



Standing with the disadvantaged. Support - Solutions - Hope

2016-2017 Annual Report



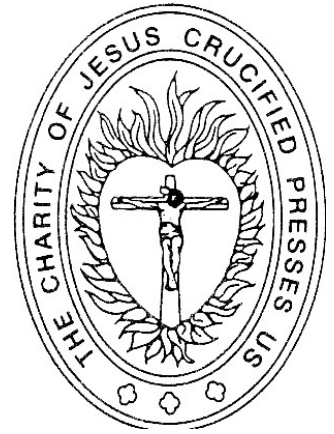
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*St Mary's House of Welcome is a
quality accredited organisation*

ABN 54 050 278 754

ST MARY'S MISSION

Inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome seeks to further social justice by standing with disadvantaged people offering support, solutions and hope.



ST MARY'S VALUES

All aspects of St Mary's House of Welcome operations are imbued with the following values:

- Respect
- Relationship
- Welcome
- Hopefulness
- Responsiveness



FROM THE CHIEF EXECUTIVE OFFICER

TONY MCCOSKER

St Mary's is a community of people who believe that **social inclusion is an aid to a better and healthier community**. Much of the work undertaken by the staff, volunteers and supporters of St Mary's is about engaging people in a positive way – with respect for differences, a non-judgemental approach and open-arms: that is, “welcome, come as you are”



Our involvement in the *Journey to Social Inclusion Project* (Mark 2) set up by Sacred Heart Mission and the **Open Access Centre Research & Evaluation Project** undertaken with Vincentcare, Sacred Heart Mission and Prahan Mission demonstrated that the services we offer have some very positive outcomes in terms of stabilising people, improving their general and mental health, preventing them from loss of housing and repeat engagement in the justice system, and achieving ‘social inclusion’.

We have undertaken work to **more fully understanding the needs of the people who come through our doors**. The Mandarin-speaking community who were surveyed in August 2016 and resulted in the employment of a Mandarin-speaking staff member who has designed programs specific to this group. Additionally, a survey was undertaken in relation to the Saturday Meal service which resulted in confirmation of this service as an ongoing need.

The introduction of the national Disability Insurance Scheme (NDIS) in our area needed some serious consideration at all levels of the organisation. The Board established a “NDIS Working Group” under the chairmanship of Dr Ralph Hampson to consider issues relating to NDIS and to advise the Board. This group met monthly for the past year. A recommendation to do a research project to inform decisions resulted in Kate Paterson (consultant) being commissioned to undertake a research project – *SMHOW and the National Disability Insurance Scheme – understanding opportunity and feasibility*. As a result of this project, **St Mary's proceeded to Register as an NDIS provider**.

Much energy and time has been spent on putting in place education, policies & practices in relation to the **Child Safety Standards**. While St Mary's provides services to people aged between 18 and 65, dealing with adults sometimes involves family engagement where children are involved. Hence, it is imperative that St Mary's demonstrates its commitment to and has processes which uphold “child safe practices”. In the coming year, both the commitment and the practices will be enshrined in policy and practice. A child safety officer was appointed to attend training and to lead the organisation in implementing necessary changes.

I acknowledge the tremendous effort made by the Board, the staff and our valued volunteers in addressing the major issues in terms of our mission to those who are most isolated and sit on the margins of our community. We are committed to understanding their needs and making them welcome.

Tony McCosker
Chief Executive Officer

GOVERNANCE

LUKE FITZGERALD

Under the chairmanship of Luke Fitzgerald, the Board addressed the following significant issues:



Strategic Planning

Daughters of Charity Strategic Plan

In late 2015 and early 2016, the Chairman and the CEO participated in several workshops conducted by KPMG towards the development of an over-arching Daughters of Charity Strategic Plan. In August 2016, the Daughters of Charity published their strategic plan and strategic directions for all Incorporated Works entitled “Preliminary Strategic Directions”.

These Strategic Directions included the plan to redevelop the St Mary’s House of Welcome Strategic Plan to include relevant elements from the DC Strategic Plan.

The responsibility for leading this process was given to the Board’s Governance and Management Committee. The Committee requested the Executive Management team to develop up a ‘first cut’ Strategic Directions document incorporating our current Strategic Plan, the current welfare and funding environment, NDIA developments and any other elements that may lead to the achievement of the St Mary’s mission and vision.

