



ST MARY'S

**HOUSE OF
WELCOME**

**ANNUAL
REPORT**



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OUR MISSION

Inspired by the spirit of the Daughters of Charity, SMHOW seeks to further social justice by standing with disadvantaged people offering support, solutions and hope.

OUR PURPOSE

Our fundamental purpose is to provide a safe place of welcome where people are nourished, experience belonging and are supported to achieve their potential.

OUR VALUES

- » Respect
- » Relationships
- » Welcoming
- » Hopefulness
- » Responsiveness



TRUSTEE REFLECTION

“Do small things with great love” [Mother Teresa]

As I reflect on the past year at St Mary’s House of Welcome, the quote “Do small things with great love” echoes in my heart.

Challenged by the hopes, needs and desires of those who come to the door, everyone at SMHOW responds in many small but significant ways. Each gesture creates care, compassion and welcome.

What are these gestures – remembering someone’s name and the name of their dog; greeting each person with a smile or with soft gentle eyes if a mask is hiding the grin; being flexible with the delivery of food or a service; being patient, listening intently to what is being said or what the client wishes; having a vegetarian or vegan meal prepared for clients making that choice; being tolerant of behaviours that may be a little different; changing the service as necessary to keep each person safe; presenting an environment that is respectful, tidy, organised and beautiful.

As I have visited SMHOW over the last year of opening and living with COVID, I have witnessed these gentle actions – a sign of great love. It hasn’t been an easy year for anyone – staff, volunteers, board directors or clients. Perhaps the constant fear and uncertainty, decision making for the next stage of an open centre has been more difficult than the clarity of lockdown. Everyone is tired and clients have had a stressful two and a half years with fewer supports and a loss of community. However, as each one approaches the front door to be genuinely welcomed the sense of “it’s okay” washes over them.



From the founding days of the Daughters of Charity, this attentiveness to quality, compassionate care is central to the charism. Early writings of Louise and Vincent stress this. Detailed role descriptions with a focus on “best practice” ensured creative, innovative care. Gentleness, patience, focus on the needs of the marginalised were, and are, the hallmark of a service of the Daughters of Charity. St Mary’s House of Welcome is a shining example of this spirit. Well done and thanks to all.

When we feel challenged by the depth of need, it is helpful to step back and recall the many, many small acts of kindness in each day or each encounter. In each person we greet offering welcome and care, we meet the person of Jesus, the good in humanity, the possibility of new life, of hope and of love.

Debra McCarthy DC





CHAIR REFLECTION

St Mary's House of Welcome has weathered the COVID pandemic. We continued to provide meals and services throughout the lockdowns with two simple goals in mind, to continue to feed and support members of our community, and to keep our staff team employed. We achieved this.

This would not have been possible without the extraordinary efforts of our staff and volunteers who 'pivoted' again, and again as new challenges came our way. The leadership provided by Robina Bradley, our Chief Executive Officer, over this time was extraordinary and I want to thank her for her tenacity, humility, and grit as we weathered the storm.

It is now time to look forward. Our doors are open again and St Mary's House of Welcome is thriving with people who come for our meals program and our range of services which support people. This includes our homelessness program, mental health and AOD support, disability services, life skills and social inclusion opportunities. And our volunteers are back on site - and we couldn't do any of this without them.



As Chair of the Board of Directors (The Board) – we have recently renewed our strategic directions for St Mary’s House of Welcome. What we have been reminded of, through this process, is the importance of relationships and connections. The future work of St Mary’s House of Welcome must not lose sight of this – people tell us that they feel safe at the House of Welcome and that we care.

This is my last year as a member of the Board, after 11 years, the last five years as Chair. It has been a joy to be part of this amazing organisation – which punches way above its weight – as we demonstrated during COVID when we ramped up to providing meals to thousands of people placed in temporary emergency motel accommodation.

