

# **DARE TO BE DIFFERENT**

Hutt St Centre  
Annual Report  
2016-2017



rebuilding lives

**hutt**ST  
CENTRE



A work of the Daughters of Charity

**Hutt Street Centre  
2016-2017 Annual Report**

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

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# CEO CHAIRMAN'S REPORT



Looking back over previous Annual Reports, one re-occurring theme has been the increase in services we have provided and the improvement in outcomes for people experiencing homelessness that we continue to achieve each year. Each person's needs are completely different to the next one, but we continue to challenge each other to never give up and to constantly seek new ways of ending people's homelessness.

It is this relentless approach and daring to make a difference which is why we often remark that we have the best jobs in the world. I am confident this is the reason why so many wonderful people support our work through donations, sponsorship and volunteering each year.



When our friends walk through our doors into the Day Centre, there is not only a welcome sign but a clear message which openly talks about choice, change and opportunities. Our daily challenge to our organisation, to our friends sleeping rough and to the overall homeless sector, is that we will work together to make better choices, implement changes in their lives and create more opportunities to end homelessness.

The Board of Directors along with our Foundation, Board Committees and Patrons continue to provide inspiring leadership to the organisation and this flows through to our wonderfully committed staff group which includes our volunteer family of over 660 people. What an amazing group of people who save the organisation and the SA community thousands of dollars each week.

## ASPIRE – SOCIAL IMPACT BOND

Over the past year we have continued to challenge ourselves and the sector by exploring new funding streams to ensure that our friends sleeping rough are never left behind. This has led to Aspire (the first homelessness Social Impact Bond in Australia) which was launched successfully in Adelaide, Melbourne and Sydney in February 2017. We have partnered with Common Ground Adelaide, Unity Housing and Social Ventures Australia to provide a program which we have developed and built on our 63 years of service delivery history and expertise. The Aspire Program commenced on the 1st July 2017 and will help to transform and rebuild the lives of at least 400 people. The Aspire Program has been funded by investors from Adelaide, Melbourne and Sydney, with the State Government and the Department of Premier and Cabinet and Department of Communities and Social Inclusion playing an integral role. I would like to particularly thank both Unity Housing for their continued support over almost 24 years and to Common Ground Adelaide for being part of this new ground-breaking venture.

## STREET CREW

Another wonderful initiative that Hutt St Centre has been involved in is the Street Crew Program, introduced to ensure that rough sleepers in Adelaide were connecting with service providers like Hutt St Centre. Street Crew was launched at Hutt St Centre by the Minister for Communities and Social Inclusion, The Honourable Zoe Bettison MP. It has enabled our staff, in partnership with Westcare, SYC and Uniting Communities to engage and connect with rough sleepers to ensure we know everyone's name and to bring our services to them. This has already proven to be a widely successful program which has been embraced by the client group, inner city traders, property owners, SAPOL and the greater Adelaide community in such a positive way.

**“One of the first people we approached after commencing the Street Crew program, was housed within the first two weeks. We were initially told that we should not approach this man as he was apparently too difficult to engage with and would not take up any offers of housing. However, our relentless endeavours to never give up worked and this gentleman continues to flourish in his new house after 10 long years of sleeping rough”.**

**Whilst these programs are new initiatives, the rest of our Hutt St Centre programs continue to achieve all their outcomes by:**

- housing people consistently
- providing case management and long-term support
- advocating and providing links and connections to allied health services
- re-connecting and stabilising families in crisis and who often are experiencing domestic violence and relationship breakdowns
- ensuring the quality provision of nutritious meals
- providing access to showers, lockers, laundry services, mail collection (the things that we take for granted every day)
- providing a safe place and space for people, and allowing them to explore their ways out of homelessness through the Pathways to Education, Training and Employment Program
- offering access to over 18 visiting services (RDNS, GP's, Legal Clinic, Private Rental Clinic, Hep C Clinic, Hairdresser, Partners in Recovery (Mental Health), Financial Counselling, Brain Health, Podiatry, Dental Clinic, JP service, Orange Sky laundry etc.)

The organisation continues to commit to our five strategic goals:

## 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 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.

Over the past financial year, we have managed to achieve a significant trading surplus which is a fantastic result. This is due to:

- continued efforts to act prudently and within our resources at all times,
- working the organisation incredibly hard through some superb fundraising efforts spearheaded by both the Development and Partnerships Team and the Foundation,
- raising the profile of the organisation, but never losing sight of our values and humble beginnings to ensure that our friends sleeping rough have access to the best quality services possible,
- our strong relationship with the founders, the Daughters of Charity, we received bequest money that had previously been held on trust. Our Investment Committee will ensure these funds are utilised efficiently to upgrade facilities and services and that we continue to look at ways to ensure the best outcomes through a relentless approach of never giving up.

Thank you for the continued trust you place in us. We remain firmly committed to our mission, our values and vision, and ensuring that we can truly end homelessness for every person walking through our doors.

Both Phil Donato OAM as the Chair of the Board of Directors and myself are incredibly proud to lead such a highly regarded organisation who have the finest friends, supporters, funders, Board Directors, Foundation Members and staff in the country.