The Executive Team presented the ‘first cut’ in February 2017. During the period February to June 2017, further iterations of the proposed “Strategic Directions” were issued. A final proposal will be placed before the Board at its meeting in July 2017.

New Constitution & Corporate Governance Charter

As a result of the establishment of Strategic Directions, in consultation with the St Mary’s Board, the Daughters of Charity have conducted a review of both the St Mary’s Constitution and the Daughters of Charity Corporate Governance Charter. The outcome of this activity was the production of:

- a) a new **Constitution** dated 2 June 2017 and signed off by the Provincial Sr Celine Quadros DC on 8 June 2017. The Constitution was formally accepted and signed off by the St Mary’s Board at its meeting on 22 June 2017.
- b) A new Daughters of Charity Incorporated Works **Corporate Governance Charter** dated 2 June 2017 and signed off by the Provincial Sr Celine Quadros DC on 8 June 2017. The Charter was formally accepted and signed off by the St Mary’s Board at its meeting on 22 June 2017.

Membership

Two changes to Board membership occurred throughout the year. Sam Biondo and Paul Bridgeford were retired from the Board at the conclusion of their second six-year appointment periods. The new appointments to the Board were Liz Bishop and Bridget Organ. Continuing Board members included:

Luke Michael Fitzgerald, appointed 16/6/2011
Mark James Lafferty, appointed 22/7/2010
Michael Morrison Kee, appointed 23/11/2012
Ralph Hampson, appointed 7/5/2013
Simon Esposito, appointed 6/5/2014
Debra McCarthy, appointed 17/3/2016
Amelia Dixon, appointed 6/5/2014



MICHAEL KEE



SAM BIONDO



BRIDGET ORGAN



SR DEBRA MCCARTHY



LIZ BISHOP



MARK LAFFERTY



RALPH HAMPSON



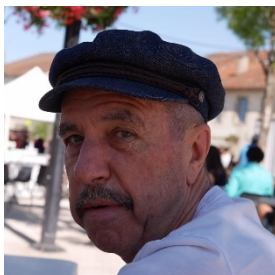
SIMON ESPOSITO



AMELIA DIXON



BOB O'HALLORAN
(MINUTES SECRETARY)



PAUL BRIDGEFORD

CATERING DATA

Catering Service Data Month by Month, June 2016-2017

		2016						2017						
		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
BREAKFAST	Male	1020	1121	1063	1035	1033	1139	1034	1063	1244	934	1226	1078	12990
	Female	928	897	800	796	763	950	791	753	921	704	953	734	9990
	Child					0	0	1	0	6	13	18	20	58
	Total	1948	2018	1863	1831	1796	2089	1826	1816	2171	1651	2197	1832	23038
LUNCH	Male	921	1070	934	882	963	815	835	748	1014	831	1163	1007	11183
	Female	502	583	514	459	468	497	423	359	485	358	531	409	5588
	Child	1	2		2	7	4	0	1	3	13	1	0	34
	Total	1424	1655	1448	1343	1438	1316	1258	1108	1502	1202	1695	1416	16805
TOTAL	Male	1941	2191	1997	1917	1996	1954	1869	1811	2258	1765	2389	2085	24173
	Female	1430	1480	1314	1255	1231	1447	1214	1112	1406	1062	1484	1143	15578
	Child	1	2	0	2	7	4	1	1	9	26	19	20	92
	Vols	59	89	75	65	84	55	42	72	75	38	80	69	803
	Staff	31	50	61	52	63	57	42	62	84	44	76	57	679
MONTH TOTAL		3462	3812	3447	3291	3381	3517	3168	3058	3832	2935	4048	3374	41325
YTD TOTAL		3462	7274	10721	14012	17393	20910	24078	27136	30968	33903	37951	41325	41325

Catering Service Data: Month/Year comparison 2004 – 2017

	Jun-04	Jun-06	Jun-09	Jun-11	Jun-12	Jun-13	Jun-14	Jun-15	Jun-16	Jun-17
B'fast	17732	20930	19440	21549	20189	22091	21821	22791	21515	23038
Lunch	14509	12995	27865	23609	21985	17650	12931	13411	14659	16805
Vols/staff/child										1842
YTD TOTAL	32,238	33,925	47,305	45,057	42,178	39,741	34752	36202	36174	41325

Comment: The increase in the demand for meals over the past year is noteworthy: an increase of 5,551 meals. This increase is also an indicator of a higher demand for other services offered.

