

# MAKING AN **IMPACT**

**HUTT ST CENTRE  
ANNUAL REPORT 2015-2016**

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

**Hutt Street Centre  
2015-2016 Annual Report**

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# CEO AND CHAIR'S REPORT

“EVEN IF YOU FAIL IN DOING SOMETHING AMBITIOUS,  
YOU USUALLY SUCCEED IN DOING SOMETHING IMPORTANT.”

Peter Diamondis

Before commenting on the year that has been, I would like to inform our fantastic supporters and friends with the news that we are very close to completing the development and commencing the first homelessness Social Impact Bond in Australia in the 2017-2018 financial year.

This has only come about due to the social impact of our programs on the frontline of service delivery and our ability to form significant relationships with all tiers of the community. This includes with our friends on the street, our not-for-profit partners, our government funders and the many trusts and foundations who support us. Particular impact is made by the work of our trusted staff and volunteers, the Board of Directors and Foundation, and our significant supporters and donors. Without them all, our services would simply not exist.

This past year was exciting and frantic. Exciting because of the challenges ahead with the development of the Social Impact Bond. The nature of such a development involves creating a new service delivery model to suit the future challenges for homeless people. Frantic because our services on the frontline surpassed all their internal and external goals even when client numbers escalated dramatically. We continued to set the highest standards in terms of values, culture and that innate ability to achieve extraordinary outcomes, which are sustainable for our friends walking through our doors.

The organisation is very committed to our five strategic goals below which include:

- the provision of comprehensive quality services
- the development of a future blueprint for a rebuild of the Day Centre as we have outgrown the old space from the 1980s
- the ability to strengthen our operations
- the continued push to operate our services in a fiscal and transparent manner
- educating the community about homelessness and our work by telling our stories well.

## 1 Providing a comprehensive range of quality services and rebuilding the Centre

Achieving our set KPI's in every program delivered.

We laid the foundation to start the development plans for the first homelessness social Impact Bond and a potential rebuild of the Centre, bringing the tired old Day Centre into the 21st Century.

We never gave up on our friends.

## 2 Building our financial capacity and sustainability

Continuing to be innovative, creative and energetic through fundraising partnerships and the development of a fundraising plan for the future to ensure that our friends have the appropriate tools to end their homelessness.

We thank the many committed supporters and donors, trusts and foundations all committed to making an impact.

## 3 Strengthening internal operations

Continuing to build on our strong culture and values based commitment by listening to all of our stakeholders (our friends, our volunteers, our supporters and donors, and our staff group) and then acting on any improvements suggested.

Continually working on our IT systems, data collection strategies and Business Improvements Plans.

## 4 Commence development of social businesses

We are in the early stages of building a social enterprise model for our friends through submissions to a variety of organisations (government and philanthropic) with a future eye to a possible coffee cart venture to assist our friends with education, training and employment opportunities.

## 5 Advocate for the homeless, telling people our story

We continue to work on telling our story to the community and improving the many different mediums of communication. We are constantly looking for improvement, but also acknowledge that our staff, volunteers and supporters are our best story tellers. Thank you to all for making a significant impact.





A few years ago we dreamt of having a full-time Employment Pathways position and through this last year 98 of our friends secured employment. Some of those people hadn't worked for a large number of years so the achievement was enormous. At the same time we were able to wrap around a full suite of services including case management, tenancy support and housing, which we access from a number of different housing providers.

Over the next 12 months we will continue to make an impact on the people who seek our help to ensure that they have the choices and opportunities and the confidence to access the critical services that will end their homelessness.

*Brett is one of our friends who this year made it to the Top 2 Adult Learners of the Year. He was previously sleeping rough in Kings Cross, Sydney before venturing south to Adelaide. Through the support of Hutt St Centre staff, Brett was helped into housing and decided to enrol in the Pathways to Education and Employment Program. At one stage, Brett tried to kill himself by drinking too much, as his demons arose, but we never gave up on him and staff continued to support him through the Certificate I-IV courses through TAFE and he successfully made it to the Top 2 South Australian Adult Learners of the Year Awards. He is also involved as the lead singer of the Hutt St Centre band, 'The Outsiders', helps our fundraising team through public speaking and is a great character around the Centre and within the community services sector as he volunteers at a large international charity. We are immensely proud of Brett and I am also incredibly proud of the resilience of the staff and volunteer group, because they all rallied behind him and we continue to admire his efforts to take the next steps in his life. More importantly, Brett now has control over his own life and has a strong belief in himself.*

*For Hutt St Centre, education truly has been the ignition for positive change and growth.*

Phil Donato OAM, the Chair of the Board of Directors, and myself are incredibly proud to lead such a brilliant organisation who have the finest clients, volunteers, funders, supporters, Board Directors, Foundation and staff in the country.

Our services continue to change, evolve and adapt to any new trend that occurs. That might be the changing economy, the rapidly evolving not-for-profit sector particularly with the advent of the NDIS and consumer directed care models, and being able to adapt quickly to any political or economic instability. All of this wouldn't be possible without the generous support from the South Australian community.

For a small organisation, we are looked upon by others in the not-for-profit sector as leaders in our field, and we have a number of overseas organisations who have adopted some of our programs and fundraising events. We are not an organisation who wants to grow for purely growth sake, as we would like one day to be so successful that we make ourselves redundant with the end of street and general homelessness.