**With your support, we continue to dare to make a difference!**

**Ian Cox**  
CEO

**Phil Donato OAM**  
Chair, Board of Directors



Photo courtesy of Dreamteam Imaging

# OUR IMPACTS AT A GLANCE

## DAY CENTRE PER YEAR



LAUNDRY SERVICES  
**5,184**  
LOADS



SHOWER ACCESS  
**11,520**  
SHOWERS



ROYAL DISTRICT NURSING SERVICES  
**3127**  
VISITS

## DAY CENTRE



LEGAL CLINIC ADVICE CLIENTS  
**131**



MENTAL HEALTH REFERRALS  
**93**



ALZHEIMER'S REFERRALS  
**54**



DENTAL TREATMENT  
**69**

## MEAL CENTRE



**41,134**  
MEALS  
PER YEAR

## PATHWAYS

**153**  
FURTHER  
EMPLOYMENT



**56**  
FURTHER  
EDUCATION

## EAHS (EASTERN ADELAIDE HOMELESSNESS SERVICE)



**570**  
SUCCESSFULLY  
HOUSED

ACCL  
(AGED CITY LIVING)



**181**

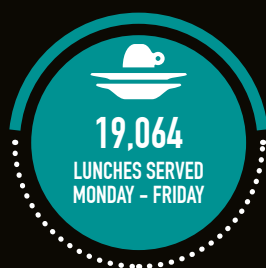
LIVING IN EXTREME SOCIAL ISOLATION RECEIVED ONGOING IN-HOME CARE



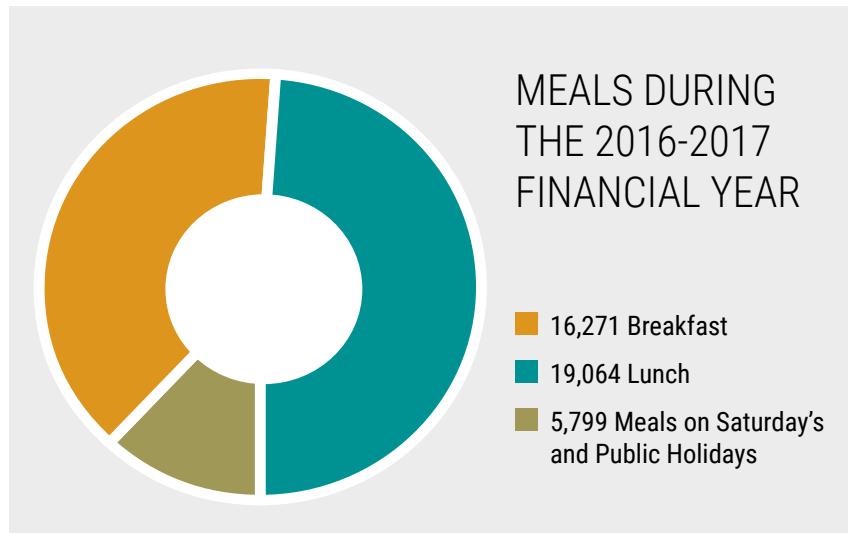
# MEAL CENTRE



In the 2016-2017 financial year,  
the Meal Centre served 41,134 to SA most vulnerable.







## Volunteers and Angels

The Meal Centre provides more than 41,000 meals a year or approximately 800 meals each week, to the people who come through our doors. This is more than most restaurants in Adelaide.

We do all this with just one paid employee (Brenda who has been our Meal Centre Manager for the last 23 years) and a fantastic group of volunteers. We have around 70 regular volunteers each week supporting our Meal Centre Manager.

Our longest serving volunteer in the Meal Centre is Mary Graves who has been serving for more than 35 years. Mary was introduced to Hutt St Centre by her father-in-law, who was a butcher and provided meat to Hutt St Centre many years ago.

Another long term volunteer is Carola Cox. Her mother was a volunteer at Hutt St Centre, and when she passed away, Carola started to volunteer. Carola has now been a volunteer with Hutt St Centre for more than 30 years.

The youngest volunteer was a young girl called Lilly. She was aged just four years and going to kindy when her father was a volunteer on the breakfast shift. He brought Lilly in with him one day and she was given an Apron and helped put coffee in the coffee mugs! The clients loved her and now at 13 years of age she is still coming in to volunteer at Hutt St Centre.

Then there is the story of a couple from Noosa, QLD, who have probably come the longest distance to be an Angel for a Day. They were in Adelaide on holiday last year and heard about Hutt St Centre. When they returned home to Noosa they decided to donate \$350 to become an Angel for a Day and then flew all the way back down to Adelaide to spend a shift serving meals in the kitchen.

Another lovely group of regular volunteers is the Malaysian Ladies Club. They were introduced to Hutt St Centre by His Excellency, the Honourable Hieu Van Le, the Governor of South Australia, who has been a great supporter of Hutt St Centre.

Celebrating the end of Ramadan, Tim Shahin, a well known local business man, cooked a fantastic BBQ for clients and staff at Hutt St Centre. He provided all the meat, and the kebabs were a real special treat for around 200 people. Tim also provided a very sizeable donation and is a very dear friend of the Hutt St Centre.

State Liberal Leader Steven Marshall and Rachel Sanderson, have both been Angels for a Day and worked in the Meal Centre during the past year.

## Suppliers

We have had many great relationships with suppliers over the years including Holco Butchers (formerly Turners), who have provided top quality meat for more than 30 years. When Foodbank opened up in SA, Hutt St Centre were their very first customer.

For many years Skara Smallgoods (Hahndorf) have provided a wonderful box of smallgoods free of charge to Hutt St Centre each week. Another iconic SA brand, Vilis, provides a full lunch of pies, pasties and cakes each month.

The Hilton Adelaide Hotel have also been wonderful suppliers. For the last 12 years the chef and staff from the Hilton Adelaide have provided and served lunch to our clients in our Meal Centre once a month.

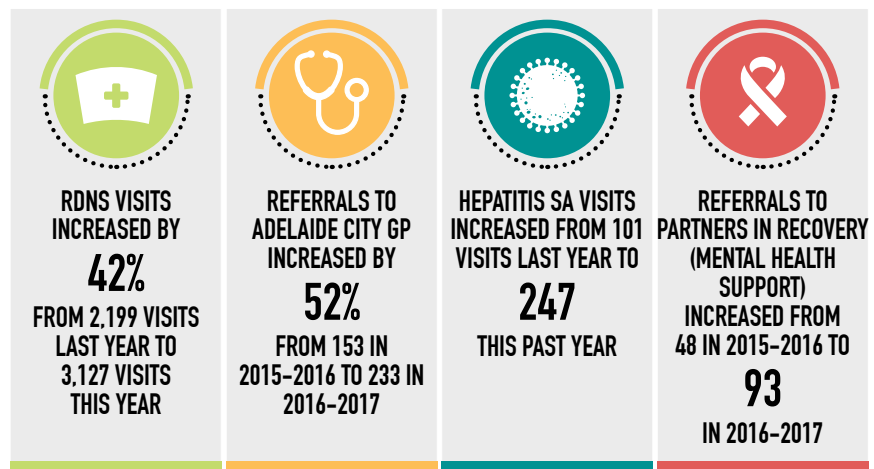
There have been some funny stories over the years including the day an Arnott's semi-trailer broke down on a freeway with a full load of Mint Slice biscuits. It was a hot day and the air-conditioning wasn't working, so they dropped the whole load off to Hutt St Centre. Our clients were eating Mint Slice biscuits for weeks. A similar episode happened with a full truck load of Dora the Explorer Cookies!

