



ANNUAL REPORT

2012 - 2013



From the Chairman

St Mary's House of Welcome is a not-for-profit organisation that provides a range of homelessness, mental health and drug and alcohol related services. The last year has represented a period of significant change for the Board and management team at St Mary's. A key challenge for us has been how to position St Mary's to best respond to the imminent challenge of State Government funding reforms in the mental health, drug and alcohol, and homelessness sectors. The funding reforms are likely to have a significant impact on essential social services St Mary's currently provides to some of the most marginalised and disadvantaged people within the City of Yarra and beyond.

In preparation for the reforms, St Mary's Board and management have taken proactive steps to identify solutions that will help preserve the sense of community St Mary's provides to those who need it. This has included the establishment of a board sub-committee to address the impact of the reforms, the commissioning of research into the likely impact of the reforms on St Mary's and the identification of potential solutions, such as the possibility of alliances and consortia that integrate service delivery and client centred approaches. The Board and management remain fully committed to attaining the best possible outcomes for St Mary's in this changed environment.

The composition of the Board has also undergone considerable change over the last year.

We sadly farewelled long serving director and Board Chair Michael D'Arcy, Roger Hine (Deputy Chair), Sister Margaret Armstrong (Provincial Delegate), Bob O'Halloran (former Board Chair and Convenor, Management and Governance Committee) and Felicity Costigan. The Board sincerely thanks its retiring directors for the tremendous personal contribution each has made to ensure St Mary's is the welcoming place it is today and looks forward to their ongoing participation in the St Mary's community.

During the year we also welcomed new directors Michael Kee, Ralph Hampson and Kate Fazio. John Cowlshaw was appointed to the position of Deputy Chair. The depth of our past and present directors' professional expertise, understanding of St Mary's mission and the unique role St Mary's fulfils within society are key foundations that have set the Board up well to respond to the present challenges.

St Mary's is also extremely fortunate to benefit from the exceptional leadership and commitment of our CEO Tony McCosker, the work of his very capable staff and, of course, the tremendous support of St Mary's many volunteers and champions. It is such dedication and commitment that will ensure St Mary's remains an inclusive and welcoming place for all of those who require its services now and well into the future.

Luke Fitzgerald
Chairman





St Mary's is about providing a place for those who have been dis-placed; it is about including those who have been excluded; it is about saying there is a place in our community for everyone.

In offering services to people who are living on the fringe, who are often homeless, marginalized and with mental health issues, the staff of St Mary's aim to improve people's lives in whatever way they want to improve.

I am happy to be able to report that the staff, the volunteers and the donors have been very successful in achieving this mission this year. We have jointly met all the targets set for us by funding agencies and philanthropic bodies that have funded us through grants.

The operations and services provided at St Mary's have been greatly enhanced throughout this year by the contributions of volunteers and benefactors. It is true that St Mary's receives both Federal and State Government grant funding for specific programs. However, for every two dollars granted, our volunteers and donors contribute a further dollar. These contributions have enabled us to 'go beyond', to 'provide the extras that make the difference' in a manner that is both respectful and dignified.

The current government funding reforms that are taking place in the mental health, drug and alcohol and homelessness sectors will have a great impact on the way St Mary's functions in

the future. The Board has set about addressing the implications of this reform through research, special projects and discussions with similar agencies and government.

We are a "specialist service" catering for a special group of people who do not or cannot access the generic agencies. Any reform that overlooks or does not cater for this client-group will be far less than satisfactory and will cause further pain to those already suffering on the fringes. We will advocate and campaign vigorously for this special group of people.

My thanks to the Chairs of the Board, Michael D'Arcy and Luke Fitzgerald and Board members for their support and direction; to Sr Margaret Armstrong for her "mission spirit" and advice; to Operations Manager Kathy Hogarty and to Services Manager Lee-Ann Boyle as part of the Executive Team for their professionalism; to the fundraising team 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.

Sincerely

Tony McCosker
CEO





St Mary's Community Services have continued to excel this year, expanding on their high quality delivery as attested to by our accreditation results. The QICSA Accreditation Review was conducted this year and SMHOW was informed that the review was passed with flying colours in all areas, with a recommendation for an "exceptional" in the area of Risk Management. This accreditation will take us through to June 2015.

These continual service improvements include the introduction of enhanced case tracking and reporting systems for our day program, and incident reporting procedure review and implementation, standardisation of assessments across all programs and finally, an organisational restructure to enable a ONE St Mary's approach.

After much planning and education (in three languages), the introduction of the Meals co-payment initiative took place on 1st February. This will allow us to continue to provide the 63,430 incidents of food support, as provided this year, including nutritious meals and food hampers. Attendance of women for meals this year averaged 35.7% and males 64.3%. This is double the number of women attending three years ago. St Mary's is proud of its contribution to the food security of so many people.