We will always be there to meet our friend's needs such as Brett. We will never give up on them. We strive to be in a position to transform the way that homelessness services can be provided in the near future to ensure that all of our friends are never left behind and can achieve their goals to make their own impact in the community.

Ending homelessness and developing innovative tools in pursuit of genuine social returns and impacts are goals worth pursuing. Thank you once again for all your support, trust and generous investment in Hutt St Centre that enables our friends to achieve their dreams. As Helen Keller once said,

“ALONE WE CAN DO SO LITTLE,  
TOGETHER WE CAN DO SO MUCH.”

**Ian Cox**  
CEO  
Hutt St Centre

**Phil Donato OAM**  
Chair, HSC Board of Directors  
Hutt St Centre



# OUR IMPACTS AT A GLANCE

OVERALL

➤ **200** PEOPLE  
EVERYDAY

COME TO HUTT ST CENTRE TO ACCESS  
BASIC NECESSITIES SUCH AS TOILET,  
SHOWER, LAUNDRY, MEALS  
AND TO SOCIALISE.

**989** NEW  
VISITORS

**26%** INCREASE FROM  
LAST YEAR

68% MALE

32% FEMALE



## DAY CENTRE PER YEAR



LAUNDRY  
SERVICES

**6,924**  
LOADS



SHOWER  
ACCESS

**12,408**  
SHOWERS



LOCKER  
SERVICE

**420**  
LOCKER ACCESS



ROYAL DISTRICT  
NURSING SERVICES

**2,199**  
VISITS

## MEAL CENTRE



**49,717**  
MEALS  
PER YEAR

## PATHWAYS



**85%**  
GAINED  
EMPLOYMENT

## EAHS (EASTERN ADELAIDE HOMELESSNESS SERVICE)



**1044**

ACCESSED  
THE SERVICE

**66% MALES**  
**34% FEMALES**

## ACL (AGED CITY LIVING)



**195**

ACCESSED  
THE SERVICE

**74% MALES**  
**26% FEMALES**

LIVING IN EXTREME SOCIAL ISOLATION



# MEAL CENTRE



“ YOU HAVE NO IDEA WHAT IT MEANS WHEN  
SOMEONE AS DESTITUTE AS I AM, MEETS  
SOMEONE WHO IS KIND TO THEM. ”



Hunger, and lack of nutrition, resulting in illness and disease, is common to homelessness.

For many people living on the streets of Adelaide, the Hutt St Centre is the only place they can get a nutritious, well rounded meal for breakfast and lunch six days a week.

The meal centre is run by Brenda, an employee of more than 20 years with Hutt St Centre. She manages a team of volunteers who so generously provide their time to cook and serve approximately 50,000 meals a year.



**49,717**  
**MEALS**  
**PROVIDED**

**19,545 BREAKFASTS**  
**30,172 LUNCHES**

## **ROBYN BURGAN**

**(VOLUNTEER)**

### **The Meal Centre from a Volunteer:**

For 16 years I have helped with Wednesday morning breakfasts at Hutt St Centre. 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".

The Meal Centre is a place of respite in a world that can be very cruel. People feel safe within its walls and there is usually a happy level of noise as everyone chats.

Overtime, volunteers get to know many of the clients as their lives revolve around Hutt St Centre. They often have no family or friends outside Hutt St Centre, and rely on our services. They appreciate a familiar face in their lives and often comment if you have been away for a while. Others are merely passing through. Among them are some larger than life characters.

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



# DAY CENTRE

“ HUTT ST CENTRE HAS BEEN A LIFELINE FOR ME. ”  
- LUANNE

The Day Centre provides essential support to people who are homeless, enabling a fast and effective response to the immediate needs of a significant population within the Adelaide community.

The significance of meeting people at the point of entry, dealing effectively with immediate needs and directing and supporting them to access further services is crucial to successful outcomes. A quick response to urgent needs is followed by supported referral through to services such as case management and ACL programs, Boarding House Outreach, Intensive Tenancy Support, and the Pathways program for education and employment.

From this point of entry further access is available to visiting professional services which include:

- Centrelink
- Housing SA
- Drug and Alcohol Services
- Mental Health
- Street to Home
- RDNS
- Homeless Persons Legal Clinic
- GP Services
- other health and well-being supports.

With a warm summer and a cold winter, the Day Centre extended its opening hours on extreme weather days to ensure that clients have shelter, water and food in a safe place. In 2015-2016 the Day Centre had recorded 989 new clients accessing meals (672 male and 317 female) with many of these new clients also accessing other services that the Day Centre offers including RDNS Nursing, GP services, gambling support, hairdressers, podiatry services and others. The Day Centre is looking at engaging more visiting services in the future such as mental health support either through a mental health nurse or specialist mental health practitioner.

Hutt St Centre continually searches to find the best ways  
to assist people who are struggling with mental illness.





## A LETTER FROM LUANNE

Hutt St Centre has been a lifeline for me, Luanne aged 43. Leaving Melbourne and my second husband to change my life, I was referred to Hutt St Centre.

Sharne was the first social worker who helped me start dealing with social issues, mental illness, drug dependency, alcohol and homelessness. When I stopped taking my medication my issues increased and I ended up in Northfield prison for two months. The Parole Board encouraged me to study and I received a scholarship at Port Adelaide TAFE.

With support from social workers at Hutt St Centre, I was granted a Housing SA apartment.

I completed my certificate in Community Services and Health but was taken advantage of and had to leave my Housing SA property. I moved to Mile End and again experienced domestic violence but found time to complete my Certificate II in Business.