# DAY CENTRE

The Day Centre continues to challenge the norm of just an average 'day centre' and is continually looking at new services it can introduce to support the clients we work with.

In the 2016-2017 financial year the Day Centre introduced more visiting services including; JP services, Liver screening testing and hearing/auditory testing.

We also noted an alarming increase in the use of some of our long standing services highlighting the growing issues of homelessness and the increasing need for the services provided by Hutt St Centre:



Below are the number of clients seen by our main visiting services to Hutt St Centre in 2016-2017.

Service	No. of clients YTD
RDNS	3,127
Adelaide City GP	233
Dr Clare Frawley (Gen Wise)	71
Legal Clinic	131
Hepatitis SA	247
Hepatitis SA (Liver Screening)	50
Partners In Recovery	93
Financial Counselling	31
Gambling Support	13
Alzheimer's SA	54
Podiatrist	25
Dental Clinic	69
Hairdresser	127

The table above captures only some of the services offered to our clients sleeping rough. In conjunction with One Sight OPSM we hold several Eye Testing clinics a year. We also provide JP Services, Hearing Testing, Mail Collection, Storage Facilities, Massage and many more.

The Day Centre is the front line of Hutt St Centre and is constantly looking at how it can improve services offered to clients. Collaborations with visiting services has been the key to being innovative and different to any other day centre service.

Over the next year The Day Centre will increase its focus on Mental Health support and services as we are seeing an ever growing increase in people with mental health issues. Currently Partners In Recovery attend the Day Centre twice a week offering referral support to those who would like mental health support.

Another key example of where Hutt St Centre has dared to be different is in helping to combat Hepatitis C. We recently supported six clients through a new medication treating Hepatitis C. This involves a 12 week daily treatment and we are celebrating a 100% success rate of all participants who are now free of Hepatitis C.

“What is exciting for me is knowing that you’ve really contributed something concrete to people’s life when they’ve been doing it tough”  
 — Dr Clare Frawley.



Day Centre Employee, Shaun Russell with a client taking the White Ribbon Pledge

# SERVICES OFFERED

HEARING  
SCREENING

ONE SIGHT CLINIC

PODIATRY  
SERVICES

FINANCIAL  
COUNSELLOR



ALZHEIMER'S  
AUSTRALIA SA  
Fortnightly information

LEGAL  
CLINIC

JUSTICE OF  
THE PEACE



NURSES AVAILABLE

OP  
SHOP

PHYSIOTHERAPY  
SERVICES AVAILABLE



DOCTOR  
Referrals through RDNS

1-on-1  
TUITION

# STREET CREW

## *Dares to be Different*

Over the last six months Hutt St Centre has been involved in an exciting new initiative launched by the Minister for Communities and Social Inclusion Zoe Bettison and is a collaboration of Hutt St Centre, Baptist Care, HYPA and Uniting Communities to provide outreach and Case Management to rough sleepers in the city and parklands of Adelaide.

Many people experiencing homelessness don't know where to turn for help and some are not aware of the services offered by Hutt St Centre. Street Crew involves a team of Social Workers going out into the parks and back alleys of the city to engage with people sleeping rough in their own environment and encouraging them to use our services and enter a Case Management Program.

Since February 2017, the Street Crew Program has assisted over 236 rough sleepers. Already 31 of these rough sleepers have been housed and a further 61 clients are receiving ongoing case management support. The Street Crew Program has changed many lives for the better.





“Greg has been a rough sleeper for a number of years, moving from different sleep sites in the city to various boarding houses and back. Greg had a traumatic upbringing and his last known permanent address was in 2009. Greg has a number of mental and physical health conditions, for which he requires medication and treatment. Street Crew engaged with Greg in July after a concerning decline in his health and welfare, some of which required hospitalisation. From the moment he entered our Case Management Program he responded well and enjoyed the support of the Day Centre and Hutt St Centre staff. At very short notice on Friday, 15th July, we notified Greg that he could move into his own Housing SA property, after many years of failed attempts. Street Crew were able to scramble on Friday afternoon and evening, call locksmiths, assist with furniture, crockery, cutlery and basic bedding and had Greg housed late Friday evening”.



Jamie Holland (Street Crew Case Manager) conducting an Intake with Rough Sleeper \*Greg

\*Person's name has been changed for privacy

This text message was sent to Street Crew in relation to what Jamie (Street Crew Case Manager) had done for a rough sleeper

Dan... what jamie has done for me in one day has gone above and beyond what any worker anywhere has ever done for me, as he has only been filling this job description for a brief period his nature, humanity and such a genuine heart... jamie is a valuable asset to the street crew... i look forward to talking to jamie...

DW

From Chris also - 10 years on the street and jamie is one of 3 but the main party responsible for my 2nd chance at life....

DW

# PATHWAYS TO EDUCATION TRAINING AND EMPLOYMENT

The Pathways Program is different to any other employment program as it's designed around the individual's goals.

Most other employment programs are a cookie cut designed program, where it's one program for many different people. Working with vulnerable men and women, this one size fits all method generally doesn't work. Many of our clients are faced with barriers, not the least being homelessness (difficult to hold down a job without a good night's sleep!), mental and physical health issues and low literacy and numeracy skills. The Pathways Program dares to be different by designing new programs and tailor making the program to the individual's needs. In 2016-2017 the Pathways Program achieved a record number of client employment outcomes.

