

Hutt St Centre
Annual Report 2014-2015

BE BOLD

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



**Hutt Street Centre
2014-2015 Annual Report**

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rebuilding lives

huttST
CENTRE

A work of the Daughters of Charity





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CEO REPORT



'Being Bold' was the theme of the Daughters of Charity's General Assembly in 2015 which reflected on the boldness of charity for a new missionary momentum. It is also our theme for this year's annual report, which I am proud to present.

From the Daughters of Charity headquarters in Paris, being bold drives our commitment to work with the most vulnerable people at the margins. The past year has been an incredibly positive year gathering momentum in providing people struggling with homelessness with genuine outcomes and the very best services we can possibly give.

To start with I would like to share with you comments made by an external assessor conducting our three yearly accreditation review at Hutt St Centre(HSC):

"...the assessment process was a humbling and grounding experience. The interviews with the clients and staff alike were clearly able to provide evidence of the engagement of all business areas and external support services to ensure that the client is provided a holistic level of service. The level of commitment by staff is an asset to the organisation.

It was clear that although HSC have a vision and mission which they live and breathe every day, it is the clients that drive the services provided. Client feedback and input is real and applied on a daily basis.

HSC continues to provide a high quality service to the client group which is reflected in their continual feedback opportunities. The Monday reflection meetings are seen as a living breathing example of how the organisation assesses their realisation of the vision and mission."

There is no better affirmation of why we exist than this. We constantly reflect on our work in the community and we believe that we are a truly client driven service, but to have it valued as such from an external view confirms what we do and what we strive to achieve every day. We do truly try to live and breathe the vision and mission at Hutt St Centre and this is testament to the values of the Daughters of Charity that we uphold every day.

Hutt St Centre is focused on becoming an outcomes based organisation. We challenge the client group to overcome their many barriers with a focus on finding housing, securing pathways for education and employment, ensuring better health and wellbeing for all, with the outcome of seeing people rebuild their lives.

We couldn't do this without a great staff group (paid and unpaid). We now have over 180 weekly volunteers in all parts of our business who have become the lifeblood of our organisation, in addition to a brilliant and committed staff group. This has enabled us to be bold!

Striving for Innovation and Creativity

To be bold, we need to strive for innovation and for the team at Hutt St Centre this means:

- Passion
- Heart
- Being humble
- Taking ourselves out of our comfort zone
- Understanding new and emerging trends and importantly acting on them

Over the past year, we have achieved this through the following:

- The continued development of our Social Impact Bond (SIB) where we are striving to become the first organisation in the southern hemisphere to have a homelessness SIB. This is certainly taking ourselves out of our comfort zone and into the unknown.
- Continued successes within our Pathways to Employment and Education programs. In February 2015, 30 clients achieved employment outcomes which amazed even ourselves and has inspired passion throughout the whole community.
- The reach of our homeless programs out to boarding houses and the St Vincent de Paul Night Shelter (Vincentine Centre) where we provide the professional support to the client group. Our homeless program now exceeds our targets by three times! We do this because of our heart and our passion to ensure that no-one misses out on a service.
- Visiting services (RDNS, Housing Legal Clinic, OPSM Eye Clinics, Podiatrists, SA Dental Health, GP's, Hep C Clinic, Gambling Support, Partners in Recovery – Mental Health support, Reclink SA, Hairdresser and a Private Rental Clinic) is about acting and delivering on needs and trends.
- The Pastoral Care program which addresses client personal needs encompasses all the values of the organisation and is led by Sister Gwen who ensures that we truly live and breathe the values and charism of the Daughters of Charity. This keeps our feet firmly grounded.
- The Aged Care program which now case manages close to 190 men and women and ensures that people's health and wellbeing are managed successfully. This remains a truly humble service and we aim to stay the course with an ageing population group.
- The Meal Centre continues to ensure that people are provided with nutritious and tasty breakfasts and lunches. We keep the costs to a ridiculously low \$1.56 a meal, which ensured that just over 50,000 meals were provided last financial year. This is a most basic act of charity and love shared by the clients, staff, volunteers and our Angels for a Day.
- The Day Centre continues to be the first point of contact for the client group and the staff group continue to amaze with their enduring patience, care and support for people when they come here, often in crisis and desperate need. It is not just showers, laundry and locker assistance that is provided, it is the opportunity to connect, inform and inspire people to make good choices to help rebuild their lives.

Other areas where we continue to make great progress include our ability to secure new partners in order to make things easier for the clients. We are of the firm belief that you don't have to always do this alone. I would like to thank all of our partners and stakeholders, many of whom are listed in the Annual Report for their incredible commitment to Hutt St Centre, and more importantly to the client group.

Future Challenges

The past year has been an interesting period with regards to the governance of the organisation. The Daughters of Charity in Sydney have been grappling with some larger issues abroad, but since the financial year has just ended, a change in leadership has already heralded some bold new directions. The Board of Directors and the organisation are seeking some transformational change and are in the process of building a business case for the redevelopment of our ailing Day Centre building.

For the sake of our client group we need to ensure that they have the best standards and facilities that we can offer, and the current Day Centre space is in an unfit state. We have lofty goals and ambitions and over the next 12 months and beyond the Board are committed to pursuing this dream.

