



Standing with the disadvantaged. Support - Solutions - Hope

# ANNUAL REPORT

## 2014 - 2015

Basic version without graphics

# From the Chief Executive Officer – A year of challenges

It is gratifying to be able to report that St Mary's House of Welcome has met some very significant challenges throughout the past year: the challenge to continue offering programs following the loss of funding for mental health programs; the challenge to secure replacement funding for emergency relief services; the challenge to advocate on behalf of those who attend St Mary's but fall outside support criteria for mental health programs; and the challenge to continue offering services on Saturdays.

Following strong leadership and support from the Board, we were able to establish two very successful campaigns.

First, the 'Save Saturdays' campaign designed to raise funds to enable the continuation of services on Saturdays. The generosity of individual donors and philanthropic groups was outstanding and this, along with a substantial quarterly donation from one donor, will enable us to offer Saturday services for the next two years.

Second, the 'political' and sector campaign to re-establish a funding stream to cater for complex and high needs clients who find it difficult to access and engage with the current Mental Health Community Support services. After many meetings with both political parties, Daniel Andrews made a pre-election promise to fund St Mary's House of Welcome, Prahran Mission and Jesuit Social Services to provide alternative methods of engagement with complex needs clients who currently find it difficult to engage with the new Mental Health Support Services system. After the election, Premier Andrews confirmed this funding for a period of four years.

Additionally, with the loss of funding to employ eight staff, there was the challenge to re-structure and downsize employment arrangements. Unfortunately we had to farewell some long-time employees all of whom took voluntary redundancy. A new generic Position Description was developed for all Community Services Support Workers and a number of group activities and programs had to be discontinued. We were fortunate however, due to a substantial donation from an anonymous donor, in being able to retain one additional staff member to

Throughout the year St Mary's has strengthened its relationships with other agencies, notably Jesuit Social Services, Sacred Heart Mission and VincentCare and arrangements have been put in place to undertake some joint research projects.

The responsiveness of both the staff and Board to these challenges has demonstrated that St Mary's is an organization that is 'alive and well' and

continues to put itself 'on the line' in carrying out its mission, that is, to advocate for and offer services to people who have multiple issues and who are often disadvantaged in accessing the generic service systems.

The Fundraising Committee and the Marketing Working Group have made a huge contribution securing funding through various activities. I thank them as I also thank the Chair of the Board, Luke Fitzgerald and Board members for their support and direction; the Operations Manager Kathy Hogarty and to Services Manager LeeAnn Boyle as part of the Executive Team for their professionalism and flexibility; and the direct service delivery staff for continuing to put in the hard yards in making St Mary's a safe and welcoming place to be.

## Major Milestones

**Political Campaign to restore Government Funding for Mental Health programs and activities** See above introduction re the success of joint action by St Mary's, Jesuit Social Services and Prahran Mission in securing government funding which will provide \$400,000 per year per organization for the next three years. Funding to commence from 1<sup>st</sup> July 2015.

**Extended Mental Health Transition Program** After much lobbying, the Executive Team was able to secure an additional 4 months funding for a Transition Program to assist our former MPDRSS clients to access the new Mental Health Support Services system. This program was successful in introducing 95% of our former clients to the new system and concluded on 23<sup>rd</sup> December 2014.

**Save Saturdays Campaign** was successful in securing funding for the next two years so that Saturday programs can continue.

**Research Project** St Mary's House of Welcome entered into a partnership with Sacred Heart Mission, and VincentCare to undertake a research project to examine the contribution and the outcomes of "Open Access Centres". The project is funded by The Lord Mayor's Charitable Fund and Melbourne University School of Population and Global Health has been contracted to undertake major aspects of the project.

**Decision to fund Fundraising Manager Position** Following investigations and the presentation of a business case by the Marketing Working Party at the Board, a decision was made, in line with the Board's strategic Plan, to engage a Fundraiser/Brand/Community engagement Manager to enhance the work of the fundraising team.

# From the Fundraising Team

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St Mary's House of Welcome is very grateful for the support of so many donors this year; more than ever, we couldn't have remained open without your help.