## 2016-2017 FINANCIAL YEAR EMPLOYMENT EDUCATION OUTCOMES



### 2015-2016 FINANCIAL YEAR **COMPARED TO** 2016-2017 FINANCIAL YEAR



The Pathways team provides many fun and educational recreational activities for our clients during the year. Below is just a snapshot of some of these activities.

**Hutt St Centre band, The Outsiders** - continues to practice every Tuesday afternoon and has played numerous gigs for community services, churches and even at a nursing home. The power of music has seen the participants of the band gain more confidence, make new friends and learn a new skills. Even Dave Gleeson, leading singer of the popular band The Screaming Jets, dropped in and practised with The Outsiders during the year.

**Art Group** - The Art Group is run twice a week, every Monday and Thursday morning from 10am-midday. Attendances vary according to where each participant is in terms of the many complexities going on in their lives. It is a very happy environment where people can have a bit of time out, sit quietly and develop their skills, or just have a chat. The Art Group has been excellent in encouraging social inclusion and self-expression amongst our clients.

**Drama Group** - The Drama Group consisted of seven participants who joined in weekly workshops over a six month period facilitated by Alan Hendry of Vintage Theatre Co-op. As the participants became more comfortable acting and performing in front of each other, they began to work as a team reducing social isolation and improving a sense of well-being and self-esteem. The Drama Group workshops culminated in a public performance at the Bakehouse Theatre in front of family, friends, staff, volunteers and supporters of Hutt St Centre. The theme of the performance being that Hutt St Centre brings people together from all different backgrounds/experiences into a community built on support, compassion and the hope of new opportunities.

**Knitting Group** - The Knitting Group meet every second Friday. Margarita is a wonderful volunteer who gives her time to help clients one-on-one to knit items of their own choosing.

**Woman's Singing Group** - The Woman's Singing Group is now one of our largest and most popular activities. They meet once a week every Wednesday. The workshops are inspiring members towards self-esteem, empowerment, resilience and friendship. They are building a repertoire of songs to showcase their hard work in a public concert towards the end of 2017.



Photo courtesy of Dreamteam Imaging

**"The woman's singing voice, is my voice.  
For so long I have suppressed my voice.  
I am a creative person.  
This Woman's Singing Group allows me  
to use my creative talents.  
The Group is a peaceful, harmonious group.  
We can all forget our troubles.  
I find I can relax and forget all my worries.  
I feel a one-ness with all the women.  
Hutt St Centre has picked the right venue to express  
one's voices.  
It also means community and connection to me.  
There is nowhere else where you can experience this  
one-ness!"**

**The words of Rina, a participant of the  
Woman's Singing Group.**



During the 2016-2017 the Pathways team were successful in winning a small grant through Bendigo Bank's Community Enterprise Foundation. This grant allowed the Pathways team to renovate the old garage out the back of the Day Centre so that it could be utilised for groups and activities. This is just another example of how we maximise our current space to gain positive outcomes for our clients.



**Award Recipients with His Excellency the Honourable Hieu Van Le AO, Governor of South Australia and Hutt St Centre Chair of the Board Phil Donato.**

# EASTERN ADELAIDE

## HOMELESSNESS SERVICE

The Eastern Adelaide Generic Homelessness Service (EAGHS) is the regional homelessness gateway service for adults, couples, and families with children living in the eastern metropolitan area.

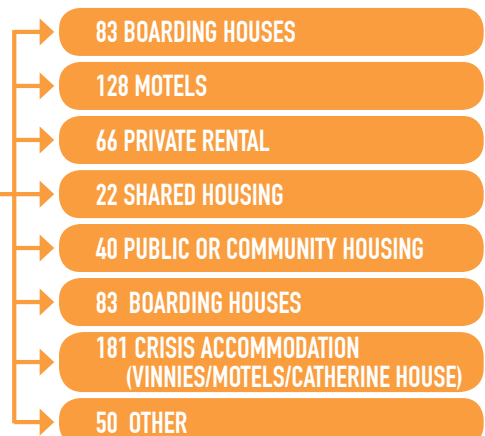
This includes people who are sleeping rough in the parklands and central business district of Adelaide, living in boarding houses, hotels, cars, crisis accommodation, couch surfing, and people living in private rental, public and community housing who are at risk of homelessness throughout the region.

Homelessness can have a devastating effect on a person's physical, social, cognitive and emotional wellbeing and often has no regard for status, gender or age.

EAGHS staff meet people at the most desperate stages of their lives, and without judgement and with respect, aim to assist people find lasting and sustainable pathways out of homelessness.

Hutt St Centre embodies a relentless approach to ending homelessness and assisting people to transform their lives. Service outcomes depend on EAGHS staff effectively engaging with people, listening to their stories, building trustworthy relationships, seeking solutions, taking action and not giving up.

### THE EASTERN ADELAIDE GENERIC HOMELESSNESS SERVICE (EAGHS) PROVIDED THE FOLLOWING SERVICE IN THE 2016-2017 FINANCIAL YEAR





These are outstanding achievements in the context of a shrinking public housing sector and high demand for emergency and transitional housing.

The impact of services can be measured through our key performance indicators which we have consistently achieved this financial year. But it is in the real life stories of the people who have been on the journey that we see or hear the true impact. Here are two stories we can share with you and thank those people who have agreed to provide their stories.

### **Great outcome for a family of four:**

A family (two adults, two children) who were renting in the Northern suburbs came to us under duress. Their lease on their private rental was not renewed and the family was unable to secure alternative accommodation. They were temporarily living with the grandparents but it was very crowded and not a long term option. The oldest child, in Year 11, was getting up at 6am and travelling by bus to and from school each day. The youngest child, had to change school and was getting bullied in the new school.

A Hutt St Centre Case Manager met with the family and immediately identified a private rental property. The Case Manager supported the family to complete a private rental application (inc. writing a cover letter, printing an income statement, copying ID). The family secured the property. The Case Manager also accessed a Grant from the Wyatt Foundation to pay for removalists to transport the family's belongings from a storage locker to the new property.

