



**MERRI  
OUTREACH  
SUPPORT  
SERVICE  
INC**

**annual  
report  
2009**



## **Vision Statement**

Merri Outreach Support Service seeks to address the unfair distribution of wealth, power and access to community benefits of our current social structure by working for and with women, men and children who experience or are at risk of experiencing homelessness.

While recognising the social causes and context of homelessness, Merri Outreach Support Service respects the unique experience, needs and abilities of each person who experiences or is at risk of experiencing homelessness. Merri Outreach Support Service recognises their rights to grow, learn and be healthy.

## **Mission Statement**

Merri Outreach Support Service works to provide people who experience or are at risk of experiencing homelessness the opportunities to **enjoy the security of connections, participation, contribution and control within their chosen communities**. Merri Outreach Support Service works for change through individualised assistance, advocacy, community development and research.

*Advocacy* work occurs at both the individual and the social policy level. Individualised assistance includes case management, practical assistance, referral, advocacy and information provision for individuals who experience or are at risk of experiencing homelessness.

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# Chairperson's Report

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It is wonderful to realise that Merri Outreach Support Service (MOSS) have been supporting homeless men, women and children for twenty years. It is less wonderful to reflect that homelessness, as an issue for Australian society has not been solved by the collective efforts of many agencies like ours. Homelessness has increased over the last twenty years of relative prosperity.

I want to *concentrate* in this report on the dedication and solidarity of the members of the MOSS Board or Committee of Management. We are a small and obviously dedicated group. Our newest member has been with us for three years, but before that Bradley Stephens had been a staff member for 7 years.

Janet Hall has now held the position of Secretary for ten years. I have been a member of the Committee for approximately 15 years and Chair for perhaps half of that time. Two members of the Committee Jock Allan and Leigh Tabb have been on the Committee for the full twenty year life of the Agency. Thank you for your commitment, concern and friendship to each other and to the agency.

When I joined the Committee there were only 4 staff members in a small office in High Street Northcote. There were two program areas; a women's program and a men's program. Then as now children were not counted in the statistics. Now there are 40 staff members and 8 program areas and funding streams from both Federal and State Governments.

This extensive shared history is both a risk and an asset to the Agency. None of us are getting any younger. On the other hand we have worked well together now for a very long time. We know and understand each other's strengths and weaknesses and perhaps most importantly share a range of values and understandings about the culture that has developed at MOSS. We are all able to take a "long view" of the fluctuations of

government policy in relation to providing services to people with housing and support issues.

During the last year the Committee has worked with the quality improvement requirements of accreditation to review our structures and processes. That work has been a useful revision for all of us and a reminder of the importance of working collaboratively with staff and with service users. The current committee is looking forward to welcoming new members from the Shrivings Program who joined the MOSS 'family' during the last year. That program is a valuable addition to the Agency, especially in its ability to work with people in a very collaborative way.

I want, as is usual and important, to thank **all** the staff at MOSS for their contributions over the last year. I believe an important role of the Management group is to provide a stable, supportive and reliable platform from which the staff are able to carry out the important work of supporting and empowering our consumers.

In the last twelve months two long term staff members have moved on to bigger and better things. Naomi McNamara and Ian Gough had each been with the agency almost 10 years as has Natascha Boutlis who has taken a position with the Bushfire Case Management Program. We will miss their knowledge, skills and flair.

I wish to welcome to MOSS all of the Shrivings team Ferida Recepoglu, Lyn Darmainin, Chandana Palipane, Gaetano Scollo and Pamela Henderson and acknowledge the sad loss of their team member Julie Jones who passed away in March this year. Other new staff members this year include Jayne Moore, Linda Adams, Melissa Wright, Tony Littman, Damon Lowery, Sharon McGillivray and Christopher Nicholson....WELCOME.

I hope the next twenty years are as enjoyable as the last and that by then there will be fewer people in need of housing and support and better supports for those who still need them.

Colleen Turner

# Chief Executive Officer's Report

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Welcome to our 20<sup>th</sup> Annual General Meeting and our 20<sup>th</sup> Annual Report. I am pleased to report that the year 2008/2009 has been another year of positive activity and growth built upon the solid foundations and the hard work of all those whom have contributed to Merri in the course of the 20 years of our existence.