As stated previously, February 2015 saw one of the greatest accomplishments in our 61 year old history with 30 clients securing paid employment in this month alone. This has led us all to believe that anything is possible.

Mailie Carnegie, the CEO of Google Australia recently said: "Are you brave enough to fail?"

So our challenge over the next 12 months is to be bold in accordance with the theme of the Daughters of Charity. Rest assured that we will continue to be nimble, we will continue to move fast and quickly, we will continue to ensure that we are always client driven and that all of our people (clients, staff, volunteers, supporters, stakeholders, the Board, Foundation and Patrons) are involved in any future decision that is made.

Thank you all for sticking with us. We are firmly on course with our clients who appreciate the quality services we provide with care and support, but who are also challenged daily to make a difference in their own lives and to others. We truly believe we epitomise what not for profits should be about – service to the people who need us.

Ian Cox, CEO

**Chris Lemmer ASM,
Chair Hutt St Centre Board of Directors**

PASTORAL CARE

The theme of this year's international meeting in Paris of the Daughters of Charity was:

“The boldness of charity for a new missionary momentum”

“What does this mean and how is it lived out at Hutt St Centre for those of us who work in Pastoral Care?”

St. Vincent de Paul, in one of his talks to the first sisters said “The poor need so much more than food and clothing.” At another time he said “When you meet a person who is struggling, you need to attend to the whole person.” This is often easier said than done. For example, so many of the people we see are very vocal and know what they want to support them, but for others who have suffered deeply it is a different story. So often the presenting problem is so different to the underlying issues in the person’s life.

It often takes boldness and courage on the part of the worker in handling some of these situations because we do not want to intrude into the privacy of people’s lives.

Often people ask to see me and tell me of their problems and I support them through this difficult time, or refer them on to a professional person. Some people find it very difficult to tell their story. However, it is when I wander around Hutt St Centre that I often hear their real story. Some people have tremendous guilt and often they blame themselves for what has happened.

In recent times our Pastoral Care workers have supported clients as they work through painful memories of:

- **a parent or close relative who has suicided**
- **violent beatings in childhood**
- **parents on drugs**
- **sexual abuse in foster homes.**

Last year one of our case managers referred a man to me. He said he felt he had a lot of issues and was weighed down by them; also some months previously he had been diagnosed with terminal cancer. After many visits I learnt he had led a life which was not compatible to his beliefs and he wanted to make his peace with God, which he did. After this he was given a new lease of life taking up a hobby. Then one morning I received a call to say he was dying. As he died I held him. It was one of the most moving experiences. There were four of us at his funeral. Then two weeks later another young man died. His funeral was one of the saddest because his children had never before met together as a family.

Pastoral Care is about supporting and working with people to let go of what has happened to cause hurt and sorrow. However, it is also about restoring dignity and self-esteem which are much harder to nurture but are nonetheless essential in breaking the circle of poverty and helping the person to reach his or her full potential.

Besides the Pastoral Care work I am also a Director on the Hutt St Centre Board. This year at the end of each Board Meeting we go over our meeting and look at where we have been bold. It is so easy not to think outside the circle and to be caught up in fear and not to take calculated risks. But we need to always remember that Jesus said “we are sent to be good news to the poor” (Luke 4:19) and we want to be that in many different ways to all people who walk through our doors at Hutt St Centre.

**Sister Gwen Tamlyn
Daughter of Charity**



DAY CENTRE

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. The Day Centre provides a pathway to support clients to engage in the services at Hutt St Centre.

The Day Centre is a frontline delivery service as we identify the most excluded clients and see new and emerging trends because of our immediate accessibility to people.

Services that are provided to our clients via the DC include:

- Meals
- Showers
- Baggage Storage
- Laundry
- Mail Collection
- Op-Shop
- Recreation and Leisure activities

Statistics for the last 12 months:

- Helped 2,200 clients with basic, everyday needs
- Referred 800 clients to on-going support services
- Lockers were booked out to 1,020 clients over the year
- Volunteers provided computer drop-in support 2,400 times
- Washing machines did 4,200 loads of washing
- Showers were used 8,500 times

We also have links to various visiting services that attend our DC. These include:

- Royal District Nursing Service
- General Practitioners (GP)
- Legal Outreach Services
- Hepatitis C Peer Educator
- Partners in Recovery
- Dental School
- Financial Counsellor
- Gambling Support Counsellor
- Alzheimer's Australia SA
- Hairdresser

Steve's Story

Steve lost his job as a furniture removalist and quickly found it difficult to make ends meet. He had heard of Hutt St Centre because he knew of the *walk a mile in my boots* event and decided to phone them to see if they could help him. The reception staff who received his call transferred him to the Day Centre where a staff member spoke to him about the services available in the Day Centre and told him he is welcome any time.

Steve visited the Day Centre the following morning where he was greeted by Paul, the staff member who remembered speaking to him on the phone the day before. Paul gave him a tour of the Day Centre and encouraged him to use any or all of the services. Steve visited the Day Centre every day where he received cheap meals and used the showers to save money. He would also chat everyday to a number of other people who used the centre and would always get a warm welcome from Paul who remembered his first visit. When Steve had to sell his washing machine to pay his rent, he began using the laundry services free of charge at the Day Centre.

