken up a hobby and is now leading a fulfilled life. He does not appear to be failing in health which is a great surprise both to the medical staff and to me. It's lovely to see him with some joy and peace in his life.

In all these activities I am supported by 4 wonderful volunteers: Margarita Noonan, Chris McCabe, and Fathers Michael McCaffrey FSSP and Adrian Wee FSSP.

Sister Gwen Tamlyn Daughter of Charity

ABOUT HUTT ST CENTRE PASTORAL CARE

"TAKE GOOD CARE OF THE POOR" - ST. LOUISE DE MARILLAC, 1660

- 1926 4 Sisters arrive in Orange, NSW
- 1954 3 Sisters move to Hutt St at the invitation of Archbishop Dr Beovich
- 1982 Meal Centre and commercial kitchen upgrade provide capacity to serve more than 200 people per day
- 1992 The Daughters of Charity at Hutt St become registered under the Corporations Act as Hutt Street Centre
- 2014 3 volunteers provide Pastoral Care each week

Pastoral care workers respond to diverse spiritual and emotional needs of clients. Pastoral care helps clients to voice their troubles in a supported manner.

SERVICES

- Weekly reflection and support to all staff, paid and unpaid
- 12 clients attend Women's Pampering Group per month, focussing on hygiene and health
- More than 100 hospital visits per year to support socially isolated clients
- Support clients through court cases, and provide prison visitation services for those incarcerated
- Give talks at schools and community groups about Hutt St Centre's services
- Weekly Bible Studies and support group outreach to local boarding houses

Day Gentre

The Day Centre (DC) aims to provide a space in which homeless, vulnerable and marginalised people can access essential services in a safe and welcoming space. From here clients can engage in the services offered across Hutt St Centre.

The DC is a frontline delivery service where we can identify the most excluded clients and see new and emerging trends because of our immediate and direct interaction with people here.

Day Centre services include:

- Meals
- Showers/Toilets
- Baggage Storage
- Laundry
- Mail Collection
- Clothing Shop

Various visiting services attend our Day Centre. These include:

- RDNS
- GP
- Legal Outreach Services
- Hepatitis C Mentor
- Partners in Recovery
- Psychologist
- Dental School
- Physiotherapist
- Financial Counsellor
- Centrelink

TEAM BREAKDOWN

TEAM NAME: DAY CENTRE

8 staff members, made up of:

- 1 Team Leader
- 2 Day Centre Support Officers permanent
- 1 Information Support Officer permanent
- 4 Day Centre Support Officers casual

The Day Centre team is also supported by volunteers on a daily basis.

ONE WEEK IN THE DAY CENTRE

PRIMARY NEEDS

- 125 clients access showers
- 105 clients have morning tea •
- 110 clients access laundry facilities
- 135 access computer support
- 200 clients access the baggage room

CLIENT ENGAGEMENT

All clients are encouraged to access Hutt St Centre programs including:

- Education and Training
- Aged Care Program
- Case Management (EAHS)

VISITING SERVICES

10 regular visiting services support our clients:

- RDNS •
- GΡ
- Legal Outreach Services
- Hepatitis C Mentor
- Partners in Recovery
- Psychologist
- Dental School
- Physiotherapist
- **Financial Counsellor**
- Centrelink

Jim's Story

Jim accessed the Day Centre on a regular basis about 10 years ago for meals, showers and social activities. He has had secure housing in the CBD for the last 5 years and had not accessed Day Centre services during this time. In 2014, Jim lost his property and returned to the Day Centre

Our DC staff engaged with Jim and worked to support him in any way he needed. Jim used the showers and had meals here as well as washing and ironing his clothes and storing some belongings safely in the locker room. He was reluctant to engage in HSC support to secure housing; however he expressed an interest in securing voluntary work. DC staff introduced Jim to the Pathways staff who helped him find voluntary work which dramatically improved Jim's self-esteem and provided him with a sense of purpose in his life.

DC staff continue to engage with Jim on a daily basis and encourage him to seek assistance to find housing. Given Jim's age, staff have also introduced him to the Aged Care (HACC) team who are working at Jim's pace to address his needs. Together the DC and Aged Care team will continue to provide the best service possible to Jim in a way that is always respectful to his personal needs.

HIS.

The purpose of the Eastern Adelaide Homelessness Service (EAHS) is to provide a comprehensive intake, assessment and case management service for those who are homeless or at risk of homelessness, in the Eastern Adelaide region.

The service consists of 4 teams:

- 1. Intake and Assessment
- 2. Primary Homelessness
- 3. Boarding House Outreach Support
- 4. Intensive Tenancy Support.

This structure enables the service to target specific areas of homelessness, ensuring that all manifestations of homelessness are addressed.