The Daughters of Charity started this service in 1960, the year I was born, and it is their tenacity, foresight and leadership which has continued to see St Mary’s House of Welcome change, develop, and embrace the future. I applied to join the Board because the Catholic Church is often the first organisation to step in and provide services in difficult times. I was a social worker in the AIDS Pandemic in the 1980’s in Sydney and it was the Catholic Church that set up the first palliative care unit for people infected with HIV.

St Mary’s House of Welcome is successful because of the partnership between the Daughters, the Board, the Executive team, staff, our volunteers, donors, supporters and service users. Our ongoing commitment is to continue to engage with our community and to ensure we continue to provide services that are based on genuine, warm and caring relationships.

Thank you for the privilege of serving this wonderful community.

Ralph Hampson



CEO REFLECTION

This year, I have reflected on the impact of our work, our connections and partners. One of our service users shared this comment and it struck me again - how much difference our House of Welcome makes for so many.

"... It's warm here - Not just the warm heaters. It's everything about the place - the staff, the volunteers, the friends I've made...They look out for me. St Mary's House of Welcome feels like home to me."

I am proud to work together with our very committed team at St. Mary's House of Welcome (SMHOW). As we have worked our way through this period of pandemic, change and challenges, we are aware more than ever, of the impact of social isolation and homelessness. We are planning new ways of engaging with and advocating for our homeless community and stronger partnerships on site to augment our work moving forward.

Daughter of Charity, Blessed Rosalie Rendu, taught students at the Sorbonne how to serve the poor with an attitude of respect and genuine helpfulness. She taught them how to foster partnerships that enhanced the quality of service. As part of the Province of Rosalie Rendu, our mission at SMHOW is alive and strong, and we still advocate for our service users and forge connections with our service partners in the interests of those we work with. We have full quality accreditation, for the NDIS and Human Services standards, and improvements in facilities, policy, wellbeing and safety.

SMHOW prevents homelessness for those who are housed but live on the margins, supports those who live on the streets, helping them with housing wherever possible, and improves the mental and physical health for those who come through our doors. It provides a safe space and sense of community. Some of these people have some other services and supports, some of them have nothing. Either way, SMHOW provides them something that they can't get anywhere else.

We have reopened our doors and are back in full service. The impact of the COVID-19 pandemic and consideration to a number of other general policy reforms throughout community and disability services have made us all the more aware of our need to work with our partners. We support and welcome the opportunity to imagine new ways of creating more responsible and effective impact, especially as the need increases. Each day we see more new faces and more unwell people arriving at the House of Welcome in need of support.

Although it wasn't business as usual during the uncertainty, we knew our work was more critical than ever for our community. I trust, in looking back, our staff will reflect with pride on all we have achieved together and continue to redesign our services collaboratively with our community partners. We now are back with legal services, optometry, choir, gardening, social inclusion programs and an amazing cooking program running in our first floor training kitchen.

I am very proud for SMHOW to have participated in a collaborative research project in partnership with Australian Catholic University and Catholic Social Services. This report documented and analysed the impacts of the COVID-19 crisis over five key periods and the impact on job insecurity and social services in Victoria. The work is an important piece of our strategy work to support policy, planning and policy response. <https://css.org.au/publications/final-report-scarring-effects-of-the-pandemic-economy/>

I would like to acknowledge my fellow executive, our operational managers and each and every staff member for their care and commitment. St Mary's House of Welcome is stronger for having a committed team and for the Trustees and Board supporting our governance during the year that we have had. Thank you.

Robina Bradley

Chief Executive Officer/Company Secretary



OUR WORK – At a Glance

Provided **31,200*** meals/meal packs

*Restricted to reduced take-away meal service due to Covid-19



Provided over **18,720** 'periods of support'



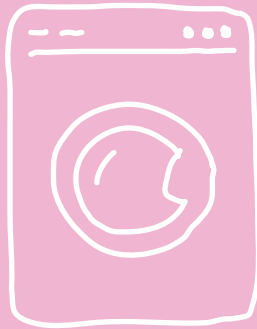
Provided rough sleepers with **3,622** showers and personal hygiene packs



Gave out **4,280** emergency meal hampers to those in need



Distributed over **380** laundry passes



Had **850** people volunteer with us



Benefitted from **10,440** volunteer hours



JORDAN'S STORY

Jordan* is a woman in her 50s who has been a regular service user at St Mary's House of Welcome for a while now. She often attends our social inclusion programs, as well as coming into the centre for meals and other supports.