When Steve could no longer afford to pay his rent he was evicted from his property. Knowing he had nowhere to sleep that night, Steve approached Paul who he had grown to trust just from him saying good morning to him everyday. He confided in Paul that he had nowhere to sleep and Paul introduced him to the Intake & Assessment Officer who was able to arrange emergency accommodation for him and linked him with a Case Manager to help find accommodation.

Steve continues to access the Day Centre every day and has recently expressed an interest in joining in on the programs at Hutt St Centre that help people find work. Day Centre staff will continue to support Steve for as long as he continues to use the centre, giving him encouragement to rediscover his confidence and ability to find work and live independently.



EASTERN ADELAIDE HOMELESSNESS SERVICE

The Eastern Adelaide Homelessness Service (EAHS) team provides a comprehensive and professional service to homeless and vulnerable men, women and children that are currently experiencing homelessness in the Eastern region of Adelaide.

This includes people who access Hutt St Centre who are sleeping rough, people who are at risk of homelessness, as well as people who are residing in boarding houses. The EAHS team is divided up into four programs: Intake and Assessment, Primary Homelessness Team, Boarding House Program and Intensive Tenancy Support.

EAHS supported 1,523 clients this financial year. 539 case managed clients exited into sustainable housing this year after receiving supports from the EAHS team. 67% of clients who presented as rough sleeping at the point of intake were assisted into housing by close case file. 100% of clients who required Employment or Education were connected to appropriate supports. 91% of clients supported by EAHS did not exit into rough sleeping upon close of support. 100% of clients who presented to EAHS who did not have an income, had an income by the close of support.

Deborah's Story

Deborah is a 57 year old female who was referred to Hutt St Centre via the Murray Bridge/Adelaide Hills generic Homelessness Service for assistance with her housing after returning from Perth earlier in the year.

Deborah had been engaged in a PhD in Perth but withdrew with increasing mental health issues and returned to Adelaide where she had been couch surfing between a number of family and friends who are spread out around the outskirts of the city. Deborah has a diagnosed condition of anxiety and depression and has sought support from a clinical psychologist.

Deborah was unable to live in a boarding house or in shared accommodation due to mental health and was unable to financially afford to compete in the private rental market. This also made it extremely difficult for Deborah to be able to find work.

Deborah is extremely intelligent, articulate and knowledgeable in a number of areas, but often expressed her sense of hopelessness over the past year after things began to worsen with her housing situation. Deborah wanted to get back into the workforce and had previously worked in swim schools and in community services. So she started working with a mentor on a weekly basis with a determination to get back to work again.

Deborah has now moved into a 'Support to Work' property close to the city, through Housing SA. She has accessed white goods/furniture through Adelaide Furniture and Electrical and has secured casual employment through a swim school which she hopes will lead onto a more permanent position.

Housing SA's assistance helped provide Deborah with some stability and security in her housing by offering and approving her for a 'Support to Work' housing 12 month tenancy at a property near the city. After 9 months of couch surfing between friends and family Deborah now has some stability in her housing as well as her own space, independence and privacy. It is always important that our workers focus on a client's strengths, skills and goals rather than focusing on the "negatives" and/or sometimes the 'hopelessness' that many of our client group feels about their situation. It is paramount to continue to instil a sense of hope in clients and remind them of their resilience and determination despite their ongoing adversity.



AGED CARE

Aged City Living (ACL) is a specialist program for older adults and people with a disability who have experienced and/or are at risk of 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 three main services:

Case management – coordinating and linking people into services

Lifestyle and Health – addressing social isolation and health issues through purposeful leisure and recreation activities

Occupational Therapy – assessment of functional ability, strategies and equipment to maintain and improve independence

Outcome Statistics

- Of the 176 clients who participated in the program, all were supported through case management and advocacy to maintain their health and accommodation in the community
- 11% were assisted to find safer and more secure accommodation in the community
- 4 people were assisted to move to residential care
- 64% made a commitment to their social, physical and mental health through participation in activities provided by the Lifestyle and Health program
- 19% received assistance to develop their living skills and/or install equipment to increase their independence and confidence at home
- 31% were provided with assistance for household tasks like shopping and domestic chores due to ageing and disability related issues
- 46% received transport assistance to attend appointments and community activities

Bernie's Story

I was born in Adelaide in 1945. My mother, who had a mental health diagnosis, woke me up in what seemed like the middle of the night, and with my father took me, a 5 year old, my older brothers and sister from our home. The reason why my mother woke me up was to leave and catch the train to Sydney. I remember my mother not being well and not having any money to pay the rent or buy food. Consequently, at the young age of 5, I would go to Bondi Beach and collect bottles to help my mother. I had no opportunity for education or play (or fun).

I moved back to Adelaide in my adult years for work and was successful in finding a job as a truck driver. I like to work on my own, as I find relationships with others difficult. In time, I managed to purchase my own place.

For many years the risk of losing my place of residence has been high due to my strong and extensive addiction to gambling.