SERVICE DATA

Annual Service Agreements PERIOD: July 2016 to June 2017

St Mary's has achieved well beyond the targets set by its funders – The Department of Health and Human Services (Victoria) and The Department of Health (Commonwealth).

Program	DHS Annual Target	Actual 2013-2014	Actual 2014-2015	Actual 2015-2016	Actual 2016-2017	COMMENTS
Mental Health -No Limits (PDRSS)	83 Clients transitioned 60 clients supported	106 (on target)	Transition period completed on time	Program discontinued	N/A	N/A
Mental Health Social Inclusion (MHSI)				New funding targets met	N/A	Note 1
Alcohol & Other Drugs Program (AOD)	17 clients	17 (on target)	21 (above target)	25 (above target)	22 (above target)	Note 2
Day Centre Activity (SAAP)	6240 total episodes of support	6217 (on target)	7428 (Well above target)	7194 (Well above target)	51,512 (Well above target)	Note 3
Day To Day Living Program	7900 Contact hours	Above Target	9937 Well above target	12,226 (Well above target)	N/A	Note 4
NDIS Transition	MCL – 89 clients ELIGIBILITY – 56 clients IFP – 17 clients (IKA) IN-KIND ALLOCATION \$9,840				MCL – 89 ELIGIBILITY - 33 IFP – 13 IKA - \$15,254.46 (\$5,414.46 overspent)	Note 5

Note 1. We have continued to deliver structured programs and offer intensive support to clients who either fell through the gaps created by MHCSS, or decided not participate in MHCSS. This has included an extension of the Vietnamese program from 2 days per week to 4 days; it has also allowed us to significantly increase our ability to offer outreach to clients especially those who are not linked to clinical or mainstream services.

Note 2. This number represents the clients we are offering significant AoD support as there has been a change of focus in this program: opiate replacement script assistance (naltrexone, methadone etc.) now only offered and approved for clients known and registered on St Mary's programs.

Note 3. As from 1st July 2016 the Department of Health and Human Services changed the reporting requirements for the “Homelessness Persons Support Services” (20083) program. Under our new reporting requirements, the Department requires that we report on the total “Number of assists” – (*food, information, counselling, general hygiene and other material items*) for all clients accessing the centre not just those registered on SHIP. For this reason, the number is so much greater than the target of 6240.

Note 4. The Day 2 Day Living program (as of the 1st of July 2016) is no longer required to report on contact hours due to the program transitioning into the NDIS. From the 1st July 2016, a new contract was signed, new targets were set and a change in focus from recording contact hours to recording client numbers. These figures will now be recorded under NDIS Transition.

Note 5. Funding has been extended for the D2DL transition program until 30th June 2019. Although targets were not met during 2016/17 the Department recognises that this was not a reflection of St Mary’s and the service that were offered but rather a result of the NDIS transition process not being ready to accept D2DL clients at 1st July 2016.

It is anticipated that, as new areas roll into the NDIS and systems and processes become more streamlined, targets set by the Department will become more achievable.

FUNDRAISING DATA

General donations, appeals and events outcomes

Throughout the year several very successful fundraising ventures were undertaken, including the following

Campaign

- Winter Appeal
- Christmas Appeal
- Big Give
- Bike Ride
- Wine Rules/D4D
- General Donation
- Trusts and Foundations
- Angel Foundation
- Saturday campaign
- In-house Dinners
- Trivia Nights
- Monthly pledges

Thanks to our supporters and volunteers we have been able to raise 38% of our required funds through their generosity and belief in the work that St Mary's is doing.

Trusts and Foundations

St Mary's continues to receive grants from philanthropic trusts and foundations, generally for specific purposes. The trusts and foundations from whom we have received grants during 2016-2017 include:

- The Angel Foundation (Saturday Services)
- City of Yarra
- Bagot Gjerja Foundation
- Equity Trustees
- Father Kevin Broderick Memorial Trust Fund
- The Glenholme Foundation
- Grenet Foundation (Volunteer Coordination)
- Inner North Community Foundation
- The Jack and Hedy Brent Foundation
- The Lochtenberg Foundation
- Lord Mayor's Charitable Foundation (J2SI)
- The Magistrates' Court of Victoria
- Merrin Foundation
- Merwe Laws Foundation
- Minter Ellison Lawyers
- Perpetual Philanthropic Services
- RE Ross Trust
- State Trustees Australia Foundation
- Streetsmart Australia
- The Trust Company
- Valdichiesa Foundation