Community Workers provided almost seven thousand individual interventions throughout the year. These included support and counselling, emergency relief requests, information and referral, financial advocacy and drug and alcohol support. A range of other projects added to this response such as enrol to vote days, our street library during anti poverty week and other notable projects.

Collaboration with the federal Human Services' Northern Community Engagement team has brought Centrelink services to St Mary's once a week. This team provides improved access to services for people with complex needs in a familiar and supportive environment and we look forward to an ongoing relationship into the future to ensure the financial security of our participants.

The National Dental Foundation – Dental Rescue Day provided to our service-users was a huge success, with the first clinic visit occurring in January 2013. The service was provided at private dental surgeries with dentists and technicians providing their services free of charge. Strong advocacy allowed a group of nearly 20 people who would not have otherwise accessed dental services to do so with the support of our caring staff team.





Our Mental Health Services supported over 160 people during this year with one-on-one and group activities. Of this group 44.7% have a formal diagnosis of schizophrenia, 30.1% of Depression and the remaining 25.2% of Bi-Polar, Anxiety and other diagnoses. Our regular groups such as computer training, the fishing club and informal art and craft and formal art lessons have been hugely popular. The fishing club's two day camp this year allowed a unique opportunity for participants and was enjoyed by all. Our 12 week Challenge worked intensively with a group of people around physical and psychological wellbeing. The program, encompassing diet, fitness and mental health was well received by all participants with another group looking forward to the next challenge.

Participants also took part in a range of cross cultural programs this year including an excursion to the snow, the success of which has led to a 3 day snow camp taking place next year. Regular bowling activities and various one-off activities have allowed a greater level of understanding between participants and the opportunity for socialisation with a wider range of people as an addition to our already 'packed calendar' of weekly outings and activities.

A Vietnamese Carers group was established to engage, inform and support those who provide primary care to our Vietnamese participants. This group has been delivered monthly and has been met with much enthusiasm from both carers and participants alike.

The 'Mood Swingers' choir, supported by the Mental Health Services team, performed publicly at a number of public events, in particular at the 'Where the Heart is' Festival and at the SMHOW Gala Dinner. These performances were met with a rousing reception and look to continue with regular engagements continuing to come through.

St Mary's Community Services staff, continue to look at new and innovative ways to engage and provide support to the most vulnerable people in our community. Their dedication and commitment to facilitate solutions to recovery and make goals a reality is fundamental to the successes of St Mary's today and into the future.





From the Fundraising Team

St Mary's Supporters

We are very grateful to the following Trusts and Foundations for their generous support. The grants we received in this financial year allowed us to run many worthwhile programs.

- The Angel Foundation granted funds to allow us to serve breakfast and lunch on Saturdays.
- Perpetual Philanthropic Services granted funds to support a Volunteer and Client Participation project to foster community involvement and to gain new volunteers.
- The Lord Mayor's Charitable Foundation Youth in Philanthropy program chose St Mary's to run a 12 week healthy lifestyle challenge.
- The R. E. Ross Trust granted funds towards the salary of a Volunteer Coordinator.
- City of Yarra granted funds to run a Women's health program for our female service users.
- The Merrin Foundation contributed to the costs of our Hygiene program so we can provide access to showers for our service users.
- The Jack Brockhoff foundation granted funds for a program in training for the workforce.

We thank SecondBite and Foodbank for their continued and extremely generous support with donated food. Without their support, we would not be able to run our meal program or provide food to people who may otherwise go hungry.

The Warm up to Winter Gala Dinner 2013

Early 2013 reports were that donations were down up to 30% in the charity sector. We decided to hold a fundraising event in May to help counter the predicted drop in donations for the Winter Appeal and to raise awareness about what St Mary's is and the work we do.

230 guests enjoyed a four course dinner with matched wines with all the wine donated by winery friends from Wine Rules: Taltarni, Ninth Island, Stonier, Rutherglen Estates and Delatite. A great number of individuals and businesses donated some very valuable and unique items for the auction, and we thank them for their generosity. Many thanks to all who attended and supported the event by purchasing auction items and making generous donations. When coupled with the 2012 Winter Appeal, fundraising results were well up on last year.

The Big Give 2012

The Big Give just keeps getting bigger! On Christmas Day 2012, 350 people enjoyed a traditional Christmas lunch at Fitzroy Town Hall. The Big Give is the result of over 100 volunteers and very generous donations of food, gifts and entertainment. Children had face painting, watched a juggler and had pony rides. Every guest received a gift to ensure that everyone had a very special day and a welcoming place to be at Christmas.