The assistance from Relationship Australia Gambling Counselling and the support from Hutt St Centre, has given me hope, and in the past 6 months I have begun to take more control of my gambling addiction.

I attend many of the Lifestyle and Health activities in the Aged City Living program, including a weekly mindfulness group. The mindfulness approach has assisted me to be present and improve the quality of my life. This has enabled me to appreciate simple things such as enjoying a coffee in the sunshine.

My goal at the moment is to move away from poverty and enjoy life.

EDUCATION, EMPLOYMENT & TRAINING PROGRAM EET

The Pathways Program
connects clients with
meaningful recreational,
educational and employment activities.

The aims of EET include engaging clients in further education, employment (including volunteering) or helping to overcome social isolation through participation in recreational activities. Pathways is accessible to any adult who is currently or formerly homeless, or is at risk of homelessness. There are two programs available for clients to be referred: Pathways to Employment and Pathways to Education.

Outcome statistics

(July 1, 2014 – June 30, 2015): The Pathways program achieved the following outcome stats;

- 78 Employment Outcomes
- 15 Volunteering Outcomes
- Certificate I: 7 participants
- Certificate III: 1 participant
- Certificate IV: 5 participants
- Diploma: 1 participant
- Licences (e.g. Drivers licence, Forklift, Security, Taxi etc.): 8 participants

Jemal's Story

Jemal arrived in Australia in 2011 after escaping Ethiopia in his teens. A vibrant and positive 27 year old, Jemal first became engaged with Hutt St Centre in 2012 as he was at high risk of becoming homeless. At that time, Jemal was being housed temporarily in various cheap hotels around the city and suburbs. His English was very poor and was a huge challenge for him in finding a job. When he came to Hutt St Centre, it was clear that if Jemal could secure suitable employment it would assist him in finding stable accommodation; so, his case worker referred him into the Pathways Program.

Jemal's low level of English was a huge hurdle so the first step was organising a weekly one-to-one Employment Mentor, Carol, who helped work on improving Jemal's English. During their time together, they developed a resume, set up an email address and applied for countless numbers of jobs. For six months Jemal turned up to Hutt St Centre every week, on time and eager to apply for the next job, despite so many job knockbacks. Jemal was very enthusiastic and persistent and found some part time work delivering pamphlets and promotional material to letterboxes. But he wanted more work and he wasn't going to give up.

Through determination, perseverance and wonderful support from his Volunteer Employment Mentor (Carol), Jemal finally received a Yes! The Crowne Plaza Hotel Adelaide offered him a job as a Room Attendant. This was a brilliant outcome for Jemal who can now aspire to a long future in the hotel.



VISITING SERVICES

A number of externally based services visit Hutt St Centre to provide assistance to our client group. Whilst RDNS provides a full time health clinic at Hutt St Centre, other services come on a regular or semi regular basis. Visiting services offer a safe and supportive environment to clients and service providers and reduce anxiety for clients who may find it difficult to access public or community based organisations.

Visiting Service	Regularity	Number of Clients seen	Notes
Current Visiting Services (as at June 2015)			
RDNS	Daily	1397	Started as a Visiting Service in 1989
Adelaide City GP	Weekly	7	Started as a Visiting Service in June 2015
Dental School	Every 4-6 weeks	48	Visited HSC 5 times in 2014-15
Financial Counsellor	Fortnightly	11	Started as a Visiting Service in March 2015
Gambling Support Counsellor	Fortnightly	9	Started as a Visiting Service in May 2015
Hepatitis SA	Weekly	113	
Hairdresser	Every 2 months	43	Started as a Visiting Service in December 2014 and visited 3 times in 2014-15
Legal Clinic	Weekly	106	
Nunkuwarrin Yunti (GP Survive)	Weekly	-	Memorandum of Understanding (MOU) signed in June 2015 and expected to begin providing statistics to HSC as of July 2016
Partners In Recovery	Weekly	17	
Podiatrist	Fortnightly	8	Started as a Visiting Service in May 2015
Former Visiting Services (as at June 2015)			
Centrelink	Weekly	848	Ceased as a Visiting Service in June 2015 due to national changes to service delivery model
Physiotherapist	Fortnightly	10	Began as Visiting Service in December 2014 and ceased in April 2015 due to change in circumstances of provider



MEAL CENTRE

Hutt St Centre's Meal Centre offers free hot breakfasts and a two course lunch Monday – Friday along with breakfast and a take away lunch provided on Sundays.

We serve approximately 4170 meals a month on a budget of about \$6000. We do so with creative and economic use of high quality ingredients that we either purchase or receive through generous donations from businesses, individuals and community groups.

The kitchen is managed by one full time Meal Centre Manager along with 20 volunteers per day.

In July 2014 we initiated a nutrition review predominantly to look at how the meals served at the Centre compare to a typical clients' daily nutrient needs in an effort to ensure quality of service to clients. There was also an interest in looking at health, cultural, waste and cost aspects of the meals and scoping the potential role of a dietitian or nutritionist at Hutt St Centre.

The analysis of a week-long menu revealed food service from HSC provided a significant contribution to a client's daily nutrient needs. It was also reported that food waste was minimal. The team are resourceful with using the food they have purchased, donated and have leftover and because of this the pre-consumer waste is very minimal.