## Appeals

After some major funding cuts were announced in July 2014, St Mary's was faced with the possibility of having to close on Saturdays. Tony sent a request asking the friends of St Mary's for support; they responded enthusiastically and within a few weeks St Mary's had received enough pledges to remain open on Saturdays for the financial year. St Mary's is very grateful for the generous support of our donors at our time of need.

St Mary's Winter Appeal and Christmas Appeal continued to be well supported by our donors. The Big Give Christmas Day lunch for 300 disadvantaged people received many generous donations of food and gifts, plus a significant donation from the Victorian State Government.

## Fundraising Events

This year Wine Rules was changed from an outdoor sporting event to a wine-matched multi-course dinner with UK wine expert Matthew Jukes. The new format was a chance to bring the event back to St Mary's and for guests to see inside our premises. We are grateful for the support of the 17 wineries and 8 restaurants and food suppliers that donated the wine and food for the event. We thank Matthew Jukes, and all our guests and volunteers for their support of the event.

The Footy Greats Bike Ride welcomed 13 riders and 2 volunteers to enjoy a week of riding with Footy legends Peter "Crackers" Keenan and Wayne Schimmelbusch. The ride started in Port Fairy and travelled along the Great Ocean Road to Sorrento. The Bike Ride raised a net total of \$19,000. Sponsors included Jayco, Barry Bourke Motors, and Hotel Sorrento.

St Mary's held two In-House dinners in September 2014 and February 2015, and two Trivia nights in

October 2014 and May 2015. These four events raised a combined total of \$30,000 and helped St Mary's to make many new friends in our local community.

## Monthly Giving Program

St Mary's launched a new monthly giving program in 2014. The program gained 45 monthly donors by the end of the financial year. Growing regular giving is one of St Mary's key targets for future financial stability.

## Trusts and Foundations

St Mary's continues to receive grants from philanthropic trusts and foundations, usually for specific purposes. The trusts and foundations from whom we have received grants during 2014-2015 include:

- The Angel Foundation
- City of Yarra
- Father Kevin Broderick Memorial Trust
- The Glenholme Foundation
- Grenet Foundation
- Inner North Community Foundation
- The Jack and Hedy Brent Foundation
- Lord Mayor's Charitable Foundation
- Minter Ellison Lawyers
- Perpetual Philanthropic Services
- The RE Ross Trust
- Sidney Myer Fund
- State Trustees Australia Foundation
- StreetSmart Australia
- The Trust Company

## Funding Sources

St Mary's House of Welcome acknowledges the support of the Victorian Government for Mental Health and Homeless Support funding.

St Mary's House of Welcome acknowledges the support of the Commonwealth Government for support of the Day to Day Living program and Emergency Relief.

# From the Volunteer Coordinator

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St Mary's is very grateful for the support of 189 dedicated volunteers who volunteer on a regular basis and provide over 12,000 hours of their time in the Dining Room and in a variety of activities and excursions. Without them St Mary's would simply cease to function. Of these 189 there are 123 females and 66 males currently volunteering across St Mary's on a regular basis. We also have over 140 event volunteers who help with special functions and of course the Big Give Christmas lunch. These amazing people provide another 3,000 hours of free labour each year and if the base hourly rate of \$28.99<sup>1</sup> was paid to all of these volunteers, this would represent a labour cost to the organisation of \$427,305.00 per annum.

St Mary's also encourages interested service users to participate in volunteering. We currently have 14 service users who love the opportunity to contribute to St Mary's and they help out in the Dining room and with odd jobs and gardening.

There have been 47 new recruits since July 2014. Some volunteers have ceased volunteering due to ill health or changed work circumstances but we have also welcomed many back to the Dining Room after breaks for study or travel.

## Types of Volunteers

There are 5 main types of volunteers

**Community Volunteers (individuals):** These volunteers may have heard about St Mary's through friends or workmates who currently volunteer, through media reports or just drop in out of curiosity when passing by. They usually do a weekly or fortnightly shift and are a great source of new recruits as they genuinely love helping out here and telling all of their friends and relatives about St Mary's.