Six years later, I once again needed help from Hutt St Centre. The social workers helped me to get stable and permanent accommodation and I'm pursuing my dreams of a career and further study and training.

My gratitude cannot be expressed enough in words. However, thank you so much Hutt St Centre.



**6,924** LOADS/  
PER YEAR

**LAUNDRY SERVICES  
(WASHING & DRYING)**

**577/MONTH**



**420**

**LOCKER SERVICE  
PROVIDE LOCKER ACCESS  
TO 420 PEOPLE/PER YEAR**

(A 2-MONTH ACCESS  
PER PERSON AMONG  
70 LOCKERS)



**12,408**

**SHOWERS/YEAR  
SHOWER ACCESS  
1034/MONTH**



**2,199**

**ROYAL DISTRICT  
NURSING  
SERVICES**



# PATHWAYS: EDUCATION, TRAINING AND EMPLOYMENT

“LEARNING NEW SKILLS CHANGES AN ATTITUDE.  
POSITIVE EXPERIENCES CHANGE SELF-PERCEPTION.  
GETTING A JOB CHANGES LIVES.”

The Pathways program connects participants with meaningful education, training and employment opportunities and volunteer and recreation activities. The long term strategy of Pathways is to help people gain the skills and confidence to end their homelessness, attain and maintain housing and to overcome social isolation through participation in recreational activities.

The Pathways program continues to exceed expectations in employment, volunteering and educational outcomes. In 2015-2016 we hosted a Work for the Dole program in which participants learnt sewing skills, making bags and backpacks to fill with donations to give to vulnerable people. **People who had been long term unemployed enhanced their work skills leading to them seeking job opportunities.**

## THE MT LOFTY HOUSE KITCHEN GARDEN PROJECT

This project came to an end in early 2016. During their time at Mt Lofty House, Hutt St Centre clients undertook gardening and landscaping to build a new kitchen Garden for the boutique hotel. A short documentary was produced which showed the progress of the garden from the initial site clearing, garden design/landscaping, through to ground preparation, plant selection and planting. The program had a diverse impact on the group. Being part of the entire process and seeing the change in the environment they were working in was very satisfying. There was also a great camaraderie among the group and friendships were formed. There was a great sense of pride in their work which had a big impact on the self-esteem of the men in the group. They all expressed interest in seeking similar projects and work after completing the garden. Opportunities to undertake further projects like this one would be excellent.

## ‘THE OUTSIDERS’

The Hutt St Centre band, ‘The Outsiders’ produced their first ever CD in a professional recording studio after months of practising every Tuesday afternoon. The CD is available for sale through the Hutt St Centre website. The group continues to grow both musically and working together as a cohesive group. The impact of this has been a reduction in social isolation, developing positive and lasting friendships, song writing and recording, and the reduction in drinking habits of some members. The positive response to public performances from the community has been life changing for the group.

## GOGO EVENTS AND FLASHPOINT

The Pathways program continues to partner with GOGO Events and Flashpoint Events, which give clients meaningful paid employment opportunities. Regular work in all aspects of event production from set, prop and décor design, to building stages and fences, bump in, cleaning and maintenance, crowd assistance and bump out was done by clients enthusiastic for work. For some clients this meant coming in to Hutt St Centre for a shower and breakfast in the morning then heading straight to work for the day with a packed lunch from the Meal Centre. The impact employment has on people’s lives cannot be underestimated and we have achieved 98 employment, 9 volunteer and 28 training outcomes during the year.

In 2017, the goal of the Pathways program will be to increase partnerships with more employers willing to offer clients a variety of employment opportunities.





## ADAM'S STORY

Adam, who is 38, packed up his life in Darwin and moved to Adelaide in April 2016 to be closer to his children and to make a fresh start. Adam set himself up in a motel and began job hunting in earnest. He had few savings which quickly dwindled away on accommodation and food. Within two short weeks and still without a job, Adam had no money, no accommodation and was sleeping rough in the Adelaide CBD. This did not deter Adam though and he diligently persisted with job hunting.

Adam visited the Day Centre at Hutt St Centre during this time and met with an Employment Officer from the Pathways program who talked to him about the program and encouraged him to link in with a Case Manager to help find suitable accommodation. Adam was eager to get as much support as possible with finding a job, believing that as soon as he could find employment he would be able to access the private rental market and not need to rely on other support services.

Adam began attending weekly appointments with a mentor in the pathways to employment program. Through GOGO Events, Adam was able to obtain two days of casual work for an event at the Adelaide Entertainment Centre. Adam helped with the set-up of the event and also worked on the day of event. Adam's promptness, eagerness, and ability to work in a high pace environment within a team and his autonomy impressed everyone. No-one there knew or guessed that he was sleeping rough.

Adam stayed with a friend for a while and applied for several construction jobs. He gained some casual employment with a company for a three month probation period after which he hoped to secure full-time employment with the company.

The good news is that Adam has now secured accommodation at Unity Housing which has given him the stability he needs to find and maintain employment. Adam recently told us that he has a full time job working on the construction of new city apartments. The Pathways team continues to stay in touch with Adam and all its participants to encourage and support their successful transition out of homelessness and into work.