The EAHS is accessible to anyone over 18 years old and accompanying minors. Unaccompanied minors will be supported to access age appropriate services.

The service takes a holistic and individual approach to case management and employs a strength based and client centred approach. These approaches look to address all life domains not just housing, and work proactively in collaboration with clients and other relevant service providers.

TEAM BREAKDOWN

TEAM NAME: EASTERN ADELAIDE GENERIC HOMELESSNESS SERVICE

- 11 staff members made up of:
- 1 Team Leader full time
- 2 Intake and Assessment workers part time
- 5 Case Managers in the EAHS program, 4 full time and 1 part time
- 1 Support Worker full time
- 2 Boarding House Program Case Managers full time

The Intensive Tenancy Support program is managed off site at Red Cross by Red Cross employees and consists of a full time Team Leader and a part time employee.

STATISTICS FROM THE EASTERN ADELAIDE HOMELESSNESS SERVICE (EAHS)

- The service receives 1,280 phone calls from people seeking assistance every year.
- EAHS provides one to one support to over 900 homeless and vulnerable adults every year.
- Staff attend 5,301 one to one client meetings every year.
- 25-44 average years of age of clients receiving assistance in EAHS programs.
- 13% of all people presenting for support are children in the company of a parent or guardian.
- **41%** of people receiving support from EAHS are **women**.
- 5 families are supported into crisis accommodation on average every night.
- 12% of people receiving EAHS support identify as Aboriginal or Torres Strait Islander.
- 6 new people walk through the doors seeking EAHS support every day.
- 101 people are supported to move on from boarding house accommodation every year.

Zoe's Story

Zoe and her 20 month old daughter were referred to the EAHS through the Homeless Gateway Service. Their homelessness was due to a relationship breakdown with Zoe's husband. The team initially organised for Zoe and her child to stay in a nearby motel where she would have access to the EAHS and multiple other supports.

Upon arrival at Hutt St Centre Zoe had no income, no transport, spoke very little English and was caring full time for her daughter. She was also having suicidal thoughts. Together these personal difficulties were barriers to her accessing services and accommodation.

HSC liaised with a number of agencies to start to help Zoe, initially addressing her mental health needs through community health services. After a few weeks of support it was deemed that her suicidal thoughts were because of the situational crisis which had eased with the care and support being provided. This was a positive outcome.

HSC was then able to address her income status, organising an appropriate Centrelink payment for Zoe. This enabled her to start looking for housing for which Hutt St Centre staff provided assistance and information and it resulted in her securing private rental accommodation. Addressing a large outstanding medical bill which arose from the birth of her child without having Medicare or hospital cover has also been a priority for Zoe, with which Magdalene Centre's Financial Counsellor is helping.

The Christmas period added to the emotion of the situation for staff at Hutt St Centre and Zoe's family. We made sure there were presents for Zoe and her child which was a small token of kindness that we could offer in this difficult period. We are pleased that Zoe's little family now have a nice place to live, an income and ongoing supports to ensure her future is one she can look forward to with positivity and hope.

gelCare

Aged City Living (ACL) is a specialist Home and Community Care program for older adults who have experienced homelessness. In its 16th year, the program supports people to live well and independently in the community for as long as possible.

This support is provided through 3 main services:

- 1. Case Management coordinating and linking people into services
- 2. Lifestyle and Health addressing social isolation and health issues through purposeful leisure and recreation activities
- 3. **Occupational Therapy** assessment of functional ability, strategies and equipment to maintain and improve independence

TEAM BREAKDOWN

TEAM NAME: AGED CITY LIVING PROGRAM

9 staff members, made up of:

- 1 Team Leader, Aged City Living program
- 1 Coordinator, Lifestyle and Health Service
- 1 Lifestyle and Health Support Officer
- 1 Occupational Therapist, Allied Health Service
- 4 Case Managers
- 1 Community Outreach Support Officer

IN AGED CARE DURING 2013-2014

- 172 people received a service throughout the year, 76% male and 24% female
- 1,240 hours of shopping, cleaning and social support was provided
- 2,640 hours of information, support and advocacy provided
- 288 activities and events were planned, totalling 11,435 hours of social support through the Lifestyle and Health Service
- 619 outreach visits were completed to support people to live independently in their own homes and local within the community

Lionel's Story

Lionel has lived in boarding houses for all of his adult life. Now in his early 70s, Lionel was advised that the boarding house he was living in would be closing soon.

It was an anxious, testing and confusing time for Lionel who had no family support in addition to a recent diagnosis of Alzheimer's Disease affecting his memory and emotional state.