**Corporate Volunteers:** Come to us as a part of their Corporate Responsibility Day. It is a great opportunity to build strong ties with these corporations for mutual benefit.

In financial year 2014-15 we had corporate groups volunteering from Aspect Personnel, NAB, Launch Recruiting, Nelson Alexander, Westpac, Fridcorp, Computershare, Seek and Telstra.

**Client Volunteers** - St Mary's demonstrates a commitment to increasing client "ownership" of the service. 14 client volunteers regularly help out in the Dining Room, as handymen and occasionally with cleaning and gardening.

**School/Uni Student Volunteers:** 23 schools and 6 Universities volunteered throughout 2014-15. Students and teachers who volunteer their time to St Mary's for their Social Awareness Programs and as part of their work experience programs. They either come in a small group with their teachers on a regular rotation or as a pair for the entire week. It was wonderful to welcome back some students who had participated in their school programs as individual volunteers who are now studying at various Universities in Melbourne. University students from Australian Catholic University, Melbourne University, La Trobe University, Monash Paramedics, RMIT and Deakin University have also volunteered during this time.

**Special Events/Big Give Volunteers:** These volunteers help out at special events such as Wine Rules, in-house dinners, trivia nights and for The Big Give on Christmas day. These volunteers often cannot commit to a regular volunteering role but love helping out for special occasions.

Since November 2014 Louisa King and I have shared the Volunteer Coordinating role at St Mary's. This has enabled us to welcome, induct and direct new volunteers on every shift across the 6 days and to acknowledge and thank our existing volunteers who do so much for us.

Gerardine Enright, Volunteer Coordinator.

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<sup>1</sup> Amount based on Volunteering Victoria recommendation.

# Catering and Service Data

## Catering Service Data: Monthly June 2014 – June 2015

	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015
<b>B'fast</b>	1752	2000	2044	2136	2027	1818	1899	1619	1734	1888	1809	1968	1848
<b>Lunch</b>	995	1034	1063	1103	1179	908	1214	725	874	958	807	1080	1067
<b>(Women)</b>	(974)	(1040)	(1011)	(1107)	(984)	(970)	(1151)	(821)	(937)	(943)	(1072)	(1198)	(1097)
<b>Other</b>	98	128	102	104	125	125	149	118	115	147	93	79	89
<b>TOTAL</b>	2844	3162	3209	3343	3351	2851	3262	2462	2723	2993	2709	3128	3004
<b>YTD Total</b>	34752	3162	6371	9710	13061	15912	19174	21636	24359	27363	30072	33200	36204

## Catering Service Data Month by Month: Male/Female/Child/Breakfast/Lunch

	Jun 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015
<b>B/Fast Male</b>	1069	1203	1291	1361	1322	1086	1133	976	1019	1159	1009	1101	1069
<b>B/Fast Fem</b>	683	797	753	775	705	732	766	643	715	729	800	868	779
<b>B/Fast Child</b>		0	0	0	0	0	0	0	0	0	0	0	0
<b>B/Fast Total</b>	1752	2000	2044	2136	2027	1818	1899	1619	1734	1888	1809	1969	1848
<b>Lunch Male</b>	703	788	805	847	900	670	729	547	652	744	535	750	749
<b>Lunch Fem</b>	291	243	258	252	279	238	385	178	222	214	272	330	318
<b>Lunch Child</b>	1	3	0	4	-	0	0	0	0	0	0	0	0
<b>Lunch Total</b>	995	1034	1063	1103	1179	908	1214	725	874	958	807	1080	1067
<b>Total Male</b>	1772	1991	2096	2208	2222	1756	1862	1523	1671	1903	1544	1851	1818
<b>Total Female</b>	974	1040	1011	1027	984	970	1151	821	937	943	1072	1198	1097
<b>Total Child</b>	1	3	0	4	0	0	100 ^	0	0	0	0	0	0
<b>Total Vols</b>	55	84	75	73	86	75	96	78	77	95	69	59	69
<b>Total Staff</b>	42	44	27	27	59	50	53	40	38	52	24	20	20
<b>Total Meals</b>	2844	3162	3209	3339	3351	2851	3262	2462	2723	2993	2709	3128	3004
<b>YTD Total</b>	34752	3162 **	6371	9710	13061	15912	19174	21636	24359	27363	30072	33200	36204