**85%**

**PARTICIPANTS  
HAVE GAINED  
EMPLOYMENT**

**DIFFERENT TYPES OF TRAINING /  
EDUCATION PROGRAMS:**

- WHITE CARD (INDUCTION TO THE CONSTRUCTION INDUSTRY)
- FORKLIFT LICENCE
- FIRST AID
- TAXI DRIVING
- REAL ESTATE COURSE
- TAFE CERTIFICATES, ETC



# EASTERN ADELAIDE HOMELESSNESS SERVICE

“ A SERVICE THAT WAS FRIENDLY, FOCUSED  
ON HER NEEDS AND NON-JUDGEMENTAL...  
HAVE A PROFOUND IMPACT ON HER LIFE. ”

The Eastern Adelaide Homelessness Service (EAHS) supports adults and families who are in crisis, homeless or at risk of homelessness and living in the Eastern Metropolitan region, to access housing that will meet their needs in the immediate, short term and longer term. The service seeks to link to other support and networks within the health, homelessness and community sectors to assist people to maintain their housing and community links.

## WHAT DO THE EAHS TEAM DO?

When someone first enters our doors they are met by an Intake and Assessment (I & A) worker who makes an initial assessment of their situation and immediate or crisis needs. Sometimes they are referred by a Day Centre staff member who identify new people coming in or unfamiliar faces. The I & A worker can start proceedings for each person they see and ensure their immediate needs are met and a plan is made for their next step through our services. We try to minimise the need for a person to have to tell their story many times to many people. An initial referral may be to case management, pathways or an external agency.

EAHS Case Managers work directly with clients who need us at Hutt St Centre and we also provide an outreach service so that we can meet with people at other safe or more accessible places in the community. We also provide an outreach case management service at the Vinnies Men's Night Shelter at Whitmore Square for people who don't or can't come to Hutt St Centre. The team also supports people who are living in temporary accommodation such as boarding or rooming houses and cheap hotels.

## MAIN PRESENTING ISSUES



**72%** IN HOUSING CRISIS,  
LIVING IN INADEQUATE  
HOUSING CONDITIONS OR  
ACCOMMODATION ENDED

Presenting needs in order of importance:

- Advice/Information
- Advocacy/Liaison
- Emergency Housing
- Assistance to sustain tenancy
- Living Skills/Personal Development





## BEVERLEY'S STORY

Beverley's life has been traumatic and defined by abuse and sadness. While residing at The Terrace boarding house in Adelaide where she had lived for several years Beverley was referred to the Boarding House Outreach Support Program (BHOSP). She was assisted by the BHOSP Case Manager to apply for independent accommodation.

She identified several areas of her life where she felt the need for extra support if and when she moved and with the support of her Case Manager she devised a plan and commitment to her goals. These included seeking counselling in relation to the effects of an abusive relationship and attending appointments with a psychologist for mental health support.

Hutt St Centre provided Beverley with a service that was friendly, focussed on her needs and non-judgemental which gave Beverley more control over her life, and enhanced her ability to cope. With encouragement and support Beverley found the confidence to move into a community housing property. This will have a profound impact on her life, with a greatly improved chance of sustaining her tenancy and living well into the future.



**93%** SUCCESS  
RATE IN ENSURING  
ROUGH SLEEPERS DID  
NOT EXIT INTO ROUGH  
SLEEPING



**66% MALE**  
**34% FEMALE**

### OUTCOME STATS

**1044** TOTAL PEOPLE  
WHO RECEIVED A  
EAHS SERVICE



# AGED CITY LIVING

“THE ASSISTANCE FROM RELATIONSHIP AUSTRALIA, GAMBLING COUNSELLING AND THE SUPPORT FROM HUTT ST CENTRE, HAS GIVEN ME HOPE, AND IN THE PAST SIX MONTHS I HAVE BEGUN TO TAKE MORE CONTROL OF MY GAMBLING ADDICTION.”

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 17th year, the program supports people to live well and independently in the community for as long as possible.

**Within the ACL program there are three sub programs:**

- **Home Support**
- **Assistance with Care and Housing for the Aged**
- **Home and Community Care**

**Support is provided through three program service areas:**

**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.

Extreme social isolation is one of our biggest challenges as over 90% of our older clients live alone and have no family support. Loneliness has a huge impact on health in general, but especially mental health. The aim of the ACL's Lifestyle and Health program, the Case Management service and Occupational Therapy is to provide opportunities for social contact and support so that people can be healthy, independent, and socially confident. Over 50% of older clients attend one or more Lifestyle and Health group activities and many visit the Day and Meal Centre for their social needs too. One of the comments from a woman who has been sleeping in her car on and off for many years was that her main reason for coming to Hutt St Centre was to attend the women's pampering group each month.

In 2015-16 we had 684 people over 50 use the Aged City Living services for their housing, nutrition, health and social support. This is an indication of the volume of older people accessing Hutt St Centre's Aged Care services for their care needs. In the near future, we foresee an even greater number of people accessing our services, as we support vulnerable older clients through the big changes in Aged Care. This includes the introduction of the My Aged Care Gateway which has the potential to ensure equity of access but also may disadvantage those more vulnerable people who may not be in a position to advocate for themselves and navigate through the system. We envisage we will need to provide additional support to people to get through this complex new system.





Other examples of how the ACL program has impacted on the lives of our older clients this year.

## BETTY'S STORY

Due to her physical disability Betty was using a disused office chair to get out of bed each morning. This was very unsafe and made it a struggle just to start each day. Our Occupational Therapist was able to set up a much better piece of equipment for her to use as well as providing fall prevention training for her.