It is timely to reflect upon the achievements we have made as an organisation in those 20 years, to understand the social context we have developed in and, perhaps boldly, indicate a manifesto for the coming 20 years and our role in ending homelessness. Make no mistake homelessness is an obscenity in an affluent country such as Australia and it is our task to do something about it. We work tirelessly to create opportunities for our clients to take control over their destinies and give a voice to the stories of their lives. Everyone should have the chance to contribute to, enjoy and shape the world they live in; this is not an 'added extra' for the lucky few but a basic human right for all. Our commitment is to do the best we can to play our part in honouring that human right.

The following is a timeline of the last 20 years and some of the milestones that have occurred along the way. It by no means exhaustive and misses much of the day to day activities and 'texture' of our work that adds so much to our agency. It is, however, with a little bit of hubris, indicative of what a dynamic agency we have been. The story begins in 1988 :-

- 1988 some members of the Darebin community feel they should be doing something about homelessness in their local community (essentially Darebin and Banyule). A committee formed to plan a response and they approached St Josephs Northcote to "back" their plan

- The committee, supported by St Josephs make a submission to DHS for funds to operate a SAAP funded program, with a focus on initially supporting single men exiting Ozanam House (the first front door?) and then at risk women from the Darebin and Banyule LGA's. This submission was successful.
- Merri Housing Service, as MOSS was then called, opened in High St Northcote in 1989 with a total of 3 paid staff members
- MHS had a strong focus on consumer participation, a focus that remains today
- 1992 commenced EH/HISP program, a forerunner to HIR service
- 1994 successfully submitted for the Yarra Families Outreach program, one new staff member
- 1997 The Homeless Service System restructured splitting system into THM and SAAP, meaning we lost the EH/HISP program
- 1994 - 1999 agency at risk of not being viable and closing or due to the Kennett Government's reforms to the welfare sector
- To survive we needed to grow and commenced exploring appropriate options that fit with our mission, and values. Merri decided that in order to grow it had to be an all of agency approach, rather than driven by management, with all staff involved and invested in the growth - an approach or philosophy that is still important at Merri (i.e. collaborative and staff involved in strategic development)
- From 1998 the agency focused on using case management as key service delivery tool
- Committee concerned about how children supported in SAAP, a reflection of the focus on working with the most marginalised members of our community. They decide MOSS will self fund a Children's worker, with the hope of being able to attract ongoing DHS funding. The position operated from 1998 to 2001
- This was the start of a very strong focus on children at MOSS
- We were not able to attract ongoing funding and it wasn't sustainable to keep funding the position for more than the two years it operated
- However it put us in a strong position to win the tender for the Northern Children's Resource Worker and we subsequently were successful with our submission
- This position started in 2001



- 2000 win tender for HACC funded Community Connections Program (CCP), four new staff commence
- 2000 won tender for Housing Support for the Aged Program (HSAP), one new staff member
- 2001 move to new office in Northcote (Langwell's Parade)
- 2001 win tender for SAAP funded program, the Crisis Response Program, four more new staff
- Both CCP and CRP operate with Team Case Management model
- 2002 open office in Coburg
- 2002 the influential "Once upon a time in SAAP" research project released
- 2002 changed name from Merri Housing Service to Merri Outreach Support Service to better reflect what we do
- 2002 Men's, Yarra Outreach and Women's SAAP programs come together to form a single team
- At that time a decision made that all programs will operate a Team Case Management model
- 2003 Successfully tender to operate the employment related Personal Support Program funded by DEWR
- 2004 win tender to run a pilot program - The Young Women's Crisis Initiative, an outreach case management program with fixed entry points
- 2004 run a pilot research program - Older People in Private Rental, essentially an outreach HIR response to older people in at risk tenancies, however with a significant (unfunded) support component
- 2004 released the "What factors impact on peoples' capacity to maintain long term tenancies - did the SAAP experience help them?" research report, a joint project with La Trobe University School of Social Work.
- 2004 successful in our submission for the SAAP support program previously run by CAVE in Eltham
- That program becomes part of TOST and the Yarra Outreach Program moves across to the CRP as it is a crisis focused program
- Two Merri staff involved in drafting committee for the development of Homelessness Assistance Standards (HAS)