Corporate Partners, Donors & Participants included:

- Accenture
- ANZ
- Aspect
- Barry Bourke Motors
- Cargo Crew
- Commonwealth Bank
- Department of Health & Human Services
- Department of Premier & Cabinet
- Fridcorp
- Frontier Advisers
- Hotel Sorrento
- Little Real Estate

Macquarie Bank
NAB
Nelson Alexander
Nelson Mandela Committee
Price Waterhouse Coopers
St Vincent's Private Hospital
Smartline
Sofitel on Collins
Streat
Studio Thick
Treasury Wines
Telstra
Urban Fresh Trading Pty Ltd



VOLUNTEERS

Volunteer Hours - July 2016-May 2017

Over 150 volunteers have supported the functioning of the Centre.

The following chart indicated the hours of regular volunteer engagement over the past year:

2016-2017	Regular	Client	Corporate	Schools	Total
July	514.00	207.75	114.50	175.75	1012.00
August	602.75	186.75	56.75	262.75	1109.00
September	708.50	174.00	65.25	283.75	1231.50
October	494.00	202.75	58.25	265.50	1134.00
November	654.75	177.50	24.25	166.00	1015.50
December	1295.00	196.25	36.00	102.00	1614.00
January	512.25	171.75	18.00	83.50	736.25
February	471.50	95.75	27.25	189.00	937.00
March	641.00	199.50	33.00	251.75	1125.25
April	478.01	154.50	51.25	120.25	804.01
May	648.00	208.50	112.50	340.00	1309.00
June	0.00	0.00	0.00	0.00	1070.75
Total	7019.76	1975.00	597.00	2240.25	13098.00

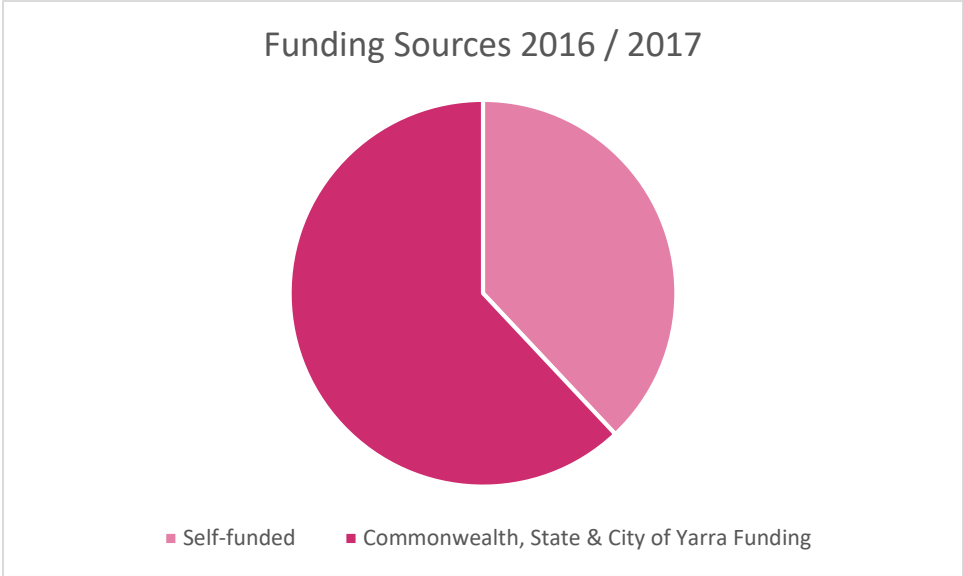
In addition, Board members have contributed 330 hours and occasional volunteers for fundraising functions have contributed over 900 hours. The total hours contributed for the year totals 14,328.

Value-Added/Return on Investment

If the total number of hours is costed in terms of an average hourly rate of \$25, the total contribution would be \$358,200. Given that the employment cost for the volunteer coordinator is \$75,000 per annum, the return on investment ratio is 1:4.7, that is, for every \$1 contributed, a benefit of \$4.70 has been realised.



FINANCIALS



Audited Financial Papers for 2016-2017 are published separately, please apply to the CEO tony.mccosker@smhow.org.au for a copy of these.