## NICHOLAS'S STORY

Nicholas was struggling with understanding new systems and had his Centrelink income stopped for three months. He was distraught and faced eviction. We advocated for him to get his income back and keep his home and helped him understand how to manage this in the future with our support.

## RALPH'S STORY

After sleeping rough for over 10 years Ralph, who is in his late 50s and born overseas, was suffering rapid decline in his physical health literally due to carrying his home on his back. He would walk into Hutt St Centre each morning with all his possessions in his backpack and sit down for breakfast. One of the most polite and intelligent men one could meet, Ralph was also quiet and very private, not wanting to trouble anyone by asking for too much. During his time on the streets Ralph was also studying at an adult college to improve his education. His homelessness was a disconnection from his family as they felt he had shamed them as a result of having gambling debts. Before sleeping rough he was living in a boarding house but was evicted because he didn't understand the conditions of the lease.

This traumatic experience left Ralph reluctant to enter another lease so he found his home on the streets. We have worked with Ralph to address the challenges in his life. With encouragement and support we helped Ralph find a safe place to live near to public transport and shops and consequently his health, both physical and mental has improved dramatically. Ralph very rarely comes into Hutt St Centre now because he is so happy where he is living now.

## OUTCOME STATS

2015-2016 SRS Data (State and Commonwealth combined Database developed by Hutt St Centre)

CLIENTS **65+** YEARS  
**195** TOTAL NO. OF CLIENTS



**144** MALE (74%)  
**51** FEMALE (26%)



# DEVELOPMENT AND PARTNERSHIPS TEAM

The Development and Partnerships team ensure Hutt St Centre has the necessary funding required for our client services teams, our Day Centre and our Meal Centre so that every person who seeks our help gets the best quality service to end their homelessness. This team is often the face of Hutt St Centre at schools, in the media, at service clubs and community fundraising events. We share Hutt St Centre's story with up to date information, passion and the confidence that as an organisation we make a profound impact on the lives of the people we are here to serve.

## OUR MAJOR FUNDRAISING EVENTS

### walk a mile in my boots

Our signature event, **walk a mile in my boots**, attracted just over 6,000 people. The stories/videos we shared of our clients, volunteers and team had a huge impact on the community and individuals who saw them. They also empowered our clients to reflect on their lives and the achievements they have made. Funds raised were directed into the Day Centre to enable crisis assistance, meeting each client at their point of entry into homelessness, provision of essential services and coordinating and referring to our range of visiting services.

### Angel for a Day

This wonderful program supplies the food for approximately 50,000 meals throughout the year. The cost to become an Angel is \$350 and this pays for breakfast and lunch for up to 150 people for one day – therefore the term Angel for a Day. Fortunately, most of the people cooking and serving these meals (and cleaning up!) are volunteers, who do a tremendous job. Individuals, families and corporates, have all been Angels for a Day. It can be a life-changing and humbling experience for those who join our volunteers in the kitchen as an Angel for a Day.

### Christmas Appeal

The Hutt St Centre once again approached our supporters at Christmas time seeking donations to help our clients through the festive season, which is often an even more lonely time for many of them, and a difficult period due to the extreme summer temperatures. We want to thank all those people who kindly donated and helped provide food and support services through this difficult time.

### Coopers Foundation – Paul Simon & Sting Concert

The Hutt St Centre was the recipient charity for this outstanding concert, held at the Coopers Brewery in February 2014. This funded the renovation of the volunteer and after hour's emergency toilet facilities between the Meal Centre and the Administration building.

### CompassionATE Community Dinner by Madame Hanoi

The dining room was filled with 56 guests for an exquisite dinner by one of Adelaide's favourite restaurants, Madame Hanoi. The room was transformed into a French inspired café with a meal off the streets of Vietnam. It was fun, fanciful and delicious. Amanda Vanstone hosted the dinner and more people learnt about our work, the challenges we face and the achievements of our clients.

### Winter Appeal

Winter is a really tough time for people who are sleeping rough or in supported accommodation when it's cold and wet. Our service costs increase as more people seek our help to find safe accommodation. This year we undertook our first Winter Appeal and our supporters were very generous in giving to Hutt St Centre during the harshest of months. The story Tessa shared was heartfelt and honest and we thank her for being the face of our Winter Appeal. The impact of funds raised during winter helped us to keep the Centre warm and to address the emergency accommodation needs of people seeking help during the cold months.

# FOUNDATION

The Hutt St Centre Foundation is a voluntary working committee, who work in close consultation with the Development and Partnerships team and CEO for the development of partnerships, fundraising events and marketing and communication strategies, to raise revenue for Hutt St Centre.

**Objectives of the Hutt St Centre Foundation are as follows:**

- To ensure the financial and economic sustainability of Hutt St Centre to enable it to continue to work with Adelaide's homeless and vulnerable people.
- To develop diversified fundraising streams to meet budget targets and increase revenue, including, but not limited to, donations, gifts, bequests, corporate sponsorships, events and grants.
- Help to raise the brand profile and recognition of Hutt St Centre in the community.





# PASTORAL CARE

Everyday at least one of our small team of volunteers offer pastoral care to our most vulnerable people here at Hutt St Centre. For the last 10 years this has been so compassionately lead by Sr Gwen Tamlyn who has just recently retired from active duties at Hutt St Centre.