For years, Jordan has been living in a vulnerable housing situation. She hasn't felt safe where she has been living, with a lot of bullying in her environment as well as inadequate facilities and furniture. The Community Support Workers at St Mary's House of Welcome have been working with Jordan for several years to find a more suitable living situation for her. In recent months, the team had a breakthrough and have been able to secure a studio apartment for Jordan in an inner Melbourne suburb. We were also able to organise a new bed, wardrobe, microwave and other essential items to get her set up in her new home.

Jordan is over the moon with her new living situation. She is particularly excited to have access to clean, functioning kitchen facilities to implement her cooking skills she is developing in the St Mary's House of Welcome cooking program.

For Jordan, and many others, St Mary's House of Welcome is more than a place to visit, it's a community.

* Names and identifying features have been changed to protect our service users' identity

Impact of Covid

Unfortunately, much like during 2020 and 2021, the 2022 financial year started with changing public health measures that impacted on how we could operate. Melbourne spent the first quarter of the 2021/22 financial year in and out of lockdowns, spending 89 days with stage 4 restrictions.

During this time, St Mary's House of Welcome is proud to have continued supporting our vulnerable service users who had nowhere else to go for support, offering take-away meal packs and relief for our those who needed it most.

As Melbourne progressed towards a "post-COVID normal" we started transitioning back to normal operations. Our service users are highly vulnerable, many with chronic health issues placing them at higher risk to the impact of COVID-19. The team had to carefully consider the safest path to reopening to minimize potential health risks for our clients.

Initially, dine-in meals were offered to those sleeping rough, whilst we maintained a takeaway meals service for vulnerably housed clients. The health and safety of our community was our highest priority during this time. Reintegration into society post-COVID presented unique challenges for our service users, so we prioritised the introduction of programs and services that would help with this difficult transition.





One of our priorities over the past year has been working to ensure as many of our service users as possible are fully vaccinated against Covid-19. Then – perhaps equally as important – making sure they have a copy of their vaccine certificates to allow them to access as many outside services as possible. Covid-19 hit the sleeping rough and homeless community hard. Many of the people we have seen over the past year are more vulnerable than ever. The relentlessness of Covid-19, along with months of social isolation, has left the mental health of many of our service users in a very fragile state.

After more than two years operating in a restricted capacity, staff and service users were delighted when we were able to officially reopen our doors as an open-access centre, with dine-in meals and a full range of social inclusion programs.

The past two years have been incredibly challenging for our team and our service users, but we are very happy we can now safely provide a full range of programs and services to the people who rely on us each day for support.

HOMELESSNESS PROGRAM

This year has been a year of change for the Homelessness Team at St Mary's House of Welcome.

The year started off with Victorians moving in and out of lockdown's, curfews and restrictions forcing services across metro Melbourne to close. To support those doing it tough, the disadvantaged, the isolated and others struggling with the pandemic, St Mary's House of Welcome continued to provide support by offering take-away meal service. We also had staff regularly checking in and touching base with those totally cut off by the pandemic.

In late March, St Mary's House of Welcome welcomed back people sleeping rough and others experiencing homelessness, offering breakfast onsite, a hot shower and somewhere to relax for a couple of hours. We continued to provide a takeaway meal service and emergency relief food hampers for others experiencing disadvantage.

Then, in April, to offset the effects of the pandemic and address the social isolation issues faced by our clients due to COVID-19 restrictions, St Mary's House of Welcome held a six-week 'reintegration into the community' program. The pandemic had a detrimental effect on our clients' accessing services and the community leading to feelings of hopelessness and helplessness resulting in poor physical and mental health.