Wine Rules

The third Wine Rules event was held in November 2012 with 25 teams taking part, and over 1000 spectators on game day. The team from The George Hotel won the tournament. It was a fantastic day, with most teams saying they'd love to do it again next year!

For the first time we asked Wine Rules teams to raise money through peer sponsorship, with a prize of two professional players for the highest fundraisers. The teams of Brash Higgins All Stars and De Bortoli Slinger's Army raised over \$5,000 between them and won the players; it was a fantastic fundraising effort from these two teams and a much appreciated contribution to the event.

Middle Park Hotel sponsored the launch in August, when Event Patron Matthew Jukes tasted and reviewed over 50 wines. More than 30 Wine Rules participants stayed for dinner with Matthew on the same evening.

We welcomed major retailer First Choice Liquor to Wine Rules as T-shirt sponsor in 2012, and we are grateful for their generous support. Jayco was the sponsor of the Children's area, which allowed us to add a jumping castle and many other fun activities for children and families. Sofitel Melbourne donated 5 star luxury accommodation for Matthew in November.

The Footy Greats Bike Ride

The fourth annual Footy Greats Bike Ride for St Mary's was held in November, with Peter 'Crackers Keenan, Ron Barassi and Wayne Schimmelbusch leading the group of 15 riders from Rutherglen, in Victoria's north east all the way to Elwood Park. The group covered some 450km, stopping at Yarrowonga, Shepparton, Nagambie and Lake Eppalock; arriving at Wine Rules with plenty of time to sample some of the premium wines on sale.

The riders sought individual sponsorship from friends, family and business associates, contributing to the fundraising success of the event.

Jayco and Barry Bourke Motors once again provided generous sponsorship and Teamworks Performance supplied the riders' jerseys. Hotel Sorrento provided the use of their courtesy bus for the week as a support vehicle. Our thanks to Jayco, Barry Bourke Motors, Teamworks Performance, Hotel Sorrento, the volunteers and the riders for making the event such a success.

Pamela Whiting, Fundraising Manager
Zoe Lake, Fundraising and Events Co-ordinator
Michelle Coates, Fundraising Officer





From the Volunteer Coordinator

St Mary's House of Welcome simply could not exist without the support of our many committed volunteers. Volunteer time totalled over 14,600 hours in 2012-13; which is equivalent to over \$321,000 in saved wages.

Community Volunteers

Currently a total of 127 regular volunteers are actively involved in a variety of roles across SMHOW. They have contributed around 8,000 hours in areas such as the Dining Room, recreation, art classes, hairdressing, collecting food from Foodbank and of course our wonderful receptionists who manage to create such a welcoming atmosphere for the people seeking our assistance.

Corporate Volunteers

We currently have 9 Corporate groups volunteering with us and they volunteer through their Corporate Responsibility Program. These groups have contributed around 400 hours and are keen to get involved in Community BBQ's and excursions with our service users. We are particularly grateful to Aspect Personnel, NAB and Launch Recruitment for their weekly commitment to volunteering for the meals program.

Event volunteers

At least 140 event volunteers came to help with our major events and fundraising throughout the year. They contributed over 2,200 hours and we could not have provided The Big Give Christmas lunch or any of our other events without them.

Service user volunteers

St Mary's has a very loyal team of 13 service users who volunteer in many different areas. Whether it's assisting with the food pick ups, helping out with odd jobs, serving meals or tending to the ever growing garden in the courtyard, St Mary's would not be the same without their valued input. These responsibilities have developed skills and confidence which enhance their capacity to undertake future education, training and employment. Our service users love being involved and working alongside our regular volunteers as it gives them a greater sense of ownership of the organisation. Service users volunteered over 3,500 hours of their time over the past year.

School Volunteers

We currently have 14 schools volunteering throughout the year for their social awareness program. We have also had numerous visits from schools in regional Victoria who bring their students to Melbourne for a week of community engagement. They have provided over 900 hours of service throughout the year. I would like to particularly thank St Kevin's College and the Burke Hall Mothers for their fantastic weekly help in the Dining Room.

St Mary's House of Welcome has a team of committed volunteers whose loyalty, energy and capacity to roll up their sleeves is really outstanding.

Gerardine Enright
Volunteer Coordinator





St Mary's
House of Welcome

Standing with the disadvantaged. Support - Solutions - Hope

www.smhow.org.au

165-169 Brunswick St
Fitzroy, Victoria 3065

Phone: 03 9417 6497 Fax: 03 9416 3263

Email: admin@smhow.org.au

ABN 54 050 278 754

Financial Report available upon request addressed to the CEO