The very heart of the pastoral care role is listening to clients tell their stories. Just having someone listen without judgement deeply affects our people and so often changes their whole demeanour. One client, who had talked for about half an hour about their life and their struggles said: "Thank you for listening, you don't know how much better it made me feel just to have someone listen to me". It is through listening that we hear their needs. We can then recommend they either see a case worker, the nurse, a visiting lawyer or any of the many services that are offered by the Centre. We may also find ourselves helping people with a change of clothes, some toiletries or children's toys depending on their needs.

Initially our contact and interaction is with clients in or around the Day Centre where we try to always have a gentle presence. But we also visit clients who are in hospital for physical or mental health ailments. We try to provide a familiar face to someone who is in unfamiliar surroundings and this helps them to feel less stressed. We also visit people who have found housing but have been diagnosed

with a terminal illness. Sr Gwen always had a saying that as far as possible we do not want a client to have to face death alone. Many clients carry a lot of guilt and regret when they are in this stage of their life's journey. One particular client who was supported in this way was very grateful to be able to receive the sacrament of reconciliation and have regular visits from a priest, which we organised, at this very precious time.

Pastoral Care provides a unique service to clients. We are not counsellors or case workers and our work is not quantifiable as such, but we know from client feedback that they appreciate a gentle presence that is there just for them. We have no agenda but to listen and support as needed. One Easter Sunday Sr Gwen and another Pastoral Care worker were together when a client had an epileptic fit on the street. He was supported by a couple of his friends and Sr Gwen, who stayed with him and gently reassured him until the ambulance came. As he was being put in the ambulance he looked Sr Gwen in the eye and said "thank you from the bottom of my heart. You don't know what it meant to have you here through that ordeal!"

This memory has always stayed with that Pastoral Care worker and reminds her that the impact of a gentle presence is profound and immeasurable.

# VOLUNTEERS



Around 400 volunteers support Hutt St Centre each year. Without these wonderful people Hutt St Centre would be very restricted in terms of the support and services it could provide.

The Pathways program experienced the largest growth in volunteer engagement during 2015-2016, with additional volunteer roles introduced to the team to support client employment outcomes, additional volunteer mentors appointed to support clients engaging in study and training, and further activities offered with volunteers delivering art, photography, and specific tutoring on topics such as IT and gaining a Learners Driving Permit.

In the Employment Pathways area, clients are matched with a dedicated Volunteer Employment Mentor who assists them with resume, cover letter and interview preparation, job seeking and interview skills. Resulting from these sessions were 98 employment outcomes – a direct impact of 1:1 intensive volunteer support. In addition, nine clients gained volunteer positions, developing skills, connections and confidence.

## LEARNER DRIVING WORKSHOPS

In the Education and Training area, several clients attended Learner Driving Test workshops with a volunteer tutor, completed the theory test and were granted their Learner Driving Permit.

## ART

Under the guidance of our dedicated volunteer art tutor, the first Hutt St Centre SALA exhibition was held, with several clients selling their art during the exhibition held at Latte on Hutt – the exhibition was important in showcasing client work, developing confidence and encouraging progression and dedication to their art.

## POETRY

Working with a volunteer poetry tutor, a group of clients wrote original poetry, with several editions of the Zine released by Mick Schanz.

## MUSIC

Through volunteer musical connections and tutoring, the Hutt St Centre band, 'The Outsiders', were invited to their first music recording at Radio Adelaide one Saturday morning. This generous opportunity catapulted the band to stardom, with additional intensive band practise leading to a further recording accompanied by their volunteer music teachers in October 2015 and the launch of their first CD in January 2016. The band continued to grow in confidence and performance style, and also performed at the Royal Adelaide Hospital and Box Factory during the first half of 2016.

Under the guidance and mentorship of his dedicated tutor, Craig Richards was awarded runner up for Adult Learner of the Year in August 2015. This was a huge confidence boost for Craig, who has since moved into further study.

### **Volunteers participate in the following areas:**

- Kitchen and Meal Centre
- Day Centre
- Administration and reception
- Clothing shop and sorting (donations) shed
- Data Entry
- Events
- Pastoral Care
- Computer support and I.T. classes
- Building, grounds maintenance and gardening
- Employment mentoring
- Education and Training workshops



# FINANCIAL REPORT

As a not-for-profit organisation Hutt St Centre carries out our mission of ending homelessness with no shareholders receiving benefits nor a profit motive for individual gains.

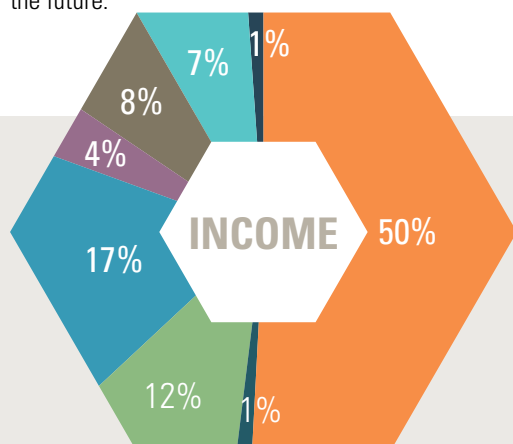
All income, whether via fundraising, government funding or donations to Hutt St Centre, is retained within our organisation and used to cover the expenses incurred to deliver our operations and programs with the main purpose to end homelessness for every person who walks through our doors.

It is imperative that we act as an operating business, not only generating enough revenue to cover the costs, but also generating reasonable surpluses to build reserve funds for future periods. These reserves are crucial for emergencies or to cover 'dry times' should Funding and Fundraising contributions wane due to significant downturns in the economy. Reserve funds may also be used for the replenishment of facilities as they require upgrade or replacement and to build capacity so we can continue to be innovative and to deliver the highest quality and most effective services to our clients.