Here at St Mary's House of Welcome, we have always believed it is important to have consumer input into programs and activities available here. This was a strong focus of the reintegration program, making it an important first step to welcoming back service users and programs.

Over Winter, St Mary's House of Welcome continued to support rough sleepers and those without a place to call home offering breakfast, showers, support workers and take away meals.

We also continued to work throughout the year to build relationships and form partnerships to offer a range of services and programs to service users post-pandemic. At present, these services are available at St Mary's House of Welcome;

- » Optometry
- » Fitzroy Legal Service
- » Services Australia (Centrelink)
- » Yarra Leisure passes
- » Choir
- » Gardening Group
- » Podiatry
- » Community BBQ Days

Further, SMHOW has partnered with Fitzroy Learning Network to offer a greater range of programs.



Around the Centre

Dining Room Kitchen Upgrade

The St Mary's House of Welcome dining room kitchen is the heart of our Welcome Relief Meals Program, where our team of volunteers and our cook prepare hot nutritious meals twice daily. It had been many years since our kitchen had received any major upgrades, and some of the equipment was in desperate need of replacing.

With the support of generous grants from the Archbishop's Charitable Fund, The Inner North Community Foundation, Australian Communities Foundation and the Commonwealth Government Stronger Communities Program, our kitchen benefited from a two-stage refit in February 2022.

A new six burner oven and a new fryer were part of the upgrades, ensuring a smooth delivery of meals with higher production capacity. With more cooking methods available since the upgrade, we've had more variety on the menu, including the reintroduction of a long-time service user favourite 'Fish and Chip Fridays'.



ACU Research Project

This year saw St Mary's House of Welcome partnering with the Stakeholder Engaged Scholarship (SESU) at the Australian Catholic University (ACU) on a research project investigating the experiences and impact of the COVID-19 pandemic on people sleeping rough and experiencing chronic homelessness.

The report found "COVID-19 has profoundly affected the activities of social service providers in Victoria. Even during the current recovery phase, the pandemic has left a social and economic 'scarring' effect on those experiencing the most vulnerability or marginalisation..."

"The report is sobering but offers insights and identifies areas of work relevant for anyone interested in the ongoing ramifications of COVID-19 on our economy and role of social services." - ACU

St Mary's House of Welcome was proud to partner with ACU in this important research, helping to find ways to ensure the sector is better prepared to support the needs of marginalised communities.



Social Inclusion Programs

Over the past year, in addition to our most popular social inclusion programs, we have introduced a range of new specialist activities to ease the transition post-COVID for our service users. During the lockdowns of 2020 and 2021, we were unable to provide in person programs due to the significant health risks that face-to-face contact could cause. This disruption was not ideal for our service users who rely on our programs to build important social skills foster positive social relationships.

Once it was safe for us to start face to face programs again, we launched a 'Reintegrating Back into the Community post-COVID' program to equip attendees with the skills they would need to adjust to our new normal. A Women's Group was established to target the specific needs of our female service users, and our new training kitchen was put to the test with the Community Cooks program in partnership with William Angliss Institute.

Long standing crowd favourites like the Art and Craft Group, Mindfulness and Yoga, Gardening Group, Fishing and Choir Group have recommenced in recent months, with service users enjoying the sense of community that comes with being back in the centre again.



"I arrived on your doorstep as a rough sleeping female...Your generosity, kindness, comfort and genuine on the spot help for me as a rough sleeper in my car in Melbourne is appreciated and remembered. When I get back on my feet it would satisfy my soul to give thanks through whatever means I can. Your organisation does a wonderful job, and forever in my heart. Thank you so very much for your help." – Service User



Art Program

At St Mary's House of Welcome, we offer a range of social inclusion programs for our service users who are homeless and experiencing poverty, severe and persistent mental health issues, and those who are extremely isolated and socially marginalized.