The Meal Centre is often the first service someone receives when they first come to Hutt St Centre. Hunger is something we can all understand, though most of us have ready access to food of our choice. It's different for someone who is homeless, so we make the Meal Centre and the meals served as filling, tasty and nutritious as we can. We also do our best to provide a welcoming environment with warm and helpful people, friendly faces, and a safe place for people to enjoy their meal.

Meal Centre Statistics

- **Average of 91 lunches served per day**
- **Average 79 breakfasts served per day**
- **62 new clients in the Meal Centre each month**

Monthly Ingredients:

- 640 kg fruit and vegetables
- 520 kg meat
- 320 kg chicken
- 600 loaves of bread
- 480 litres of milk
- 400 teabags
- 24 kg coffee

Time donated by volunteers is valued at an average of \$16,500 per month

Angel for a Day provides \$8,400 per month of Meal Centre costs

Robyn's Story

For 16 years I, along with other volunteers who have become my friends, have helped with Wednesday morning breakfasts. I make toast, help serve coffee and do dishes, all simple tasks that require no particular skill.

The kitchen revolves around Brenda, to whom the volunteers are very loyal. Not only does she provide meals that the clients enjoy but she commands their respect and is quick to quell any trouble that may arise. I often hear them thanking her for the food as they leave. We all enjoy her wit.

The Meal Centre is a place where people who are often in difficult circumstances are treated with compassion in a friendly manner, in a non-judgemental way. I have learned a lot from this. Recently I saw a client reduced to tears when a volunteer helped carry his breakfast to a table because he was ill. His emotional response "You have no idea what it means when someone as destitute as I am, meets someone who is kind to them."

As a result, the centre is a place of respite in a world that can be very cruel, where people's most basic needs are met and they can seek a helping hand if they need it. People are safe within its walls and there is usually a happy level of noise as everybody chats.

Over time volunteers get to know some client's faces as their lives revolve around Hutt St Centre over the long term. They have no family and rely on the service. They, in return, appreciate a familiar face in their life and will comment if you have been away for a while. Others are merely passing through. Amongst them are some 'characters'.

I always leave Hutt St Centre on a Wednesday morning, in a better frame of mind than when I arrived and consider that I get far more than I give.

VOLUNTEERING

Hutt St Centre relies on the commitment, generosity, skills and knowledge of volunteers to assist with the provision of all our services.

Statistics

178 volunteers in a regular shift (minimum 2 hours per week), contributing over 1,200 hours per month.

Volunteers are currently placed in the following areas:

- Kitchen and Meal Centre
- Day Centre
- Administration and reception
- Clothing shop and sorting shed
- Data entry
- Events and committees
- Pastoral Care
- Computer support and IT classes
- Building, grounds maintenance and gardening
- Food Bank run
- Employment mentoring
- Education and training workshop facilitation
- 1:1 tutoring with clients
- Collecting and recycling cans and bottles
- Volunteer Reference Group.

Our Board and Foundation Members are also volunteers, providing valuable expertise, guidance and governance to our organisation.

There has been a large increase in the team of volunteers in the Pathways Program, assisting clients with education and training programs, and also gaining employment and volunteer roles. The number of volunteers placed in the Pathways program has experienced the highest growth, with a 150% increase in the number of volunteers working in this area for the 2014-15 year.

Activities

- Introduction of Personal Protective Behaviours Training, through an Office for Volunteers grant, trained 50 volunteers in 2014/2015.
- National Volunteer Week – Hutt St Centre volunteers participated in the NVW Parade, proudly wearing black and orange and carrying Hutt St Centre banners.
- Bunnings BBQ in March and June 2015 – contribution by volunteers and staff raised \$7,125 over three days of barbecuing greatness!
- A move to group based new volunteer information and induction sessions.
- South Australia's Volunteer Strategy Congress.

Volunteer Recognition Night:

Held on Friday 15 May to celebrate and recognise the significant contribution made by our wonderful volunteers to Hutt St Centre. Four awards were presented on the evening:

- 2015 Community Awareness Award was presented to Sue Smithson.
- 2015 Mission of Hutt St Centre and charism of the Daughters of Charity Award was presented to Chris McCabe.
- 2015 Making a Difference on the Front Line Award was presented to Daniel Sorrell. Daniel also received the Premier's Certificate for Outstanding Volunteer Service in recognition of the outstanding work he has contributed to Hutt St Centre. This is the highest award presented to Volunteers in the State.
- 2015 Kobylanski Award for Commitment to Hutt St Centre was awarded to Jeanne Scardigno.
- Certificates of Commendation were also presented to: Claire Murray, Philip Wells, Roger Orchard, Shaun McNamara, Georgia Norton, Carola Cox, Rosemary Fisher, Jane Rogers and Julianne Moriarty.

Philip Wells also won the Fundraising Institute of Australia 2015 South Australian Volunteer of the Year, a fantastic and well deserved achievement!

Relationship

The Rapid Relief Team have provided invaluable support at pop up events, such as the Rossi BBQ and seconds sale, and by donating a monthly supply of bottled water for our client group.