We believe good financial management includes:

- Production of financial statements to assist in monitoring our performance.
- Access to accurate financial information, provided in the financial statements and budgets, which can be used to improve our operational activities and accomplish important and future financial objectives
- Managing profitability and cash flow
- Supportive policies and procedures to ensure that the financial information is complete and accurate and will lead to the correct decision making
- Financial risk management

Sound financial management ensures we can make an impact everyday on the lives of people experiencing homelessness, and can confidently plan to carry out our essential work in the future.



## INCOME STATEMENT

	2016 \$	2015 \$
<b>Revenue</b>		
Grants & Funding	2,414,550	2,294,799
Sales & Fees	60,920	55,517
General Donations	555,162	530,811
Fundraising Activity Donations	821,565	703,614
Bequests	209,500	122,224
Transfers from Daughters of Charity	360,000	5,455
Investment Income & Profit/Loss on Sale of Assets	361,047	486,312
Other	58,270	38,747
<b>Total Revenue</b>	<b>4,841,014</b>	<b>4,237,479</b>

<b>Expenses</b>		
Employee Benefits Expense	2,910,470	2,463,442
Depreciation and Amortisation Expense	74,288	116,186
Subcontract Payments	152,836	140,252
Other Expenses	1,125,193	1,133,179
<b>Total Expenses</b>	<b>4,262,787</b>	<b>3,853,059</b>
<b>Surplus</b>	<b>578,227</b>	<b>384,420</b>

## STATEMENT OF FINANCIAL POSITION

	2016 \$	2015 \$
<b>Current Assets</b>		
Cash and Cash Equivalents	1,333,570	935,445
Receivables	2,815	5,806
Other	91,499	94,383
<b>Total Current Assets</b>	<b>1,427,884</b>	<b>1,035,634</b>
<b>Non-Current Assets</b>		
Financial Assets	3,320,280	3,641,056
Property, Plant and Equipment	380,071	341,003
<b>Total Non-Current Assets</b>	<b>3,700,351</b>	<b>3,982,059</b>
<b>Total Assets</b>	<b>5,128,235</b>	<b>5,017,693</b>
<b>Current Liabilities</b>		
Trade and Other Payables	203,339	241,642
Amounts Received in Advance	127,923	115,500
<b>Provisions</b>	<b>290,479</b>	<b>245,614</b>
<b>Total Current Liabilities</b>	<b>621,741</b>	<b>602,756</b>
<b>Non-Current Liabilities</b>		
Provisions	50,593	40,999
<b>Total Non-Current Liabilities</b>	<b>50,593</b>	<b>40,999</b>
<b>Total Liabilities</b>	<b>672,334</b>	<b>643,755</b>
<b>Net Assets</b>	<b>4,455,901</b>	<b>4,373,938</b>

### Equity

Retained Earnings	4,238,714	3,660,487
Reserves	217,187	713,451
<b>Total Equity</b>	<b>4,455,901</b>	<b>4,373,938</b>

## STATEMENT OF CASH FLOWS

	2016 \$	2015 \$
<b>Cash Flow From Operating Activities</b>		
Receipts from Donors, Grants, etc.	4,494,041	3,766,854
Payments to Suppliers and Employees	(4,160,741)	(3,628,920)
Investment Income	263,741	252,016
<b>Net Cash Provided by Operating Activities</b>	<b>597,041</b>	<b>389,950</b>
<b>Cash Flow From Investing Activities</b>		
Proceeds from Sale of Property, Plant and Equipment	6,316	14,624
Proceeds from Sale of Investments	83,611	159,667
Purchase of Property, Plant and Equipment	(113,355)	(118,293)
Purchase of Investments	(175,488)	(642,158)
<b>Net Cash Used in Investing Activities</b>	<b>(198,916)</b>	<b>(586,160)</b>
Net Increase / (Decrease) in Cash Held	398,125	(196,210)
Cash at Beginning of Financial Year	935,445	1,131,655
<b>Cash at End of Financial Year</b>	<b>1,333,570</b>	<b>935,445</b>



# GOVERNANCE

Hutt St Centre's Board of Directors are responsible for the overall governance and performance of the organisation. It is responsible for setting the strategic goals and direction of its business strategy. The Board is responsible for ensuring conformity to regulatory and ethical requirements and for its strong adherence to the Vision, Mission and Values of the Daughters of Charity.

Hutt St Centre's organisational values guide our work and the way we govern. They reflect the core values of the Daughters of Charity and urge us to:

- **Respect Each Person**
- **Provide Quality Service**
- **Encourage Simplicity**
- **Advocate for the Poor**
- **Value Spirituality**

Hutt St Centre's Board of Directors were invited to comment on the challenges and opportunities for Hutt St Centre and the not-for-profit sector over the next 12 months. Their responses fitted into five key themes plus some additional comments. Keeping abreast of the trends both nationally and globally in homelessness funding and ensuring the delivery of quality services, will help the organisations work remain relevant, best practice, high quality and impactful. Having strategies to predict and address the challenges and opportunities will be paramount to success.