Our art program is particularly popular with service users. Creating art is beneficial for mental health as it reduces symptoms of depression, anxiety, and stress. Our service users also appreciate the social aspect to art classes, where we can gather to create something unique and special.

Look Good, Feel Good Program

How would you feel if someone told you that you couldn't have a shower or wash your hair or brush your teeth all weekend?

Pretty horrible? Would you be hanging out until Monday when you could finally have a shower and clean your teeth?

What if then, on Monday, you were told that you still couldn't have a wash for a couple more days? And those clothes you've been wearing since last week would have to do you for a few more days... That you wouldn't be able to change them until the middle of the week... Can you imagine how that would feel?

That's the reality for far too many people who rely on St Mary's House of Welcome for help each and every day. With the help of our generous supporters, we are able to provide hot showers, toiletries and a change of new, clean clothes to the men and women who come to our centre with nothing.

Training Kitchen Upgrade

Thanks to the support of Australian Gas Infrastructure Group, Rado Foundation and Australia Post Foundation, and a gift from the Daughters of Charity, St Mary's House of Welcome was able to undertake an exciting upgrade of our training kitchen in early 2022. The training kitchen is the heart of our Cooking Program, including a very special program launched in partnership with William Angliss Institute. The job ready program was designed and delivered in collaboration with William Angliss, supporting clients who would like to work in the hospitality industry to develop their cooking and workplace skills.





NDIS Program

The NDIS (National Disability Insurance Scheme) is such an integral part of operations at St Mary's House of Welcome. The challenges of the past two years have meant new growth, development and research.

In 2021, a research project was conducted in conjunction with ACU SESU to research the barriers and drivers impacting people's engagement in St Mary's House of Welcome's NDIS psychosocial programs, how we can develop a framework to optimise participation, and how participants perceived the benefit.

Committed to delivering supports for over 70 participants, the St Mary's House of Welcome NDIS program operates by offering our cohort the choice of:

- » Individual Support 1:1
- » Group Activities
- » Support Co-ordination

The objectives are to provide meaningful supports to meet individuals' goals, to access community, social inclusion, skill development and, as required, access to therapeutic and allied health professionals.

"The staff here are amazingly kind and good hearted and the service helps out so many and often with very little thanks, so I'm saying thank you for the dozens that don't or can't. Thank you, guys. Much love to you all, thank you so much for giving me access to a shower and good food."

– Service User review

Re-opening our doors has provided the opportunity for people to connect and engage in meaningful Group programs such as:

- » Community Cooking Group facilitated in collaboration with a trainer from William Angliss
- » Art Group and working towards a body of work for an Art Show
- » Craft Group
- » Yoga and Mindfulness
- » Men's Fishing Group
- » "Mood Swingers" Choir

We remain focused on continuing to support people who are not yet registered in NDIS, as well as in listening and developing person-centred supports for existing participants taking part in plan reviews.

The NDIS team is excited about the potential development and growth with NDIS over the coming year; supporting current service users and opening the services to new people waiting to be welcomed.



VOLUNTEER PROGRAM

Volunteers are an integral part of our daily operations at St Mary's House of Welcome and central to our ability to deliver high quality services. We are incredibly grateful for the dedication, commitment and skill our wonderful volunteers bring to the House of Welcome.

After the COVID-19 safety restrictions limiting face to face services during 2020 and 2021, we were very pleased to welcome volunteers back into the kitchen and dining room from December 2021. During the Christmas period, volunteers and corporate groups were the driving force packing and distributing hundreds of takeaway Christmas hampers for our service users.

As we slowly transitioned to in-person services in the new year, volunteer resources were directed to our most vital functions in meal preparation and packing in the kitchen, along with reception work and welcoming our service users as they walk through the door. In June, St Mary's House of Welcome hosted a fundraising BBQ at Bunnings which was made possible by the generous contribution of a group of regular volunteers.

This year, we also welcomed back student groups into the centre to serve breakfast as part of school social justice programs. Our staff and service users are always very impressed by good attitude and willingness to learn that the students display.