The task of assisting Lionel to find a new home fell to Lionel's Case Manager. In the mean time Lionel had been attending the Lifestyle and Health art group at the South West Community Centre in Adelaide and developed a close rapport with the Coordinator. Art, singing and watching old movies was what Lionel liked to talk about and do, and it was soon discovered that Lionel was a very talented and creative artist.

Lionel was assisted to find a unit in a quiet suburb near the City. He moved in on Christmas Eve just shy of the date that the boarding house would close. It was a strange, unsettling and lonely experience for Lionel after many years in boarding houses. The only furniture Lionel brought with him was a bed.

Lionel was surrounded with support from his Case Manager, the Lifestyle and Health Coordinator, Older Person's Mental Health Case Manager and Alzheimer's Australia Link Worker.

Once in the new unit, Lionel's Case Manager helped in setting up Lionel's easel and paints. His Case Manager then assisted in obtaining furniture and a TV, putting home support in place and helping him become familiar with his local area.

The initial connection and human touch through art, the expert advocacy of the Case Manager and linking to specialist services all conspired to give Lionel the best possible start in his new place.

Fileation, moorent and and Program

Alongside our various services for people experiencing homelessness, Hutt St Centre has a firm commitment to provide skills, experiences and opportunities for education, training and employment for our clients. This has been a growing focus over the past 4 years.

For some, due to circumstances beyond and outside of their control, school was not a pleasant experience. This has impacted on their ability to learn and develop skills. For others significant events and tragedy meant that they were disengaged or prevented from participating in learning, education and/or work.

Clients accessing Hutt St Centre are either homeless or at risk, often with very low levels of educational attainment. They may have experienced addiction, domestic violence, mental illness or have physical disabilities. Our clients are disengaged from traditional learning. A recent survey showed that 70% of clients have poor to no literacy and numeracy skills. We deliver one to one and small group education to accommodate the needs of our learners.

TEAM BREAKDOWN

TEAM NAME: EDUCATION, EMPLOYMENT AND TRAINING TEAM

3 staff members, made up of:

- 1 Pathways Manager
- 1 Employment Officer
- 1 Education Officer

HUTT ST CENTRE - EDUCATION, EMPLOYMENT & TRAINING

GROWING ENROLMENTS

Our programs offer opportunities for client led skill development and confidence building. This complements Hutt St Centre's case management, housing, health and welfare services to assist the successful transition to housing, community volunteering, further education or employment.

- 230 clients access activities each month.
- 23 formal training courses attended by clients per month
- 96 education, employment and training enrollees for the year

PROGRAMS OFFERED

Employment

One to one mentoring to help clients develop contemporary, competitive resumes and cover letters and learn new skills such as where to find jobs, how to apply, how to present and interview skills.

Education

Non-traditional literacy and numeracy education delivered in small group workshops and one to one including Book Club, Poetry Group, Budgeting Course and IT Workshops.

Social Skills

Improving social skills and overcoming isolation with activities such as cooking, knitting, gardening, cricket and yoga.

PATHWAYS OUT OF HOMELESSNESS

Clients accessing Education, Employment and Training programs receive wrap around support from case workers, offering a real and lasting pathway out of homelessness through supported transitions to work and study. In the 2013-2014 financial year the program achieved the following client outcomes:

- 23 Employed
- 40 Studying
- 14 Volunteering

77 = Working (30%), Studying (52%) and Volunteering (18%)

Elrose's Story - Employment Mentoring

'Elrose' is a 49 year old client who left school when he was 15. He entered the tutoring program within Education and Training to better himself - initially in literacy and computer support - and then asked for help in improving his job applications and looking for work. He has been working with his tutor weekly to reach his goal of finding employment. In January 2014, Elrose gained employment as a casual furniture removalist and, although it is hard work for his age, he is motivated to use this as a stepping stone in returning to driving trucks. Elrose will be continuing his tutoring sessions to gain the practical skills he needs to live the life of his dreams.

"If you have a good environment to get help, the people that want to get help will get help. The staff here can't keep up with every demand. And they just do it all. I take my hat off to them."

"I entered tutoring for my benefit, no one else."

Elrose engaged in the tutoring program to get help with his barriers to learning: "My education... I left school when I was 15, and I can't register things quick enough. So unless I write it down, I can't remember it. And I can't put my mind to paper so it's very hard to write things. So Sue was helping me with spelling. 'Cause half the time I'll put the words the wrong way around, the letters in the wrong spot. And she was helping me with that. And she was helping me on my computer. And then she was helping me with my resume. And then yeh, I got the job."

SELUSERVICES

Hutt St Centre offers a large number of visiting services which aim to deliver, in less conventional ways, solutions that meet the complex and fluctuating circumstances of homeless clients. These may include: reducing waiting times, flexible scheduling, and simplifying admission criteria. Hutt St Centre has regular services to address physical and mental health, financial, drug and alcohol, and legal issues. Services have also expanded to an eye clinic – providing free prescription glasses. Using outside services that address these basic human needs are often considered extravagant purchases for individuals experiencing financial hardship. More often than not, at Hutt St Centre clients can make an appointment and meet with someone on the same day.