## Annual Service Agreements (DHS, DHA, FaCHSIA) Targets & Compliance

PERIOD: July 2014 to June 2015

Program	DHS Annual Target	Actual 2012-2013	Actual 2013-2014	Actual 2014-2015
No Limits (PDRSS)	100.2 clients	106 (on target)	106 (on target)	Transition period completed on time
Day Centre A&D Program	16 clients	21 (Above target)	17 (on target)	21 (above target)
Day Centre Activity (SAAP)	6240 total episodes of support	6741 social work episodes of support (above target)	6217 Social work episodes of support (on target)	7428 (Well above target)
Day To Day Living Program	7900 Contact hours	Achieved	Above Target	9937 Well above target

Comment:

1. All Department of Human Services Service Agreement requirements have been met. In addition, all required reports for the Day to Day Living Program have been submitted to the Commonwealth Department of Health and Aging (DHA) indicating that all targets have been met.
2. Our Service Agreement for the Specialist Homeless Service with both the Department of Human Services is assured until June 2016; and our Service Agreement with the Department of Health for Drug & Alcohol programs is assured until June 2016. The agreement with the Commonwealth

Department of Health and Aging for the D2DL program has been rolled over until July 2016

3. Funding for Emergency Relief (through FACSHIA) services concluded in February 2015 due to a realignment of service provision with regional need and a reduction in the number of service providers.
4. The fact that 'well above target' has been achieved this year is to be noted. The reason for this is that, with the loss of funding for PDRSS, a number of these clients remained with St Mary's and transferred into the other existing programs and activities, especially the D2DL program.

# Continuous Quality Improvement

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## **Quality Improvement & Community Services Accreditation (QICSA)**

With our current Accreditation due to expire in August 2015, SMHOW took out a contract with "Quality Innovation Performance" (QIP) to undertake an Accreditation audit as early as possible in the New Year.

It was agreed that the DHS (Enhanced) Standards were the appropriate Standards for the audit and it was agreed that the audit would be conducted in the second week of August with the Self-Assessment Tool (Journal) due for presentation at the end of June 2015.

## **Quality Improvement Committee**

Due to the reduction in staff numbers during 2013-2014, the responsibilities of the Quality Improvement Committee (QIC) was transferred to the Executive Management Committee comprised of Tony McCosker (CEO) Kathy Hogarty (Business Manager and nominated QIP internal Liaison Officer), and Lee-Ann Boyle (Services manager). Quality Improvement items and issues were addressed each month at the monthly Staff Meeting.

## **Quality Improvements (2014-2015)**

Quality Improvements over the past twelve months include:

1. Development of the generic Position Description (Community Services Support Worker) as the base employment document for all workers except those with specialist roles.
2. Responding to consolidation of programs following the loss of PDRSS funding, including analysis of the Clients Satisfaction Survey to ascertain clients preferences, the assessment and re-evaluation of all programs and activities in January 2015 and the advertising of a new set of programs and activities in February for commencement in March 2015.
3. A series of audits were implemented during the January-May period including a Clients File audit, a Staff file audit and Human Resources review, a Volunteer file audit and Practice Review. The action plans established following each audit resulted in a Revised HR Manual, a Revised Volunteer Manual and a new Services Manual.
4. Central to the new Services manual was the development of SMHOW Service Model, the Active Support and Advocacy Model
5. Further development of activity group for mandarin speakers (in response to client satisfaction survey request), including the

development of a CALD fishing activity linking in with the established fishing group.

6. Reorganisation of the Policy Manual, including the update of the Shekinah Manual
7. Review of the Finance Policies (signed off by the Board), and ongoing review of the Kitchen Operations and Food Safety Manuals and the Fundraising policies.