Another exciting volunteer program that we recommenced this year was our corporate social responsibility program. Each week we invite small teams of corporate professionals into the centre to host a BBQ lunch for St Mary's House of Welcome service users. The program is not only a great team-building exercise, but it's a powerful, socially responsible immersion experience encouraging the volunteers to thinking about the way they view homelessness and the people it effects.

Over the course of the next year, we plan to continue expanding our volunteer program to assist with programs and outings, helping with fundraising events and our kitchen and dining room program.



CAMPAIGNS AND EVENTS

Taste for Change

This year saw our signature event, Degustation for Dignity, rebadged to Taste for Change. Once again, due to Covid-19 restrictions, the event was held virtually with attendees receiving a gourmet hamper packed with premium Victorian wine and produce, delivered to their home. Award-winning Melbourne-based wine expert and journalist Max Allen, joined us once again – albeit via Zoom – sharing his in-depth knowledge and expertise of local wines in an online Masterclass for guests on the night.

The Big Give

This Christmas, once again, due to the impact of Covid-19 and social distancing requirements, we were unable to hold the traditional Big Give celebration in its original form of a celebratory lunch for service users at the Fitzroy Town Hall.

Instead, in order to make Christmas a special time for service users, on Christmas Eve, we distributed a week of festive take away meal-packs, accompanied by handwritten cards by our supporters. We also handed out over 200 emergency relief hampers containing basics and festive treats.



Movin' for Meals

In May, we had 121 participants sign up to take part in our annual Movin' for Meals personal exercise challenge. Each participant set themselves a fundraising target and called upon friends and family to sponsor them. Participants walked, ran, cycled, or swam a distance of 3,279.4 km to raise funds to help those who rely on St Mary's House of Welcome for support.

Wheels for Meals

In February, a team of over 30 riders took to the Great Ocean Road for a five-day fundraising ride along the beautiful Victorian coastline. The ride began in Port Fairy, stopping in Port Campbell, Apollo Bay, Torquay and finishing in Sorrento. In addition to helping raise awareness of homelessness, the riders raised critical funds to support our vital programs and services.



Corporate Community BBQs

In June, we were once again able to invite our corporate supporters into St Mary's House of Welcome to hold community BBQs for our service users. Hosting a BBQ lunch provides a great team-building exercise for the corporate groups, as well as being a powerful, socially responsible immersion experience guaranteed to get people thinking about the way they view homelessness and the people it effects. It gives participants the opportunity to chat to service users about their stories and experiences in an informal environment, as well as providing an opportunity for social inclusion for people who usually feel isolated and marginalised.



"The best part of the day was serving a man who told me he couldn't remember the last time he had eaten meat... Just being there was humbling, and the service provided to clients was exceptional."

– Corporate volunteer

LEN'S STORY

“This place is the closest place I have got to a home ... The blokes I meet here every day are the closest thing I’ve got to a family. When I come here, I feel cared about.”

– Len*, service user



For many people, one of the hardest things about the past couple of years has been the social isolation they experienced during periods of lockdown. Being kept apart from family and friends for extended periods of time left many of us – particularly those who live alone – with a sense of disconnection from our community. A sense of ‘unbelonging’.

That’s just how it is sleeping rough, living on the street. It’s lonely and isolating – constantly surrounded by hundreds of people going about their business, yet, apart from the world... Alone.

For many who come to St Mary’s House of Welcome for support, ‘community’ is one of the most important things they find inside our doors.

People like Len. An older gentleman, Len has been sleeping rough for years. Ironically, he says it’s where he feels most safe. Each morning, Len makes his way into the House of Welcome, lugging his bulging backpack and sleeping swag, the only possessions he owns. Sometimes, he will head straight to reception to grab a towel and some soap so he can have a hot shower to warm up. Other times, he opts to sit down straight away with his group of friends and have a strong cuppa and a warm breakfast first. Always - no matter what - he has a smile on his face and a kind word and a thank you for our support workers. For Len, and others, it’s important they know they are valued and supported, and that they always have a place to go where they are welcomed.