By accommodating visiting services, Hutt St Centre aims to provide assistance to vulnerable individuals in a comfortable and familiar environment. The visiting services function is to be less intrusive by placing themselves into the client's space, presenting themselves as visitors temporarily invited and, enabling clients to access through choice and opportunity and in their own time. Workers of visiting services do not impose themselves on clients; rather, they engage in informal conversation and provide answers to questions when asked.

AN

	Royal District Nursing Service SA	Nurse on site providing medical care.	
	Nunkuwarrin Yunti of SA	General practitioner providing on site medical care in partnership with Royal District Nursing Service nurse.	
	Hepatitis SA	Testing and information regarding Hepatitis prevention and care.	
ALLIED HEALTH	School of Dentistry	Oral health screening and referrals for dental care.	
	Physiotherapist	On site physio providing treatment for all clients, available every fortnight.	
	PodSquared Podiatry Clinic	Offering generalised podiatry service and preventative foot care information and support.	
MENTAL HEALTH	Partners in Recovery	Providing mental health support to client group.	
FINANCIAL ASSISTANCE	Centrelink	Weekly outreach service providing better access for clients requiring income assistance.	
DRUG & ALCOHOL	Drug and Alcohol Service South Australia	Providing drug and alcohol service support.	
LEGAL ASSISTANCE	Housing Legal Clinic	Support for clients with a range of legal issues.	
	Hairdresser	Haircuts and grooming for men and women.	
OTHER	OPSM Optometrists and OneSight Program	Annual eye test and prescriptive glasses.	
	Massage Therapist	Chair massage.	
	Private Rental Clinic (Hutt Street Centre, Australian Red Cross and Housing SA)	Providing assistance with private rental, enquiries and support.	
	Information and Communications Technology support	Tablet, Smartphone, computer support offered Monday to Friday.	
	Computer course	Introductory course to computers, running early 2015.	
EDUCATION, TRAINING	English tutoring	One-on-one tutoring for clients to improve reading, writing and verbal communication.	
AND EMPLOYMENT PROGRAM	Further Education – course support	One-on-one tutoring offered to clients studying an external course, for support around course work.	
	Cooking classes	Monthly cooking classes.	
	Art classes	Fortnightly art classes teaching basics of painting and drawing.	
	Reclink	A partner organisation with Hutt St Centre, providing recreational activities for clients.	
POSSIBLE UPCOMING	Psychologist	Working on attracting a psychologist in the near future.	
SERVICES	Finance and Budgeting Workshop	In progress of starting a workshop at Hutt St Centre in near future.	

lea Centre

Hutt St Centre's Meal Centre offers free hot breakfasts and cheap 2 course lunches, 6 days a week. We never refuse a meal based on lack of funds, so we enable clients to book up to \$20 meal credit. The Meal Centre is blessed to be staffed predominantly by generous volunteers, with 1 paid staff member managing meal planning, cooking and service.

Breakfast:

Monday to Friday: 7.45 - 8.30am (donation) Sundays and Public Holidays: 9.00 - 9.30am (tea and toast)

Morning Tea: Monday to Friday: 10.00am

Lunch:

Monday to Friday: 11.45am - 12.45pm (\$2.00)

Sundays and Public Holidays: 10.30 - 11.00am (takeaway lunch provided)

We strive for an interesting, varied, nutritious and filling menu each day, but it is also dependant on donated fresh produce from suppliers, seasonal fruit and vegetables, food available at Foodbank, and our store of donated non perishable food in the pantry. We also have to consider the health, living situations and tastes of a broad range of people so food needs to be easy to eat, easy to digest and not too spicy! We don't have too many complaints!

TEAM BREAKDOWN

TEAM NAME: MEAL CENTRE

3 staff members, made up of:

- 1 Meal Centre Manager permanent part time
- 2 Meal Centre Cooks casual
- 20 volunteers per day

In 1954, 3 Sisters took up residence at 258 Hutt Street. With no money and relying entirely on Divine Providence the Sisters responded to one of life's basic needs by providing simple meals; sandwiches and a jar of tea.

Today we have a comprehensive meals service averaging 65 new clients per month and about 200 meals per day.

Breakfast: 1,550 breakfasts prepared and served per month

Lunch: 2,200 lunches prepared and served per month

Ingredients used per month:

- 600 loaves of bread
- 480 litres of milk
- 520kg of meat
- 320kg of chicken
- 640kg of fruit and veg
- 4,000 teabags and 24kg coffee

SAVINGS

Volunteers - time donated by volunteers saves us an average of \$15,600 per month in wages.