Southern Textiles purchase excess unusable clothing, shoes and bags donated to Hutt St Centre, which are then baled and shipped to developing countries to assist others in need.

Castle Plaza Shopping Centre - In July and August 2014, a team of volunteers were based at Castle Plaza promoting and accepting registrations for *walk a mile in my boots*, and receiving donations. In December 2014, Hutt St Centre was Castle Plaza's charity partner in the gift wrapping service, with a custom made wrapping station constructed by security staff at the Shopping Centre. Between 1-24 December, volunteers gave 300+ hours in gift wrapping services, raising \$3,275 for the Christmas appeal.

HSC's Volunteer Coordinator was elected to the board of Volunteering SA & NT for a 3 year term.

Julianne's Story

A few weeks ago I received a phone call at reception from the Adelaide Secondary School of English.

I was asked if someone could come and pick up a cheque for the money they had raised from their Fundraising Day. They had chosen Hutt St Centre and Catherine House as their charities.

I offered to go to the school at West Croydon to pick it up, as all staff were busy and it seemed easy enough.

Well! When I walked into the office, the Minister for Education was being welcomed as well as the representative from Catherine House.

We were then escorted over to the huge Assembly Hall and taken up to the front row of the whole school. There must have been 500 students from an incredible number of nationalities.

To our surprise, we were invited to experience and witness all of the Student Awards and the most fabulous performances - the singing, poetry and music from all the different cultures were fantastic!

Finally, towards the end of the running sheets were our names!

When they called our names, all of the students clapped and cheered as we walked across to receive the cheques. The students were so excited to present us with the cheques!

It was one of the most fabulous experiences, as many of the students who had fundraised for Hutt St Centre had been refugees themselves, and they thought to raise money for others who were going through tough times and contribute to Hutt St Centre. What a humbling experience.

DEVELOPMENT & PARTNERSHIPS



Overview of the Development and Partnerships team

The Development and Partnerships (D&P) team are responsible for attracting and raising funding for the areas, programs and projects that are not funded by various government departments. This accounts for approximately 40% of the overall budget and includes the Meal and Day Centres, capital works, various positions across the organisation, rent and maintenance of offices, unfunded portions of all clients services areas including aged city living, primary homelessness team, and Pathways to Education and Employment. The volunteer program is also funded by the D&P team.

In addition to fundraising, the team is also responsible for the media, marketing and public relations activities of Hutt St Centre. This includes all publications of Hutt St Centre, social media activities and responses to general media enquiries. The team also manages our corporate and community partnerships and sponsorships. The team are regularly called on to speak to schools, business and community groups about our work and respond to enquiries about ways in which the community can support Hutt St Centre.

Being bold has always been a defining characteristic of the Development and Partnerships team. Our fundraising initiatives strive to be innovative and with a point of difference. It is important that through every one of the activities is a strong element of awareness raising and education, as well as conscious participation. It is important to us that our supporters have a strong understanding of homelessness and the challenges that are faced by the people we support. The events we run and the people and organisations we attract are testament to our willingness to be bold.

Our main activities

walk a mile in my boots

More than 3,000 people this year embraced our challenge to *walk a mile in my boots*, raising upwards of \$130,000. Separate walks were staged for the first time in the Barossa Valley and McLaren Vale which maintained contact with our committed Touch Wine regional friends and helped highlight the existence of homelessness in regional areas. We were delighted to forge an exciting new 3 year partnership agreement with Beyond Bank and to continue the founding partnership with Rossi Boots. The participation by schools within their own communities is significant as it enables our team to go out to students to help break down the stereotypes about homelessness. We aim to invest in significant growth for the *walk a mile in my boots* event.

Angel for a Day

The launch at Hutt St Centre saw a full house of Angels in our Day Centre. This campaign has been overwhelmingly successful over 10 years and ensures our meal centre can always provide a nutritious breakfast and lunch to as many people who need it. During this year the Meal Centre underwent a full nutritional audit which advised us to increase the calcium levels in the meals and decrease salt. Funds raised through Angel for a Day enables us to make the changes necessary for our clients to get the most nutritional meals possible. It is also interesting that since the start of Angel for a Day 107 people have been Angels 6 or more times, which indicates that people feel good about their experience and like the transparent nature of the program.

CompassionATE dinner with Chris Jarmer

On 18th November 2014 we were very lucky to have restaurateur Chris Jarmer and his famous father Peter, occupy our kitchen to prepare dinner for 50 guests. The CompassionATE Community Dinner not only delivered a sensational modern Christmas dinner, but an opportunity for friends to share a meal in our Dining Room. Volunteers from the room assisted Chris to plate up the entrée and main courses which saved the need for kitchen staff. The aim of these dinners is to show our facilities and talk about our services to people new to our work.

Homeless Grapes

In what is surely a fundraising speed record for Hutt St Centre, \$36,000+ was raised via the picking and sale of a block of homeless grapes! On a Monday morning Chalk Hill Winery's Jock Harvey offered a vineyard of surplus grapes to anyone who would pick them and make a donation to Hutt St Centre. Andre Eikmeier from Vinomofo took on the challenge and found a winemaker Pete Fraser (since named Australian Wine Maker of the Year) – a gang of pickers, a label maker, bottler and a community of buyers! By the following Sunday the grapes were picked and in a vat. An amazing effort. We now await the conversion of the juice into what we hope is a splendid McLaren Vale shiraz.