* Names and identifying features have been changed to protect our service users’ identity



ABOUT US

Board, Management and Team Members

St Mary's House of Welcome is governed by a Board of Directors who are committed to preserving the spirit of the Daughters of Charity in their work with people experiencing disadvantage.

Board Directors bring extensive experience and diverse skills to support the governance of St Mary's House of Welcome, including financial, marketing, communications, social work, legal, health and infrastructure.

2021-2022 Board Directors:

- » Ralph Hampson – Board Chair
- » Sister Debra McCarthy DC - Trustee
- » Simon Esposito
- » Jennifer Davidson
- » Bridget Organ
- » Rebecca Derrington
- » Tony Hollamby
- » Daniel Bullock (from October 2021)
- » Loretta Crowe (from October 2021)
- » Amelia Dixon (Maternity Leave)

Staff

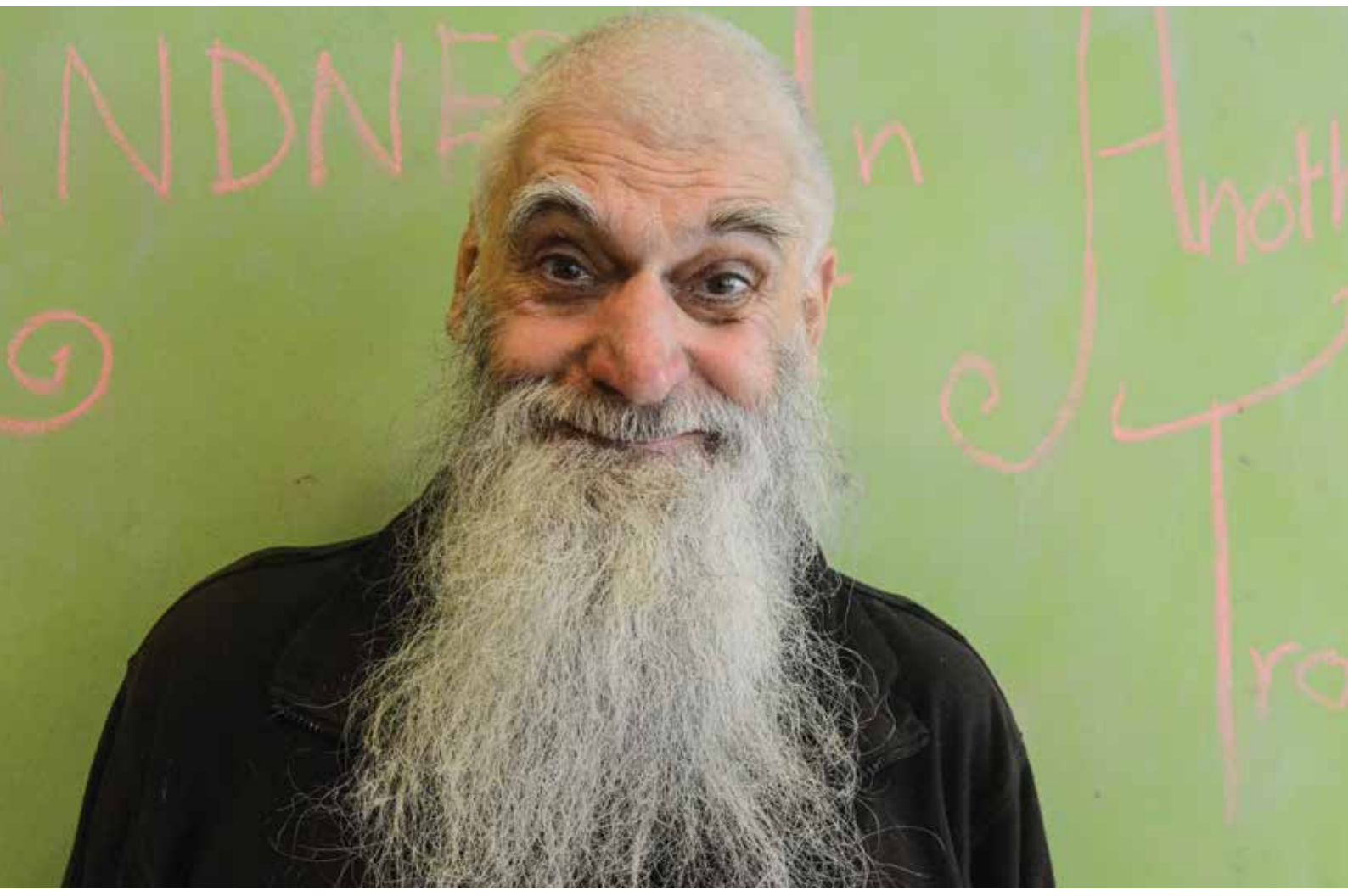
St Mary's House of Welcome comprises a team of committed and passionate staff who work to support people who are sleeping rough and experiencing chronic homelessness and disadvantage.