Angel For a Day - our major fundraiser contributes at least \$8,400 per month in just ingredient costs.

Sample weekly menu

Monday

Breakfast - Baked beans, toast and spreads, tea and coffee. Lunch - Chilli con carne, rice and steamed vegetables. Dessert - Apple crumble and custard.

Tuesday

Breakfast - Left over chilli con carne, toast and spreads, tea and coffee. Lunch - Braised lamb chops and steamed vegetables. Dessert - Bread and butter pudding with cream.

Wednesday

Breakfast - Tinned spaghetti, toast and spreads, tea and coffee. Lunch - Beef lasagne and salad. Dessert - Raspberry meringue with whipped cream.

Thursday

Breakfast - Scrambled eggs, toast and spreads, tea and coffee. Lunch - Egg and bacon pie, mashed potato and steamed vegetables.

Friday

Breakfast - Scrambled eggs, tinned spaghetti, toast and spreads, tea and coffee. Lunch - Chicken cacciatore, rice and steamed vegetables. Dessert - Fruit and yoghurt.

Sunday

Breakfast - Bacon and eggs, toast and spreads, tea and coffee. Lunch - sandwiches, fruit and biscuits.

Volunteering

Hutt St Centre relies on the commitment, generosity, skills and knowledge of volunteers to assist with the provision of all our services. We are very fortunate to have a fantastic group of volunteers who make our work possible each day. Our volunteers assist in a broad range of activities and services including our kitchen and meal centre, day centre, education, employment and training programs, administration and reception, clothing shop and sorting shed, data entry, events, committees, pastoral care, computer support and IT classes, building and grounds maintenance, gardening, Foodbank run, collecting and recycling cans and bottles and our Volunteer Reference Group. Our Board and Foundation Members are also volunteers, providing valuable expertise, guidance and governance to our organisation.

Our volunteers are also active in the community, assisting at events, fundraising and awareness raising activities, including the active promotion of our *walk a mile in my boots* events, Christmas present wrapping at Castle Plaza Shopping Centre and community fundraising.

HIGHLIGHTS:

- Bunnings BBQ manned by volunteers and staff raised over \$8,000 in 2014
- Engagement with Salisbury East High School Alternate Learning Program - providing 'at risk' high school students with volunteering opportunities in our Meal Centre
- Corporate staff teams, including EY, SAHMRI and SA Power Networks involved in regularly rostered volunteer shifts in our Meal Centre and Day Centre in 'before work' shifts - developing ongoing and valuable relationships with these organisations
- National Volunteer Week a team of Hutt St Centre volunteers participated in the walk from the Torrens Parade Grounds to Victoria Square, proudly carrying the Hutt St Centre banner.

FUTURE DIRECTIONS:

- Introduction of a structured school engagement program
- Introduction of a structured corporate volunteering model, which provides organisations with options to participate in team building experiences via volunteering at Hutt St Centre
- Further develop the volunteer pool to include skilled volunteers to assist with key projects such as grant writing, bid proposals and training for staff and volunteers
- Introduction of a regular schedule of training opportunities for volunteers, including child safe environments, mental health first aid and personal protective behaviours.

Hutt St Centre relies on the commitment of volunteers to assist with the provision of services to people who are homeless, in a variety of roles and in different areas of the Centre. We are very fortunate to have a fantastic group of volunteers who make our work possible each day.

- 165 volunteers in a regular shift (minimum 2 hours) each week
- 234 active volunteers who provide either regular assistance or are part of our relief roster
- 90 event specific volunteers
- Volunteers contribute over 1,200 hours per month to Hutt St Centre

Where our volunteers are placed:

- Kitchen (57%)
- Administration (10%)
- Clothing Shop (8%)
- Day Centre (15%)
- Education and Training (7%)
- Other (3%)

Hutt St Centre's Volunteers provide the equivalent of:

- \$720,000+ p.a. in wages
- 18 full time staff
- 1,200 hours of effort per month

Developmentand Partnerships

The Development and Partnerships team is responsible for fundraising, marketing, media, public relations, corporate partnerships and sponsorships, volunteering and other non client service projects. The team started with 1 person 10 years ago and with an increased demand for funds and raising community awareness it has now grown to be a team of 5.

WHAT DOES FUNDRAISING ACHIEVE?