### **Long term homeless person with history of alcohol abuse:**

A middle aged man who had been sleeping rough for many years contacted Hutt St Centre who immediately organised for him to see a Hutt St Centre Case Manager. The man explained that he was regularly being targeted and beaten up by others on the street. Furthermore, he wanted help to overcome his drinking problems and wanted to go into a rehabilitation centre.

The Case Manager supported this process, including his intake at Withdrawal Services at Glenside Campus. Once he finished the detox program the Case Manager found a room in a local boarding house. The client was also supported by the Hutt St Centre Case Manager to attend Alcoholics Anonymous meetings and was introduced to a GP to get a mental health care plan. The Case Manager also assisted with Centrelink matters and provided the client with food, toiletries and other household items to get started in his new home.

# AGED CITY LIVING

The primary aim of the Hutt St Centre Aged City Living Program is to assist people to live safely and successfully in the community, to move out of homelessness and eliminate the need for hospitalisation and premature entry to residential care.

Our Aged City Living (ACL) team are involved in three main programs as follows:

- 1 Home Support Program providing in home and community support to people 65 years and above (50 if an Aboriginal person) in the areas of social support, equipment provision, short term domestic assistance and independent living skills assessment and training
- 2 Assistance with Housing providing support to people who are 50 years and above (45 if Aboriginal) in the areas of case management, housing advocacy, information provision, referral to services and tenancy support
- 3 HACC Program which provides home and community support to people aged 50-64 years (under 50 if Aboriginal) who have a disability and are experiencing or at risk of homelessness. Services include case management, information, support and advice, social support and short term domestic assistance.

25% of the group were assisted by our Occupational Therapist with mobility equipment, skills training and strategies to enhance independence and safety at home.

In the context of ageing and disability this allied health service is extremely important in reducing accidents requiring hospital admissions.

ACL staff build rapport with older people experiencing homelessness through respectful and caring relationships. These conversations can be challenging and confronting. Aged City Living staff recognise that the experiences of older people who are homeless can be vastly different from that of younger people due to prolonged and intense periods of social isolation, violent and abusive relationships, financial disadvantage, chronic ill health and very limited and sometimes absent family support.

The ACL Program recognises that each person's journey is unique and within them are the stories of strength and resilience which often hold the key to what is possible in the future. The stories of achievement in and through adversity are incredible reminders of the strength of the human spirit.



**25%**  
PARTICIPATED IN THE PROGRAM'S  
SOCIAL ACTIVITIES AIMED AT  
REDUCING THE NEGATIVE HEALTH  
CONSEQUENCES OF SOCIAL  
ISOLATION.

Of the hundreds of positive outcomes over the past year here is just a small selection.

- A client who had endured many years under the debilitating influence of alcohol and drugs was encouraged to warn others about these dangers. He has overcome his fears and has spoken to school children about the effects these substances can have. Giving back to the community has greatly improved his self-esteem and self-worth.
- We are thrilled to report that one client completed her Certificate IV in Disability with the support of Aged City Living staff. The program supports and encourages lifelong learning and the need for people to follow their dreams
- A fiercely independent person made a life changing decision to move to residential care after living for decades in a boarding house. She made a decision to accept the necessary changes and 'start again' in a new place. ACL staff provided support during this nervous but very important transition process
- Another person had not seen his estranged interstate family for many years. A gambling addiction had made travelling impossible. With the influence of ACL staff he stayed away from the pokies and alcohol to save the money to visit his family for a special event. ACL encourages and supports people to make significant changes to their lifestyle and health, and reconnect with family
- After years without teeth resulting in ill-health and poor nutrition, one client was assisted to get new dentures. This led to a significant improvement in the person's health and self esteem.

**“The ACL Program recognises that each person's journey is unique and within them are the stories of strength and resilience which often hold the key to what is possible in the future. The stories of achievement in and through adversity are incredible reminders of the strength of the human spirit.”**

## Occupational Therapy

is a critical part of the services provided by Hutt St Centre.

Our in-house Occupational Therapist deals regularly with people suffering from chronic and progressive health conditions and difficulty with mobility that present barriers to independent living and contributing to a sense of isolation and disconnection from the wider community.

Our Occupational Therapist has provided home safety assessments for clients in our Aged Care Program and provided recommendations and strategies for...

- home modifications and installation of equipment to enable clients to remain at home rather than early institutionalisation into a residential care facility
- provision of mobility equipment, including walking frames, giving clients greater confidence to move around in their home and connect to the wider community
- rehabilitation after accidents
- injury prevention through advice and guidance on how best to perform household chores .

# DEVELOPMENT & PARTNERSHIPS

## Our Values in Fundraising

More than likely you are reading our Annual Report because you have a strong empathy for the cause of homelessness and are likely to be a long term supporter of Hutt St Centre.

Firstly I want to say a very big thank you for your interest in Hutt St Centre and for any support you have provided over the years, no matter how big or small that may have been.

Secondly, I wanted to take this opportunity to explain how our fundraising revenue is raised.

Hutt St Centre is a very humble organisation that has been operating in the same location and same premises for 63 years. We are not a National Charity with a large national marketing budget.

Critically, Hutt St Centre is local! All money donated to Hutt St Centre goes directly towards helping local people here, in the local streets of Adelaide. Your donations enable Hutt St Centre to provide support to people that you see and live alongside every day. Your donations are helping to make Adelaide, the city you live in, a safer, healthier place for everyone who lives here or passes through.

We have a very loyal donor group who support Hutt St Centre twice a year, through our Winter Appeal and our Christmas Appeal.

We also understand that over a life time people's circumstances change. Sometimes a donation is not possible. We understand. Sometimes a smaller or larger donation is possible. Again, we understand and value any level of donation.

We also fully appreciate all the wonderful volunteers who help us keep our costs down and help maintain the wonderful services we provide.

Our charter is to maximise the percentage of fundraising money that goes to supporting our clients who need it most.