#242 project

With growth of staff over the past 10 years from 16 to around 50, our buildings no longer had the capacity to house us all. Office space at #242 Hutt St Centre was leased for the Easter Adelaide Homelessness Services team of 10. The #242 project sought corporate supporters to contribute \$5,000 a year for 3 years to help cover the costs of renting the space. Thanks to Hender, Hanson, SA Power Networks and Australian Gas Networks Limited for getting the ball rolling at #242.

Divine Providence III

The third Divine Providence syndicate was launched at the Hilton Adelaide in July with a huge level of interest in the lease of the filly supplied by Sam Hayes. Bruce McAvaney hosted a wonderful night with the highlight an interview with new training Daniel Clarken, winner of the 2014 Group 1 Blue Diamond. With 208 people making up the syndicates we are hoping the filly will find some form on the track and give a bit of fun to many for whom this is their first venture into horse racing.

Community Fundraising

Hutt St Centre is fortunate to have a committed community of supporters who will raise funds on our behalf, or participate in events where they can fundraise for us. This is a big part of our income and we are always considering ways in which people to maximise their fundraising potential.

Some examples of community fundraising are City to Bay and Bay to City fun runs, Dulcie's Bus, Entertainment Book, High Tea, casual days, sale of The Lacemakers Son (Ted's book) sales, the Colour Run, office bake off's are among a variety of community and business based fundraising activities.

FINANCIAL REPORT



Income Statement2015
\$2014
\$**Revenue**

Grants and funding	2,294,799	2,038,545
Sales and fees	55,517	53,578
General donations	530,811	392,853
Fundraising activity donations	703,614	674,009
Bequests	122,224	260,354
Transfers from Hutt Street Centre Foundation and Daughters of Charity	5,455	191,828
Investment income and profit/loss on sale of assets	486,312	203,760
Other	38,747	22,893

Total Revenue

4,237,479

3,837,820

Expenses

Employee benefits expense	2,463,442	2,157,080
Depreciation and amortisation expense	116,186	79,409
Subcontract payments	140,252	156,565
Other expenses	1,133,178	919,474

Total Expenses

3,853,058

3,312,528

Surplus

384,421

525,292

FINANCIAL REPORT

Statement of Financial Position		2015 \$	2014 \$
CURRENT ASSETS			
Cash and cash equivalents		935,445	1,131,655
Receivables		5,806	12,912
Other		94,383	30,746
TOTAL CURRENT ASSETS		1,035,634	1,175,313
NON-CURRENT ASSETS			
Financial assets		3,641,056	3,104,352
Property, plant and equipment		341,003	338,896
TOTAL NON-CURRENT ASSETS		3,982,059	3,443,248
TOTAL ASSETS		5,017,693	4,618,561
CURRENT LIABILITIES			
Trade and other payables		241,642	160,854
Amounts received in advance		115,500	103,733
Provisions		245,614	221,518
TOTAL CURRENT LIABILITIES		602,756	486,105
NON-CURRENT LIABILITIES			
Provisions		40,999	37,485
TOTAL NON-CURRENT LIABILITIES		40,999	37,485
TOTAL LIABILITIES		643,755	523,590
NET ASSETS		4,373,938	4,094,971
EQUITY			
Retained earnings		3,660,487	3,276,066
Reserves		713,451	818,905
TOTAL EQUITY		4,373,938	4,094,971

Statement of Cash Flows

2015
\$

2014
\$

CASH FLOW FROM OPERATING ACTIVITIES

Receipts from donors, grants, etc	3,766,854	4,963,592
Payments to suppliers and employees	(3,628,920)	(3,133,290)
Investment income	252,016	213,690

Net cash provided by operating activities	389,950	2,043,992
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CASH FLOW FROM INVESTING ACTIVITIES

Proceeds from sale of property, plant and equipment	14,624	0
Proceeds from sale of investments	159,667	(9,929)
Purchase of property, plant and equipment	(118,293)	(64,236)
Purchase of investments	(642,158)	(1,396,070)

Net cash used in investing activities	(586,160)	(1,470,235)
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Net increase / (decrease) in cash held	(196,210)	573,757
Cash at beginning of financial year	1,131,655	557,898

Cash at end of financial year	935,445	1,131,655
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GOVERNANCE

Hutt St Centre Board of Directors

Why do you commit your time and expertise to Hutt St Centre?

My first contact with Hutt St Centre was through the support my Rotary Club, Adelaide South, provided to the Centre. I gained enormous respect for the work that it did for some of the most vulnerable members of our community and for the energy and devotion of its staff and volunteers. In 2009 I was fortunate to be able to act in the CEO Ian Cox's role for 9 months while he was on secondment to government. During this period I came to realise just how significant and important the Centre's work is, not only for its clients but also for the community at large. As such when Ian returned I had no hesitation in accepting an offer to chair their Board, a position I continue to hold. What keeps me motivated is the amazing way in which the team at Hutt St Centre rebuild so many lives and never say no.