## 1. Increasing Demand

- a. Demand for homelessness services are at an all-time high and the increasing demand is likely to continue with the impending closure of some major industries and housing affordability being increasingly tougher.
- b. Increasing demand from clients, both in terms of increased numbers and complexity, due to a deteriorating economy which puts pressure on the service both through the demands on staff to deliver more with less, and on our physical infrastructure which is aged and not easily made flexible in its design or usage (both at a systemic level and at the physical site level).

## 2. Funding Legislation

- a. Homelessness and housing sector funding uncertainty. Changing legal and legislative environment and the increasing scrutiny of government and social regulators.
- b. Ensuring certainty of Government funding and commitment. While Hutt St Centre is always proactive in developing alternative funding streams it will always have a significant component funded by Governments, both State and Federal. Government priority for supporting the homeless through longer term stable funding agreements is variable although new social impact investment models supported by Government are offering new hope for the future.
- c. Maintenance of the good relations we have with Government at all levels in order to ensure funding of appropriate programs which support the homeless community and those seeking to help them.

## 3. Social Impact Bond

- a. One of the challenges for Hutt St Centre over the next 12 months relates to the Social Impact Bond which we are aiming to commence in July 2017. As this is the first in the state, industry figures will have their eyes on us to determine how we go. We are therefore very keen to implement this new program effectively and continue to deliver positive results for our clients.
- b. On a more practical level Hutt St Centre has a number of major projects that it will continue to progress and develop – our Social Impact Bond project; the redevelopment project; and ensuring we continue to emphasise and deliver our client and values based culture and outcomes.
- c. Continuing to build positive relationships with all stakeholders. Developing collaborative partners for collaborative projects.





#### 4. Industry Competition

- a. The not-for-profit sector is highly competitive for charitable contributions and those organisations that can maintain a strong value based brand supported by appropriately targeted marketing, will be best placed. Hutt St Centre has a strong value based brand which we need to promote, celebrate and connect to a wider range of organisations and individuals in our quest to provide the best possible service and support to our clients and retain our wonderful staff and volunteers.
- b. Challenges for the industry as a whole will revolve around funding and ensuring that there is enough funding to go around so that all not-for-profits in our industry can continue to provide the services that are so important to so many people.
- c. The not-for-profit sector will continue to be highly competitive due to the slow economy, putting the squeeze on philanthropy, corporate and personal donations. It will continue to be challenging to find the funds the not-for-profit sector needs to thrive.

#### 5. Hutt St Centre's Image

- a. The ongoing need to ensure best practise governance to effect transparency, leadership and accountability to adhere to and to maintain public trust.
- b. Secondly for the not-for-profit sector generally, maintaining a presence in the community which is respected and supported so that the necessary programs to help those in need are provided.

#### 6. Others (client services & fundraising)

- a. Changing demographics of those seeking assistance. Higher percentage of women, families, aged and indigenous people.
- b. Data Management and adequate research into the sector.
- c. Ensuring a risk management best practice approach.
- d. Fundraising in all its aspects and managing social frameworks including social media.
- e. Keeping contemporary, innovative and edgy.



**Phil Donato - Chair**



**Ian Cox - CEO**



**Chris Lemmer**



**Len Cirillo**



**Brenda Wilson**



**Sarah Gun**



**Heather Parkes**



**Peter Hoban**



**Sister Gwen Tamlyn DC  
Daughter of Charity**



**Sister Carol**

**Absent - Dale West**



# SPONSORS

Our Government, Corporate and Community partners give us the capacity to run innovative programs which are enormously effective in reducing homelessness and changing lives. The contribution of our partners enhance the way we offer our services to people experiencing homelessness. Our partnerships have a profound impact on our clients, our staff and volunteers and the community in which we operate.

## Major Corporate Partners

Beyond Bank  
Macquarie Private Wealth  
Badge  
Australian Gas Networks Ltd  
CMV Foundation  
Ernst and Young  
Cooper Energy  
Cowell Clarke  
Coopers Foundation

## Government Partners

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

## Project #242 Donors

Hanson  
Hender Consulting  
Australian Gas Networks Ltd  
SA Power Networks

## walk a mile in my boots 2015

### Major Partner

Beyond Bank

### Founding Partner

Rossi Boots

## Supporting Partners

Badge  
CMI Toyota  
Cooper Energy  
Colourblind Films  
Cutler Brands  
Karmabunny  
Kennards Hire  
MAD Promo  
Network Ten  
NOVA Entertainment  
Renniks Hire  
SA Water  
The City  
The Kiln Advertising  
TK Print  
Port Adelaide Football Club

## McLaren Vale Partners

Hardys Tintara  
Oxenberry Farm  
Rapid Relief Team

## Barossa Valley Partner

Rotary Club of Barossa Valley

## Major Supporters, Grants and Foundations

Adelaide 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  
The Charlton's Charitable Endowment  
National Wine Foundation  
Community Sector Banking

## Community and Business Partners

Renniks  
Fuller  
WBM – Free Run Press  
Karmabunny  
TK Print  
Rotary Club of Adelaide  
Toop and Toop  
Flashpoint Events  
El Dorado Music  
Paracombe Wines  
Calvary Health Care Adelaide  
Attorney Generals Department

## Campaign Project Partners

### Dulcie's Bus Project

Amanda Blair  
Torrens Transit  
Store Ur Stuff  
The Garden of Unearthly Delights

### Angel for a Day

Black Sheep Advertising

### Homeless Grapes Project

Vinomofo  
Chalk Hill Wines  
Torresans  
Collotype  
Cooperages 1912  
Hickinbotham Wines



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