SOME OF THE PROJECTS FUNDED OVER 10 YEARS

- 645,400 meals from Angel for a Day
- New womens and mens bathrooms
- Education and training for all clients
- New kitchen and appliances
- Christmas celebrations and gifts
- Supporting all programs to reduce homelessness

TEAM BREAKDOWN

TEAM NAME: DEVELOPMENT AND PARTNERSHIPS TEAM

5 staff members, made up of:

- 1 Development and Partnerships Manager
- 1 Marketing and Events Manager
- 1 Events and Marketing Coordinator
- 1 Administration Officer part time
- 1 Volunteer Coordinator

The 2013-2014 financial year saw continued growth in services to our clients and an increase in staff numbers which demanded more fundraising from the Development and Partnerships team to cover the associated costs.

In the past 10 years the staff group has grown from 15 to 45, with little physical capacity for such growth in the current buildings. This has necessitated taking some space from the dining room and Day Centre to build more office space for staff and meeting space for clients and their case managers. Even still we couldn't accommodate everyone so we were forced to rent space at #242 Hutt St at a cost of \$50,000 per annum. Thus the #242 Project was born which sought 10 corporate partners to commit to a \$5,000 payment for a 3 year period. This provides office space for 10 client services staff for their administrative tasks such as finding and negotiating accommodation, managing their case files, complying with reporting requirements and managing all client needs.

The year 2014 saw the celebration of Hutt St Centre's and the Daughters of Charity's 60 years in Adelaide. We celebrated this with a Mass and afternoon tea at St Francis Xavier's Cathedral early in the year and with the sale of the Louise Rose which was first struck in 2004 for the 50th anniversary.

We embarked on our first official Bequest Program which invited our long term and most committed supporters to consider including Hutt St Centre in their Will. Information about making a bequest in a Will is available on our website and we encourage all our supporters to include us in their Will if possible.

The Divine Providence III Racing Syndicate dinner and lease of our third racehorse, which was very generously donated by Sam Hayes, was held in June. The dinner and auction was a great success with 204 people getting into the lease! We should have a lot of fun with this one. Daniel Clarken will train this horse, with Darren Arnold the charitable vet, Goldners providing transport, Performance Park offering paddocks for spelling and the SAJC and TRSA providing free services and support throughout the venture.

Our part time cook and volunteer Ted Setnikar found time this year to put pen to paper and write his profoundly interesting life story in a book entitled 'The Lacemaker's Son'. Ted has decided to donate all proceeds from the book to Hutt St Centre. It's a wonderful read and has attracted outside media interest and fast sales. Ted's books are still available at Hutt St Centre. Our regular campaigns and appeals once again added much needed funds into the coffers and included Angel for a Day and the Christmas Appeal. We really do rely on these appeals to get us through the year to provide meals and Day Centre services. Each year they have grown slightly in terms of funds raised and we hope this will continue to be the pattern.

In partnership with the AHA:SA we launched Hutt St Heroes, a winter appeal run through participating hotels where diners were asked to add a donation to Hutt St Centre on their meal bill. In its first year Hutt St Heroes raised just over \$22,000 which was a great start.

Our major event *walk a mile in my boots* continues to grow, raising both awareness on homelessness in South Australia and vital funds for our: Meal Centre, Day Centre, and education and training program. Held during National Homeless Person's Week, on 9 August 2013 Premier Jay Weatherill led nearly 3,000 people to walk a mile in the city whilst many other walks were held in schools or the community raising \$108,000 (net). In its fifth year it remains a heart-warming experience for our donors and supporters, volunteers, employees, corporate partners, politicians, and ambassadors to rise and shine early, and experience how it feels each cold winter morning walking the streets to get breakfast, a cup of tea and a hot shower - by experiencing that life for 1 hour, walking 1 mile.

Engagement with our stakeholders continued to grow through the increased use of social media channels facebook and twitter. It has been an important investment enabling us to not only promote our fundraising activities, but share stories of success, activities our clients have been undertaking, volunteer recognition and connecting with our community. It is an area we will continue to invest in over the next year as an important engagement and fundraising communication channel.

A range of community, corporate, local government, Church, school and social clubs provided grants, donations, events and fundraising activities for various projects at Hutt St Centre. These income sources are crucial to our capacity to maintain our existing essential services and to enable us to be innovative in our work. At the heart of our fundraising is our commitment to helping every person who walks through our doors to exit their homelessness. We trust that every person who makes a donation makes a personal and heartfelt contribution to our work and we are endlessly appreciative of that.

nancial Report

Hutt St Centre has had another very successful year in terms of achieving our financial objectives with both our existing and new programs complementing each other. This has enabled us to provide clients with a range of different services and opportunities which include housing, outreach support, medical and allied health services, employment, training and education, along with the provision of meals, showers, lockers and laundry facilities.

In the past year we experienced a positive outcome with revenue growth and fundraising and continue to be hopeful for new and improved funding streams into the future. With uncertainty in the future of our government funding, we are more than ever reliant on our fundraising activities and the support of the community and corporate sectors to maintain and improve our services.