Executive Team

In 2021-2022, the Executive Team comprised:

- » **Robina Bradley**
Chief Executive Officer, Company Secretary
- » **Kristine Robertson**
Executive Manager, Fundraising and Communications
- » **Christine Arthur**
Executive Manager, Finance and Corporate Services



ACKNOWLEDGEMENTS

St Mary's House of Welcome is incredibly grateful to receive the ongoing support of the Victorian Government, the City of Yarra, community members, donors, volunteers, schools, businesses, and church and community groups which enables us to deliver much needed, quality services to people sleeping rough or experiencing chronic homelessness and disadvantage.

We would like to extend our thanks to all of those who have contributed - either financially or in-kind - in 2021/2022. We would particularly like to acknowledge the following for their generous support:

The Victorian Government	Black Barrow
Department of Premier and Cabinet	Australia Post
Department of Families, Fairness and Housing	Magistrates' Court of Victoria
Department of Health	Isaacson Davis Foundation
City of Yarra	Father Kevin Broderick Memorial Trust Fund
NDIA	St Vincent de Paul Society Eastern Central Council
Angel Foundation	Catholic Church Insurance Foundation
Lochtenberg Foundation	Inner North Community Foundation
Second Bite	The Life Centre Trust
StreetSmart Australia	Order of Saint Lazarus of Jerusalem - Vic Commandery
Bagot Gjergja Foundation	Adaptalift
James B Ryan Trust	Pinchapoo
Merwe Laws Foundation	St Vincent's Private Hospital
Xavier Social Justice Network	St Mary's House of Welcome Volunteers
Junola Foundation	St Mary's House of Welcome Staff
Australian Communities Foundation	St Mary's House of Welcome service users
LendLease Foundation	St Mary's House of Welcome partner agencies
Jonamare Foundation	
Nandos	
Dominos Carlton	
Bright Sparqe	
Ronald McDonald House	
Bendigo Bank Clifroy Community Bank	

ST MARY'S

HOUSE OF WELCOME

What is the House of Welcome?

For over 60 years, St Mary's House of Welcome has worked to ensure community members who are chronically homeless, disadvantaged, and socially isolated to be nourished and safe, to have practical support and to find hope, experience belongingness and achieve to their full potential.

With your help, we provide:

- » Hot nutritious meals with table service, twice daily
- » Free showers, with towels and toiletries
- » Emergency relief (such as food hampers, clothing and accommodation)
- » Case management and psycho-social support
- » Comprehensive social inclusion program
- » Access to free or low-cost optometry, podiatry and other personal care supports
- » Computer access
- » Health and wellbeing
- » Community gardening
- » NDIS Program
- » Mail collection
- » Access to Centrelink and Fitzroy Legal Service

smhow.org.au

A work of the Daughters of Charity
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