Chris Lemmer - Chair

Quite simply I was asked and was so excited that I couldn't say yes quick enough. It is the ultimate opportunity to serve, to encourage and to give hope and a forward path to and for those in need and alone. Hutt St Centre is the complete expression of service, humility, love and hope to all those that enter and I have been privileged as a Board member to be a part of this wonderful and inspirational organisation, its people, its mission, and its achievements.

In a spiritual sense I have always been taken by "we are not here to impose, but to walk alongside the client in their own personal journey". Secondly, hopefully this has allowed me to be a part of a team to enable Christ's words – "what you do to the least of my brethren you do to me"

Phil Donato - Vice Chair

A favourite scripture reading for me is:

"The spirit of the Lord is on me, for he has anointed me to bring the good news to the afflicted.

He has sent me to proclaim liberty to captives, sight to the blind, to let the oppressed go free" Luke 4: 18

These words speak to me of what we are trying to achieve through our work on the board for the many struggling people who come through our doors.

That we are good news through the many services provided at Hutt St Centre to bring healing of hurts and pain suffered which will end the oppression and bring joy and happiness to the lives of the people we serve.

Sister Gwen Tamlyn DC
Daughter of Charity





I joined the board of the Hutt Street Centre as I wanted to use my skills to advance and help people that due to a varying range of circumstances are in less fortunate position than myself.

Len Cirillo - Financial Director



Hutt St Centre is a place where everyday the staff and volunteers demonstrate in their interactions with everyone who comes through the door, the values of respect, integrity, and social justice that help them help others to change their lives. I joined the Board because I wanted to work with such an inspiring, values based organisation that makes a genuine and lasting impact.

Heather Parkes



I was hungry and you gave me food
 I was thirsty and you gave me drink
 I was a stranger and you made me welcome
 Naked and you clothed me
 Sick and you visited me
 In prison and you came to see me

I think that passage sums up Hutt St Centre
 Do the above and you will inherit the kingdom
 prepared for you

(My favourite piece of Scripture Matthew 25:35 plus
 The Last Judgement)

Peter Hoban



I started at Hutt St Centre as a Social Work student in 1992. In November 1993 after working in the drug and alcohol sector I commenced as a Social Worker and held this role until appointed CEO in March 2003. I love the concept of innovation and creativity which helps people using our services to achieve their goals and dreams.

Ian Cox

SPONSORS

We are truly grateful to all our sponsors, supporters, corporate and community partners and we value your commitment to our work. Thank you for partnering with us to achieve positive outcomes for, and changing the lives of, people experiencing homelessness.

Major Corporate Partners

- Beyond Bank
- Macquarie Private Wealth
- Badge
- Australian Gas Networks
- CMV Foundation
- Ernst and Young
- Cutler
- Macquarie
- Cooper Energy
- Cowell Clarke
- Medibank
- EPAC Salary Solutions

Government Partners

- Department of Communities and Social Inclusion
- Department for Social Services
- Department for State Development (DSD)

Project #242 Donors

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

walk a mile in my boots 2014

- Beyond Bank
- Rossi Boots
- The Kiln Advertising
- Badge
- Network Ten
- Cutler Brands
- Kennards Hire
- CHG
- Eureka Printers
- BJ Ball Group
- MAD Promo
- Port Adelaide Football Club
- Colourblind Films

Major Supporters, Grants and Foundations

- Catholic Charities
- The Catholic Archdiocese of Adelaide
- Adelaide City Council
- The Wood Foundation
- Perpetual Foundation Gift Fund
- Count Charitable Foundation
- Wyatt Trust
- Thyne Reid Charitable Trust
- Chapley Group
- Saturno Group
- The Charlton's Charitable Endowment
- National Wine Foundation
- Torrens Transit

Community and Business Partners

- Motiv
- Renniks
- Fuller
- WBM – Free Run Press
- Karmabunny
- TK Print
- Rotary Club of Adelaide
- Toop & Toop
- Flashpoint Events
- El Dorado Music
- Paracombe Wines
- Calvary Health Care Adelaide
- AMA
- Ernst and Young
- Attorney Generals Department
- Ansett Down to Earth Club
- Australian Hotels Association : South Australia

Divine Providence Racing Syndicate

- Daniel Clarken Horse Trainer
- South Australian Jockey Club
- Thoroughbred Racing South Australia
- Adelaide Hills Equine Clinic
- Goldners Horse Transport
- Allan Lyons Horse breaking
- Sam Hayes - Cornerstone Stud
- McEvoy Mitchell Racing
- Hilton Adelaide
- Longview Vineyard
- First Drop Wines
- Loom Wines
- Yalumba
- The Lane Vineyard
- D'Arenberg Wines
- Peter Lehmann Wines
- Paxton Wines
- ess&see wines
- Coopers
- The Mile End Hotel
- Tennis Australia

Campaign Project Partners

- Dulcie's Bus Project
- Torrens Transit
- Store Ur Stuff
- The Garden of Unearthly Delights
- Black Sheep Advertising
- Vinomofo
- Chalk Hill Wines
- Yangarra Estate Vineyard
- Boylen
- Detpak