Photos on page 18 & 19 courtesy of Dreamteam Imaging



## How do we raise funds and how can you help Hutt St Centre?

### Annual Appeals:

Two of our largest fundraisers are our Winter and Christmas Appeals. Our Winter Appeal is only two years old and is timed to ensure people can take advantage of a tax deduction before the end of the financial year. But more importantly it is timed when people experiencing homelessness need it most, and are most vulnerable to the cold, wet nights in the middle of winter.

Each of these Appeals feature one of our clients who is willing to share their real life story. They are bravely prepared to do this to raise awareness of the plight of people experiencing homelessness and also to educate people on the dangers of various addictions and the value of strong family relationships and support networks.

### Walk a Mile in My Boots:

Recently we held our 9th Walk a Mile in My Boots event and our most successful one ever with approximately 13,000 people (including 9,000 school students) walking for the cause of homelessness. Next year we will be celebrating our 10th year.

We believe it is now the biggest attended fundraising event in SA and is strongly supported by schools, businesses, families and individuals.



### Regular Giving:

We have a Regular Giving Program for those who prefer to give a monthly donation direct from their bank account or credit card.

There are two big reasons why this is our most preferred method for people to support us.

- 1 Firstly it reduces our administration and handling costs as it is automated. We don't have to process, and bank, cash or cheques. With lower administration costs we can ensure a higher percentage of the donation goes directly to our clients and the services we provide.
- 2 Secondly, it provides us with a smoother, more consistent revenue stream. It is easier for us to budget and run our services having a better understanding what our monthly income will be. Our costs are generally quite consistent from month to month. However, our income is currently very inconsistent as it relies on the Winter (June) and Christmas Appeals (December) and Walk a Mile in My Boots (August). We can never be sure how successful these campaigns will be and therefore never sure if we can cover our normal operating costs.

Therefore, we encourage as many of our supporters as possible to move to a Regular Giving platform, if that suits their circumstances.

### Business Lunch:

During May this year we held a very successful lunch at Adelaide Oval with guest speakers Andrew Demetriou and Bruce McAvaney. Over 500 people attended, with many of the largest legal, accounting, finance, building companies (and many others) in attendance. We are already planning the next lunch in May 2018 and expect to get numbers exceeding 600 people after the success and feedback from this year.

There are numerous other forms of revenue raising that our team is involved in, including Sponsorship, Angel for a Day (a fantastic program that enables us to provide more than 41,000 meals a year) and Bequest income. If you are interested in supporting any of the areas listed above please feel free to call me on 8418 2511.

**Michael Francis**  
Development and Partnerships Manager

# OUR PEOPLE



Our 2016 Employee Survey showed that over 97% of our team is highly engaged with our purpose, mission and values. In addition, our current turnover rate is 9% and this retention rate is indicative of our highly engaged teams. We have been focussing on employee professional development and wellbeing which has positively contributed to our strong retention rate.

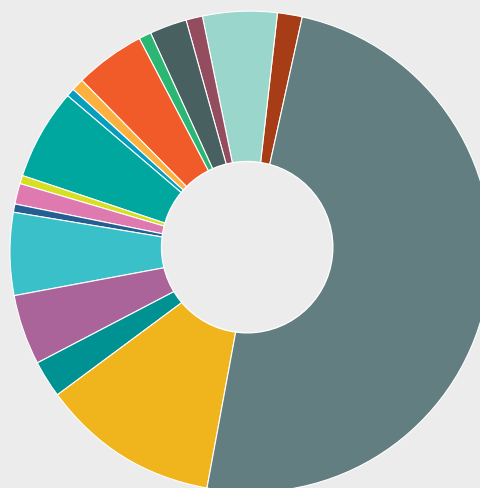
We have developed the team structures to recognise the skills and contribution of senior level Case Managers. This has allowed us to provide career development and growth opportunities, as well as the opportunity to begin developing our future leaders. We have also rolled out leadership development training, as part of improving our individual, team and organisational performance.

Our recruitment and retention strategies continue to ensure we provide our clients with excellent case management services with a stable and committed team.

## Training and Development

We continue to be committed to the development of our employees as we believe that the skills, knowledge and experience of our employee group is essential for the ongoing positive outcomes for clients who seek our services. As 80% of our employee group are providing case management and support work services, our focus has been on developing the skills of these individuals through sessions on conflict management and de-escalation; case note writing; trauma informed practice and cultural awareness, narrative therapies, alcohol and other drugs. In addition we provide strong mentoring of more junior employees from our more highly experienced social workers, and have a relationship with two key universities in South Australia to assist in developing future social workers. We have supported two employees to undertake their Masters of Social Work, and three employees to complete their Bachelor of Social Work degrees, as well as providing a number of professional development opportunities such as the Journal Club, All Staff Training and individual development plans.

## VOLUNTEER AREA



- 49.5%** Meal Centre
- 12.12%** Day Centre
- 6.06%** Clothing Shop
- 5.56%** Pathways Activities
- 5.05%** Reception
- 4.55%** Donation Sorting
- 4.55%** Pathways Mentoring
- 2.53%** Computer Support
- 2.53%** Visiting Services
- 1.51%** Data Entry
- 1.51%** Pastoral Care
- 0.51%** Can Collection
- 0.51%** Client Services Support
- 0.51%** Maintenance
- 1%** Beans Talk
- 1%** Foodbank
- 1%** Health and Lifestyle Support

## Beans Talk –

### A great new Social Enterprise Project!

Once again Hutt St Centre dared to be different by introducing our very first social enterprise project.

The Beans Talk coffee cart was funded through incredible community support for the 2016 round of Fund My Community, a State Government initiative where the South Australian public select and allocate funding to community projects.

Beans Talk provides work experience and registered training opportunities for our clients to support their transition into work. Many of our clients have suffered from mental and physical disabilities and low numeracy and literacy skills which means many of them have not worked for some time. They generally lack recent work experience and references, and often lose confidence and hope.