- 2005 Merri chosen as one of four agencies involved in trialing HAS self assessment process
- 2005 successfully submit for a YHAP funded project grant for the “Same sex attracted young people service system intervention project”
- 2007 SSAYP report launched and project completed
- 2006 make a successful submission to the Federal Government’s National Homelessness Strategy Grant fund
- As a result in 2006 the 16 month ‘Bright Futures’ demonstration and research project, with a team of 5, commences, continuing our leading role in working with children
- 2006 Consumer Reference Group commences
- 2006 successful in our submission for the Hume/Glenroy Homelessness assistance tender
- 2007 successful with negotiations for the Western Children’s Resource Worker to sit with MOSS, meaning MOSS now operates the North and West Regional Children’s Resource Program
- End of 2006 MOSS-Hume transitional support programs commences and 10 new staff come on board.
- March 2007 Agency opens office in Broadmeadows
- 2008 Merri is funded through the Intensive Case Management Program to work with people in the Aboriginal Hostels
- 2008 Merri is contracted by DHS to research and design how to implement the ‘Bright Futures’ model in a Victorian context.
- In November 2008 Merri becomes one of the first agencies accredited through QICSA as a Homelessness Service Provider.
- December 2008 MOSS began managing the Shrivings Program in the Barkly Street Brunswick High Rise Public Housing Estate. 6 new staff commence as Merri employees.
- May 2009 we are funded for a Low Cost Accommodation Support Worker to work at the Brunswick High Rise.
- June 2009 MOSS receives short term funding from FACHSIA to further develop the ‘Bright Futures’ model of working with children.
- As of June 2009 MOSS has 40 staff

We enter our 21<sup>st</sup> year with a clear challenge and that is to make our next 20 years as productive and fulfilling as the 20 years gone by. We do not want to do this as an end in itself but rather to be part of the story of relegating homelessness to the dustbin of history. Imagine telling our grandchildren stories about the bad old days when people didn't have homes or a secure income, or enough to eat, of violence against women and so on and having them laugh at us because in their world all these things are preposterous. Cast your mind back 50 years, 100 years, 150 years to the social conditions that were in existence then and it is possible to see the end of homelessness not as a dream but a reality we can create.

Our purpose has recently been echoed in the rhetoric and activities of our Federal Government which has committed substantial money towards a raft of new initiatives aimed at measurable reductions in Homelessness and Family Violence. The next 12 months will see the role out of these initiatives and we look forward to participating in and shaping these programs as they develop.

Thank you to all the staff at Merri, who have worked hard above and beyond their duty. I look forward to reinvigorating and recreating Merri with you in the coming years.

Thank you to our Board of Management whom once again have been the rock anchoring Merri behind the scenes. Merri continues to be successful because of the foundation set by our board over many years. I enjoy working with you. Your commitment and leadership sets the tone for the rest of the agency.

And finally a very big thank you and goodbye to Naomi McNamara who left Merri after more than 10 years with the organisation. Naomi worked in just about every position in the Agency culminating in the position of Operations Manager. She was a tireless dynamo whom had a hand in nearly all the significant developments at Merri. She will be missed by all. To me she was a true comrade.

Rob Sago

# Operations Manager's Report

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The 2008/2009 financial year has been another busy and productive one for Merri Outreach Support Service. During the reporting period there was change in Operations Manager, with Naomi McNamara vacating the position at the end of 2008 after 3½ years in the role. Naomi had been at Merri for 10 years and her contribution has been enormous. We wish her well in her new role with the Department of Human Services. The Operations Manager position was filled in mid-May.

During the year, two defining events for the Agency took place:

1. We achieved accreditation against the Housing Assistance Service Standards through QICSA.
2. Merri Outreach Support Service took on the Brunswick (Shrivings) Program.

## Quality Improvement

During the review period MOSS achieved accreditation against the Homelessness Assistance Service Standards (HASS) and also the Quality Improvement and Community Services Accreditation (QICSA) organisational standards, referred to as HASS plus. This achievement represents an enormous amount of work. Merri Outreach Support Service was the first agency to do the HASS plus review. In mid November 2008, MOSS's accreditation was marked by a ceremony held at the Melbourne Town Hall where the Honourable Richard Wynne, Minister for Housing, Local Government and Aboriginal Affairs presented MOSS with its Certificate of Accreditation (see over).



The HASS accreditation process has provided the Agency with the opportunity to embed Continuous Quality Improvement processes. Following accreditation, MOSS has established a Quality Council to further this work. Quality Council membership currently comprises nine staff members including management, who are representative of teams and locations. It meets every month.

The Final Accreditation Review Report provided a basis for the Agency's Performance Improvement Plan (PIP), as a framework for continuous improvement activity. The Quality Council identifies strategies to further this work and involves the broader agency as is appropriate. Progress in implementing the PIP is reported to the Committee of Management every 3 months. A mid-term review by QICSA is due in May 2010, 18 months into a 3 year review cycle.