OPERATIONAL AND FINANCIAL PERFORMANCE

- Financial Target aligned within 2013-2014 Budget Achieved
- Fundraising Target Achieved
- Ongoing funding for the Education and Training Program secured - Achieved
- Increase in HACC Funding Achieved
- Continued Eastern Adelaide Homelessness Service
 Funding Achieved

TEAM BREAKDOWN

TEAM NAME: ADMINISTRATION

- 6 staff members, made up of:
- 1 Chief Executive Officer
- 1 Business Manager
- 1 Finance and Administration Officer part time
- 2 Receptionists part time
- 1 Administration Support casual

INCOME STATEMENT

	2014 \$	2013 \$
Revenue	0.000 E4E	1 051 000
Grants and funding	2,038,545	1,851,809
Sales and fees	53,578	330,033
General donations	392,853	0
Fundraising activity donations	674,009	0
Bequests	260,354	85,500
Transfers from Daughters of Charity	(191,828)	0
Final distribution from Hutt St Centre Foundation	0	1,669,489
Investment income and profit/loss on sale of assets	203,760	127,058
Other	22,893	6,837
Total Revenue	3,837,820	4,070,726
Expenses		
Employee benefits expense	2,227,167	1,934,104
•		1,934,104 99,516
Employee benefits expense	2,227,167	
Employee benefits expense Depreciation and amortisation expense	2,227,167 79,409	99,516
Employee benefits expense Depreciation and amortisation expense Subcontract payments	2,227,167 79,409 156,565	99,516 180,560

ABOUT HUTT ST CENTRE FINANCIAL SAVINGS

Hutt St Centre relies on the generosity of individuals, families, the community and businesses to provide essential services for Adelaide's most vulnerable men, women and families.

FINANCIAL SAVINGS - \$835,000

- Donated food items saves Hutt St Centre \$22,000+ per year for the Meal Centre
- \$72,000+ of donated essential everyday items for clients are received every year, including socks, jocks, toiletries and bedding
- Volunteers save Hutt St Centre \$720,000+ per year in labour costs throughout the organisation
- Donated clothing raises \$21,000+ per year in the Hutt St Centre Op-Shop

WHAT DOES THIS MEAN FOR US?

There are so many ways for people to be part of Hutt St Centre's mission whether it is through participation in events, financial donations, donation of goods, sponsorship or volunteering.

Your donations and effort help people facing disadvantage to rebuild their lives.

STATEMENT OF FINANCIAL POSITION	2014 \$	2013 \$
CURRENT ASSETS Cash and cash equivalents Receivables Other	1,131,655 12,912 30,746	557,898 1,274,249 30,754
TOTAL CURRENT ASSETS	1,175,313	1,862,901
NON-CURRENT ASSETS Financial assets Property, plant and equipment TOTAL NON-CURRENT ASSETS	3,104,352 338,896 3,443,248	1,417,189 354,069 1,771,258
TOTAL ASSETS	4,618,561	3,634,159
CURRENT LIABILITIES Trade and other payables Amounts received in advance Provisions TOTAL CURRENT LIABILITIES	160,854 103,733 221,518 486,105	101,785 40,697 187,489 329,971
NON-CURRENT LIABILITIES Provisions	37,485	25,602
TOTAL NON-CURRENT LIABILITIES	37,485	25,602
TOTAL LIABILITIES	523,590	355,573
NET ASSETS	4,094,971	3,278,586
EQUITY Retained earnings Reserves	3,276,066 818,905	2,411,208 867,378
TOTAL EQUITY	4,094,971	3,278,586

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STATEMENT OF CASH FLOWS		
	2014 \$	2013 \$
CASH FLOW FROM OPERATING ACTIVITIES Receipts from donors, grants, etc Payments to suppliers and employees Investment income	4,963,592 (3,133,290) 213,690	2,804,542 (2,580,081) 120,992
Net cash provided by operating activities	2,043,992	345,453
CASH FLOW FROM INVESTING ACTIVITIES Proceeds from sale of property, plant and equipment Proceeds from sale of investments Purchase of property, plant and equipment Purchase of investments	0 (9,929) (64,236) (1,396,070)	6,065 0 (117,389) (101,454)
Net cash used in investing activities	(1,470,235)	(212,778)
Net increase / (decrease) in cash held Cash at beginning of financial year	573,757 557,898	132,675 425,223
Cash at end of financial year	1,131,655	557,898

Governance

HUTT ST CENTRE BOARD OF DIRECTORS

Hutt St Centre is governed by a Board of Directors and is committed to preserving the spirit of the Daughters of Charity and their work with the most disadvantaged people in our community. Members of the Daughters of Charity continue to be involved with Hutt St Centre and provide a link to their global community.