Beans Talk trains our clients in food handling procedures and to become fully qualified baristas which then enables them to move more easily into employment in the hospitality, customer service and retail industries. The project provided training and work experience to 32 participants between December 2016 – June 2017. The program is supported by trained Beans Talk Volunteer Mentors who assist participants with their study, training and work experience engagements.

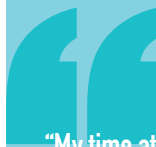
## Volunteers

Our volunteer family have had a very busy year with the introduction of Beans Talk, additional roles in our Pathways Programs and multiple events and fundraising activities occurring throughout the year. Up to 660 volunteers support Hutt St Centre each year with 217 regular volunteer shifts across the Centre.

This includes volunteer roles in reception, admin support, Day Centre, computer support, weekly meal centre shifts, Saturday Day Centre, shifts, Saturday kitchen shifts, foodbank, lifestyle and health, pastoral care, maintenance, art classes, band/music tuition, knitting, beading and photography workshops, meditation classes, yoga classes, 1:1 employment support, 1:1 education support, donation can collections, Bunnings BBQs, Christmas gift wrapping stations and the numerous volunteer visiting services (dental screening, legal clinic, physio, hairdresser, massage therapist and many more). We believe our team of volunteers save Hutt St Centre more than \$12,000 each week in typical wage costs.

This figure however doesn't include the huge contribution our volunteers make to our fundraising activities and other events, such as Walk a Mile in My Boots – over 60 volunteers contributed more than 500 hours alone to this one event in 2016!

Recently we conducted a survey of our volunteers and 97% said that they "would recommend Hutt St Centre to friends or family as a great place to volunteer"



"My time at Hutt St Centre has been a great experience for me"

"Every shift I do in the Day Centre is a highlight. I love going each fortnight, it is the best start to my day"

"It's a lovely place to work, and the staff are encouraging and appreciating"

"I really value my Hutt St Centre experience. It has really enriched my life"



# PASTORAL CARE

During the past year Hutt St Centre welcomed the arrival of Sister Carole who has been a pillar of strength and support for so many people. Please find below her thoughts:

A major change during the year involved the relocation of the Pastoral Care Co-ordinators room to the Day Centre making Pastoral Care more accessible to our people. The Day Centre is the gathering place, or hub, where our people come to access the many services Hutt St Centre has to offer. Staff can now more easily refer people needing time to talk, or if distressed, can bring them into a more tranquil environment where I have the time to sit and reflect with the client in the quiet and privacy of the Pastoral Room.

Spirituality is highly valued and is one of the Core Values of Hutt St Centre. We see so many people who are suffering from life's difficulties, those suffering from long term mental illness, struggling with disabilities, trying to overcome addictions, the loss of a loved one, and are wanting and asking for prayers. Being available to sit and listen without judgement and giving comfort and support and praying with them, shows they are not alone and provides consolation knowing they are loved and cared for.

The Pastoral Care team interact with people both in the Day Centre and out on the street. When issues arise during our discussions, we refer people to the relevant specialist staff at Hutt St Centre (or visiting services) who can assist and help them alleviate their problems. Hutt St Centre, truly offers a full, holistic service.

I also have the privilege to assist staff with Memorial Services held for friends who have been supported by Hutt St Centre but passed away over the last year. We have all come together to pray while saying a final farewell.

An innovation to Hutt St Centre was the introduction of Art Therapy and Sandplay Therapy. This is a new way for people to tell their story by using small miniatures in a sand tray. It is a non-threatening way for them to explain a difficult situation and allows them to look at their story objectively. It also helps them see problems and find solutions as they explore their situation.

One of my most enjoyable roles as Pastoral Care Co-ordinator is to organise the weekly Reflection Meetings for staff and volunteers each Monday morning. Reflections centre on Our Mission, Core Values and Spirituality. This enables us to meet the demands of the most vulnerable people who come through our doors and also provides support for each other as we share many positive stories and outcomes.

**Sister Carole Jones**  
**Daughter of Charity**  
**Pastoral Care Co-ordinator**

“Being available to sit and listen without judgement and giving comfort and support and praying with them, shows they are not alone and provides consolation knowing they are loved and cared for.”





# 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:

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

Hutt St Centre's Board of Directors continue to strive to keep abreast of state, national and global trends in the delivery of frontline services, in terms of new funding models and innovative practices.

The Board of Directors are constantly addressing the issues of increasing demand, exploring changing funding, legal and legislative requirements and exploring the changing landscape of the not for profit environment.

This has led to the organisation working as a collective on the development of Aspire, which commenced on 3rd July 2017 as the first homelessness Social Impact Bond in Australia. This will place Hutt St Centre at the forefront of service delivery in Australia and challenges the organisation and sector with a truly outcomes focused funding model. We take this opportunity to thank all partners in Aspire, but particularly Social Ventures Australia, the State Government, Unity Housing and Common Ground for their support.

We look forward to another busy upcoming year with the challenge of Aspire and exploring the opportunity to Rebuild the Centre to ensure that we have the appropriate physical infrastructure in the future to back up the outstanding work on the frontline.



Phil Donato - Chair



Ian Cox - CEO



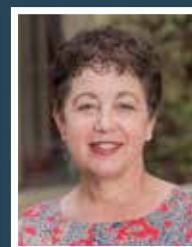
Heather Carey



Len Cirillo



Sarah Gun



Heather Parkes



Peter Hoban



Sister Carole

# FINANCIAL REPORT

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

As a Not-For-Profit organisation Hutt St Centre carries out our mission of ending homelessness with no shareholders receiving benefits.

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.