## Shrivings

In December 2008 MOSS took on the Shrivings program at the request of The Department of Human Services. This represented a significant new development involving the addition of seven staff members to our workforce, two new program areas and a new workplace location at Brunswick.

Shrivings is based at the Barkly Street high rise building and comprises a Planned Activity Group (PAG) and Volunteer Coordination Program which are Home and Community Care (HACC) funded. Shrivings was already well established, having started in 1988. Its activities are popular and heavily patronised by eligible participants; both tenants of the building and local residents.

MOSS's focus has been to provide the organisational and governance support to Shrivings to ensure its continued operation and support service improvements. In becoming part of MOSS, Shrivings staff members now have greater security and improved employment conditions, meaning enhanced stability to the program. Whilst it is acknowledged that change can be challenging, service delivery has been continuous. Tragically Shrivings experienced the passing of a colleague Julie Jones in March 2009.

Shrivings staff and consumers seem to have embraced this new relationship with Merri Outreach Support Service. Whilst the process of integration of Shrivings into MOSS will take time it is steadily progressing and will remain a focus in the coming year.

## Staffing/recruitment

Staff turnover is a factor in the modern workplace. Merri Outreach Support Service prides itself in its ability to retain staff and status of being a "preferred employer" and 2008/2009 was no exception. Nonetheless, there were some significant departures during the year including Naomi, Ian, Tracey and Jake. We wish them well in their new roles and thank them for their respective contributions. With departures arise

opportunities and this has proven the case, with a number of staff stepping into new positions.

Whilst the recruitment scene has been tight during the year, with a shortage of qualified and experienced workers, Merri has recruited well and taken on excellent new staff. Vacant positions have in the main been only short term, with good use of locums to maintain service delivery. We are currently close to fully staffed.

At the close of the financial year we had 39 (31.2 EFT) staff members plus five more on leave without pay. This compares with the start of the financial year when there were 32 (25.2 EFT) workers. This represents significant growth of approximately 22% for the organisation during the year.

## Occupational Health and Safety

During the year the Occupational Health and Safety (OH&S) Committee continued its work in promoting MOSS as a safe workplace. During the accreditation process and the formation of the Quality Council, there was some uncertainty as to where it was best placed within the organisational context. It was resolved that the OH&S Committee was most effective as a standalone committee, reporting to the Quality Council. The committee scheduled monthly meetings. If required an extraordinary meeting can be called to address an urgent matter, fortunately none were required during the year.

Membership of the OH&S committee has changed during the year with departure of key staff. We now have two trained Health and Safety Representatives, covering Broadmeadows and Northcote sites. We are looking to increase representation to cover the Brunswick site and to integrate the recently assumed Brunswick (Shrivings) program into our OH&S processes. The committee meeting typically considers a broad range of issues and takes a very proactive and task focused approach to health and safety. Beyond the Quality Council issues are fed back to the Management Team, staff at fortnightly Agency Meetings and to the Committee of Management through 3 monthly reports.

## Local Area Service Networks (LASNs)

The homelessness service system has been and continues to undergo significant redevelopment. The region has been divided in half into Northern and Western LASNs. Whilst the LASNs have not as yet “gone live”, there have been three pilot LASNs operating in the North and West Metropolitan Region. MOSS has been heavily involved in the Hume-Moreland Homelessness Network pilot with St Vincent De Paul (Transitional Housing Manager) as the Access Point. Central to the model has been the receipt of all referrals for transitional outreach support from the Access Point. This has been the case for the Hume Teams since they became a Merri Outreach Support Service program in 2007.

Development of the LASN has been a highly consultative process between the Department of Human Services and the homelessness sector. MOSS has continuing involvement in both LASNs. Whilst we will primarily be involved in the Northern LASN, due to the location of our services, the Children’s Program is regional and includes the Western LASN too. Involvement in the LASNs has meant participation in an ongoing schedule of meetings as well as participation in various working groups. This commitment has been carried by several staff members.

## Bushfire Case Management

The tragic events of the Black Saturday bushfires have impacted on MOSS. Long term staff member Natascha lost her house in Kinglake but fortunately her family remained safe. In response to the enormous need in the aftermath of the fires, the Bushfire Case Management Service was created with staff sought across the community sector. Natascha was successful in securing one of these positions and has since moved to Kildonan, Child and Family Services when these positions were consolidated within two agencies.