BOARD MEMBERS 2013-2014:

Chairman: Mr Chris Lemmer ASM Mr Scott Connel Dr Phil Donato OAM Mr Len Cirillo Sister Gwen Tamlyn Daughter of Charity Ms Barbara Deed Mr David Meyer

HUTT ST CENTRE FOUNDATION

The Hutt St Centre Foundation (HSCF) is a committee of the Hutt St Centre Board of Directors. With a commitment to Hutt St Centre's mission and vision, the Foundation will explore, establish and develop a series of fundraising activities, appeals and campaigns, foster corporate partnerships and are represented on the Investment Committee which manage a range of investment portfolios to ensure the financial sustainability of the Centre.

The HSCF will provide support and guidance to the Development and Partnerships Team which manage the day to day fundraising activities.

FOUNDATION MEMBERS 2013-2014

Chairman: Mr Roger Orchard Vice Chairman: Mr Leon Saturno Secretary: Dr John Wyett Treasurer: Mr Paul Kirchner

Mr Simon Crabb Dr Phillip Donato OAM Mr Kevin Foley Mr Chris Rann Mr Michael Rogers Ms Sophie Scott-Young Mr Bill Spurr

HUTT ST CENTRE PATRONS

Hutt St Centre Patrons are high profile and influential members of our community who have strong support for the ideals and objectives of Hutt St Centre. Patrons are appointed for their capacity and willingness to engage, on an official basis, other highly regarded, well respected and influential people. Patrons must be willing to engage their networks to assist the Hutt St Centre Foundation in its fundraising pursuits.

PATRONS

Mr Duncan MacGillivray (deceased January 2014) Ms Amanda Blair Mr Bernard Booth Mr Greg Crafter AO Mr Bruce McAvaney OAM Mr Brian Ferrari Mr Geoff Merrill Ms Amanda Vanstone Mr Jim Whiting Archbishop Philip Wilson

TRIBUTE TO DUNCAN MACGILLIVRAY

On January 13th 2014 we lost a great friend and wonderful patron of Hutt St Centre, Duncan MacGillivray.

Duncan was a very proud member of our community and took his roles as Patron and previously as Chairman of the Rebuilding Lives Appeal Committee and Foundation very seriously. He was responsible for bringing many others into our support network which continues to benefit our fundraising work. Duncan's reputation as a passionate, creative and innovative man who was able to make things happen made him the perfect candidate for the position. Following the successful completion of the Rebuilding Lives Appeal, Duncan and the committee formed the first HSC Foundation which created Angel for a Day, TouchWine, *walk a mile in my boots* and the Divine Providence Racing Syndicate. Duncan retired from the Foundation in 2010 but became one of the 10 inaugural Patrons of Hutt St Centre. Duncan will be sadly missed by the Hutt St Centre community.

Sponsors

HUTT ST CENTRE MAJOR PARTNERS, SPONSORS AND SUPPORTERS

Major Corporate Partners

- Badge
- Envestra (Australian Gas Networks)
- CMV Foundation
- Fuller
- Ernst and Young
- Cutler
- Macquarie

Government Partners

- Department for Communities and Social Inclusion
- Department of Planning, Transport and Infrastructure
- Department of State Development
- Department of Social Services

Project #242 Donors

- Hanson
- Hender Consulting
- Envestra (Australian Gas Networks)
- SA Power Networks

walk a mile in my boots 2013

- Rossi Boots
- The Kiln Advertising
- Badge
- Brecknock Group
- Kennards Hire
- CHG
- Eureka Printers
- BJ Ball Group
- MAD Promo

The Big Picnic @ TouchWine 2013

- Motiv
- Coopers
- Renniks
- Kennards Hire
- WBM Free Run Press
- Singapore Airlines
- Lai Lai Travel
- Touch Football SA
- Karmabunny
- Woolworths
- Topline Promotions
- Hills Cider
- BankSA
- TK Print
- Atmosphere Events
- Nova
- CMI Toyota

Major Supporters, Grants and Foundations

- Catholic Charities
- The Catholic Archdiocese of Adelaide
- Adelaide City Council
- The Wood Foundation
- The Wyatt Benevolent Institution Inc
- Housing SA
- Thyne Reid Foundation
- National Wine Foundation
- Perpetual Foundation Gift Fund
- Count Charitable Foundation
- Apex Community Technologies Pty Ltd
- SA Mid Winter Ball Committee
- Chapley Group
- Saturno Group

Campaign Project Partners

- Dulcie's Bus Project
- Torrens Transit
- Store Ur Stuff
- The Garden of Unearthly Delights
- Australian Hotels Association SA
- Lane Print and Post
- Black Sheep Advertising



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