This financial year, we received \$2.5M (\$360k, last year) from the Daughters of Charity, being monies historically held by the Daughters of Charity on behalf of Hutt St Centre. The money came from previous financial year bequests made in the name of the Daughters of Charity, but with the intent of being for Hutt St Centre operations. The Daughters are not expected to transfer any further material amounts to the Centre in future years. This money along with our operating surpluses is used 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 are to 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 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, that 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 correct decision making
- financial risk management

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

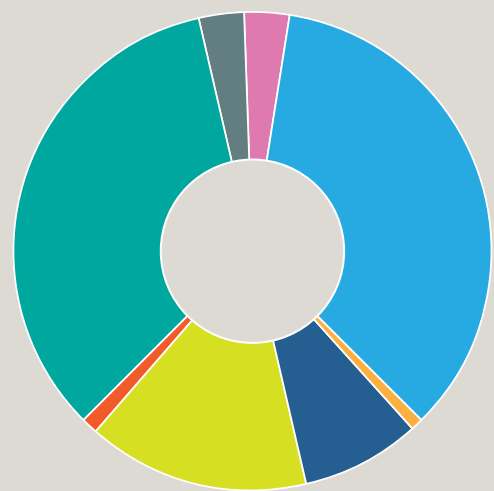
**Tim Conlon**  
**Business Manager**

## INCOME STATEMENT

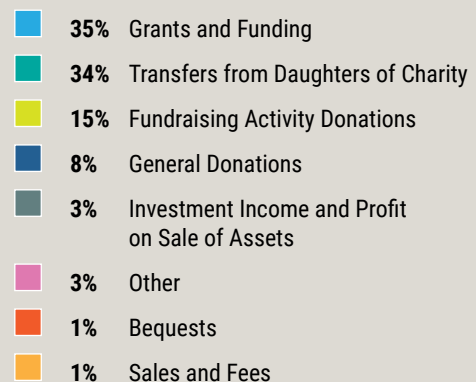
	2017 \$	2016 \$
<b>Revenue</b>		
Grants and Funding	2,655,264	2,414,550
Sales and Fees	54,531	60,920
General Donations	589,631	555,162
Fundraising Activity Donations	1,157,244	821,565
Bequests	79,883	209,500
Transfers from Daughters of Charity	2,519,213	360,000
Investment Income and Profit/Loss on Sale of Assets	217,499	361,047
Other	245,527	58,270
<b>Total Revenue</b>	<b>7,518,792</b>	<b>4,841,014</b>

### Expenses

Employee Benefits Expense	3,160,944	2,910,470
Depreciation and Amortisation Expense	75,060	74,288
Subcontract Payments	138,450	152,836
Other Expenses	1,288,612	1,125,193
<b>Total Expenses</b>	<b>4,663,066</b>	<b>4,262,787</b>
<b>Surplus</b>	<b>2,855,726</b>	<b>578,227</b>



## REVENUE



# FINANCIAL REPORT

## STATEMENT OF FINANCIAL POSITION

	2017 \$	2016 \$
<b>Current Assets</b>		
Cash and Cash Equivalents	3,323,472	1,333,570
Receivables	7,724	2,815
Other	97,199	91,499
<b>Total Current Assets</b>	<b>3,428,395</b>	<b>1,427,884</b>
<b>Non-Current Assets</b>		
Financial Assets	4,993,526	3,320,280
Property, Plant and Equipment	428,015	380,071
<b>Total Non-Current Assets</b>	<b>5,421,541</b>	<b>3,700,351</b>
<b>Total Assets</b>	<b>8,849,936</b>	<b>5,128,235</b>
<b>Current Liabilities</b>		
Trade and Other Payables	308,394	203,339
Amounts Received in Advance	481,079	127,923
Provisions	317,365	290,479
<b>Total Current Liabilities</b>	<b>1,106,838</b>	<b>621,741</b>
<b>Non-Current Liabilities</b>		
Provisions	68,858	50,593
<b>Total Non-Current Liabilities</b>	<b>68,858</b>	<b>50,593</b>
<b>Total Liabilities</b>	<b>1,175,696</b>	<b>672,334</b>
<b>Net Assets</b>	<b>7,674,240</b>	<b>4,455,901</b>
<b>Equity</b>		
Retained Earnings	7,094,440	4,238,714
Reserves	579,800	217,187
<b>Total Equity</b>	<b>7,674,240</b>	<b>4,455,901</b>



## STATEMENT OF CASH FLOWS

	2017 \$	2016 \$
<b>Cash Flow From Operating Activities</b>		
Receipts from Donors, Grants, etc.	7,715,240	4,494,041
Payments to Suppliers and Employees	(4,511,741)	(4,160,741)
Investment Income	272,152	263,741
<b>Net Cash Provided by Operating Activities</b>	<b>3,475,651</b>	<b>597,041</b>
<b>Cash Flow From Investing Activities</b>		
Proceeds from Sale of Property, Plant and Equipment	0	6,316
Proceeds from Sale of Investments	(52,112)	83,611
Purchase of Property, Plant and Equipment	(123,004)	(113,355)
Purchase of Investments	(1,310,633)	(175,488)
<b>Net Cash Used in Investing Activities</b>	<b>(1,485,749)</b>	<b>(198,916)</b>
Net Increase/(Decrease) in Cash Held	1,989,902	398,125
Cash at Beginning of Financial Year	1,333,570	935,445
<b>Cash at End of Financial Year</b>	<b>3,323,472</b>	<b>1,333,570</b>

# 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 Partners

Australian Gas Network Ltd  
Badge  
Beyond Bank Australia  
CMI Toyota  
SA Power Networks Foundation

## Supporting Corporate Partners

Cooper Energy  
Cowell Clarke  
Hanson  
HenderCare  
HSBC  
Mollydooker Wines  
Rossi Boots  
Straight Smile Centre  
Toop&Toop

## Special Projects

Amanda Blair - Dulcie's Bus  
Bernard Booth Real Estate  
Chalk Hill Wines  
Vinomofa

## Walk a Mile in My Boots Supporters

AV Style  
Colourblind Films  
Cutler Brands  
Hardys Tintara  
Karmabunny  
Kennards Hire  
MAD Promo  
Network Ten  
Nova Entertainment  
Oxenberry Farm  
Rapid Relief Team  
The Kiln Advertising  
TK Print  
Port Adelaide Football Club  
White Marquee Event Hire

rebuilding lives

**hutt**ST  
CENTRE



A work of the Daughters of Charity

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