## Administration

With more than 40 workers and a budget in excess of \$2m, Merri is no longer a small organisation. There is a significant administrative requirement to keep the organisation functioning smoothly. In recognition of this demand, Trudy's position has been increased to full-time. Along with Sharon taking care of the books, Merri continues to function well. Wages are accurate and on time, car arrangements are hassle free, bills are paid and books balanced, our Information Communication Technology causes us a minimum of fuss with very little external outlay, new staff are welcomed and resourced and the Committee of Management is well supported. This is just the tip of the iceberg! Not content to sit on her laurels, Trudy is committed to continuous improvement, always on the lookout for greater efficiencies.

## Out look

The next 12 months are shaping up to a busy and exciting time for Merri Outreach Support Service. Both federal and state governments have made significant new announcements and financial commitments to addressing homelessness. Ambitious targets have been outlined in the Federal Governments White Paper on Homelessness, *The Road Home*, and the National Partnership Agreement (NPA) on Homelessness outlines numerous new initiatives to achieve these targets. The Victorian Government has started working on the development of a new Victorian Homelessness Strategy. For our organisation there are some exciting new prospects particularly around initiatives to support children who experience homelessness.

The ongoing sector reform, particularly the adoption of the Local Area Service Networks model which are scheduled to "go live" late 2009, will herald in new processes and stronger partnerships. Some program areas have already moved to new arrangements through involvement in pilots (Hume Teams) and courtesy of submission requirements (Crisis Response Program). Continuous Quality Improvement and implementation of the Performance Improvement Plan will remain an area of significant endeavor for the upcoming year. The Plan provides great opportunities for service improvement to

consumers, to become a better place for staff to work and as an organisation, improved governance.

The integration of the Brunswick programs into Merri Outreach support Service will remain a focus for the coming year.

Tony Littman



**CEO Rob Sago and Operations Manager Tony Littman relaxing on the new reception area couch in the Broadmeadows office**

# Brunswick Programs (Shrivings)

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## Background

Shrivings grew out of the recognition that most of the residents of Barkly Street High Rise were people “without families, lonely, frail people often with poor nutrition”. From its beginnings in 1988 it has offered social and recreational opportunities for people at the Adult Day Centre, provided support to residents, offered a cooked, healthy meal. It now operates a “foodbank” servicing not just for residents of Barkly Street, but the wider community. All of this is undertaken with the overarching goal of enabling residents to remain in their homes and their communities. In December 2008 funding for Shrivings was transferred from the Brunswick Public Tenants Association (BPTA) to Merri Outreach Support Service (MOSS) who continue to ensure this tradition is maintained.

## Julie Jones

The sad loss of Julie Jones to cancer was felt greatly throughout the Shrivings ‘family’ of staff, volunteers, clients, and residents. Julie worked in Shrivings Adult Day Centre for almost 13 years. She loved her work and the people she worked with, she has given her all to her job. She was full of enthusiasm and lived with a sense of fun which she shared with those she touched. Nothing would ever be a bother for Julie to do whether it was knitting, sewing, cooking, cleaning, office work, or taking clients on outings. Julie never complained, she loved her job and it has been a privilege for all of us to have known and worked with her.

## Programs

### **Volunteer Coordination and Planned Activity Group**

Reflecting the funding streams received from Home and Community Care services it was agreed that Lyn increase her focus on the Volunteer Coordinator role at Shrivings with Ken taking on the role of Team Leader of the Day Centre.

### **Volunteer Coordination**

A key role of the Volunteer Coordinator has been to meet with residents who move into Barkly Street, Brunswick identifying their needs and linking these residents into appropriate services in the community. Linking to Moreland Council for Homecare, Meals on Wheels, and Personal Care as required. Assistance from Royal District Nursing Service Homeless Persons Program is provided with medical assessment and treatment of residents. Linkage to Merri Community Health Centre for allied health services such as physiotherapy, occupational therapy, and dental services is undertaken. Those without a general practitioner are linked to Brunswick Community Medical Centre. A chiropodist visits regularly to attend to the nails of the high rise residents and Day Centre participants' nails as required.

Residents are monitored and referrals made to the Aged Care Assessment Service or for Mental Health Support. Ongoing liaison with case managers of residents and clients of the Day Centre is undertaken.

Where necessary transport to medical appointments is provided and where individuals are hospitalised an effort is made to visit, ensuring they know that there are people who care about them and who are looking forward to them returning home.

## Volunteers

The Volunteer Coordinator oversees the contributions of the 10 volunteers currently working at Shrivings. Regular meetings are held to enhance their well being and that of all residents and consumers of programs/services at the Barkly Street high rise building. Planning of what role each volunteer has within Shrivings is undertaken so that they are clear about what they do, how they do it, when they do it, and to ensure that tasks are undertaken in a safe way.

The Volunteer Coordinator is also active in recruiting new volunteers and then training them. Current tasks undertaken by volunteers include:

- Bus driving to pick up Planned Activity Group participants and goods for foodbank
- Washing of kitchen cloths and tea towels
- Organising of pool competition and provision of afternoon tea
- Miscellaneous shopping
- Purchase of stationery
- Fundraising and seeking donations
- Organising bingo
- Setting up and running of foodbank
- Contributing to reception services
- Organising barbeques
- After hours response to high rise residents
- Furniture moving for residents

## Planned Activity Group (PAG)

### Background

Before commencing this part of the report there is a need to acknowledge the work Lyn, Julie, Gaetano, Pam, Channa, Ferida and Vicki in creating an environment that caters to

the needs of individuals and acknowledges their need for social interaction in a warm and safe environment and providing stimulating activities for those who attend. Channa provides a variety of hot, nutritionally balanced quality meals each day for Day Centre attendees and others in the high rise.

Shrivings Adult Day Centre (SADC) continues to provide a caring, supportive environment for a core of 25 clients who are frail aged or have permanent disabilities and a large number of others who 'drop in' for lunch and social contact. At Shrivings we seek to meet the physical, intellectual, spiritual and social needs of participants. This is done through activities which pay particular attention to what is happening in the wider community.

The Team at SADC provide opportunities to participate in a range of craft activity including knitting and crochet, card making, and the making of signs for special occasions. Much of the knitting and crochet provide items are sold or raffled, fundraising for the Centre. A stall is sometimes set up in the foyer of the building. A stall is set up for the Sydney Road Street Party annually.

Special events such as Mother's Day, Father's Day, Grand Final Day, and Cup Day, are all made special for participants at Shrivings. Shrivings has its own version of 'Show Day' - an opportunity for the wider community to come and enjoy our hospitality with showbags, a barbeque, smoothie bar, RDNS stall, and a craft stall amongst other activities. Volunteers at Shrivings organise a footy tipping competition (congratulations Vern and Katerina). Birthdays are acknowledged and handmade birthday cards are given to all consumers and residents in the building.

Morning tea of biscuits and cheese or sweet biscuits is offered with tea, coffee, milo, & chilled water. Special 'morning tea' events have include Daffodil Day with yellow (pumpkin) scones and a morning with Devonshire Tea to raise money to address breast cancer (in memory of Julie Jones). Special brekkies of spaghetti & baked beans, herb buns, toast, and pancakes are devoured with gusto.

Gentle exercise is offered each week as are activities that encourage physical movement- carpet bowls, hookey and quoits are all adapted to meet the individual needs of

participants and enthusiastically embraced by them. Board games and group games such as 'hangman' and '20 Questions' challenge participants intellectually and once again provide opportunities for social participation.

Shrivings has a tradition of enabling participants to access activities in the community. A monthly trip to the movies at Broadmeadows and another to the RSL at Pascoe Vale that provides an opportunity to see a live performance and to dance is part of the Centre's routines. The annual trip to the Tulip Farm in the Dandenongs is always popular. Whilst the loss of the Shrivings Bus has curtailed the range of activities offered recently this will shortly change with the arrival of a new Shrivings bus.

#### Planned Activity Group Statistics:

Average Age: 72, Oldest 94, Youngest 34

CALD: 28%

Single: 92%, 8% in couple

LGA: 88% Moreland, 12% Adjoining Municipalities

Key Issues: 52% Frail Aged, 32% Diabetes, 24% Intellectual Disability, 16% Acquired Brain Injury, 16% Mental Health 8% Vision Impaired, 8% Physical Disability

NB: This data refers to the 25 participants at the Day Centre who are identified as regulars.

### Links between programs

Communication between the Volunteer Coordination program and Planned Activity Group is vital in ensuring consumers receive a quality service and that they do not "slip through the gaps", ensuring they receive attention they need, particularly as their needs change. Volunteers undertake a range of activities supporting the PAG and the high rise residents and Lyn's experience provides a wealth of knowledge and ideas to add to the team's planning for the PAG.

## Case Study

In September 2008 a general practitioner phoned Shrivings to refer one of their patients who had a mild intellectual disability compounded by depression, was socially isolated, living alone and at that time spending a large proportion of their time crying, without anything to do.

Soon afterwards Ros (not her real name) was accepted into the Planned Activity Group. She appears to thrive in this setting. It is more often than not Ros' laughter that can be heard echoing through the Day Centre. She is involved in the pool competition and frequently assists in the Day Centre scoring for competitions and pitching with tasks.

Ros still cries sometimes as we all do for the same reasons but it is much more common for her to laugh now she has found her place at Shrivings. A place where she is accepted for who she is, a caring sensitive individual.

## Looking forward

- We have also commenced a partnership with Merri Community Health Centre to identify the health needs of residents of the high rise and Day Centre participants and increase services to them.
- Shortly we will be trialing the use of a Wii® at Shrivings to see if it is of benefit in further increasing physical activity for our Day Centre consumers.
- We look forward to a new worker being appointed to provide case management to those in the high rise with complex care needs with a need for linkage to services.
- An electronic data base will be in place in the coming year

Lyn, Pam, Channa, Gaetano, Ferida, Ken, Vicki, Shrivings volunteers



# Community Connections Program

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## Introduction

The Community Connections/ Housing Support for the Aged Team has worked to deliver outreach support to clients on our Home and Community Care (HACC) funded Community Connections and Housing Support for the Aged Programs (HSAP). We have continued to work hard to successfully target consumers with unmet complex health care needs who are homeless, or at risk of homelessness. The Community Connections Program has an open referral pathway and uses assertive outreach in locating consumers.

Case management of consumers has been directed towards linking them into services to meet their needs and to maximise their independence and quality of life. We continue to use a team case management approach which draws on the particular strengths, knowledge and expertise of all team members to address consumer needs. Our team members come from a diversity of backgrounds including social work, nursing and psychology with specialist knowledge of the aged and disability sectors, housing and mental health. Our model of fortnightly case conferencing provides an excellent vehicle for applying team case management approach in our work.

The Housing Support for the Aged Program targets people who are over fifty and live in public housing. Eligible consumers have complex health care needs and require long term case management. A team case management approach is taken.

## Geographic Area

The Community Connections and Housing Support for the Aged Team is based at Northcote and covers the local government areas of Moreland, Darebin, Banyule, Nillumbik and Whittlesea. A high proportion of our consumers come from Darebin, Banyule and Moreland, reflecting the concentration of need in these areas.

## Key Relationships

Throughout the year the team has continued to work closely with the Crisis Response Program (CRP) in identifying consumers referred to them by North East Housing Service who might be matched to our team. Joint assessments have enabled consumers to move to either program as appropriate.

We continue to build on our close working relationships with other agencies such as Aged Care Assessment Services, various mental health services, HACC, RDNS Homeless Persons Program, the ALERT team and the cottages respite program at St Vincent's Hospital and GPs. We have made a number of referrals for Community Aged Care Packages (CAPS) packages and worked towards establishing protocols to ensure the smooth transition of HSAP consumers to other programs such as CAPS.

The partnership with Our Homes our Health has continued and provides opportunities to work with the City of Darebin Aged Support Worker, the Salvation Army, SPAN and Jika Jika neighbourhood houses, Women's Health in the North, and Darebin Community Health. This partnership has led to information sharing and work at Holmes Street high rise estate.

## Key Successes

**Tuesdays at SPAN:** Social isolation is a major theme amongst our consumer group. We have continued with community development activities such as our social group at

SPAN neighbourhood house where clients meet one afternoon a week and are involved in cooking, gardening, computers and board games. We have also continued with HSAP outings and enjoyed activities such as going to the movies, Darebin Arts Centre, walks and barbecues.

**Case Management Successes:** A number of our consumers who were homeless or in insecure tenancies have been housed through the Office of Housing, Brotherhood of St Laurence and Aged Care Hostels. We have successfully placed four consumers in transitional housing and continue to support them around the issues which have contributed to their homelessness to ensure that their tenancies will be sustained once they move into public housing.

**New Systems and Processes:** CCP/HSAP will be looking at refining current processes including file audits, referral response time and case plans, as an ongoing system to improve quality and standards of the program. Over the coming year all current processes will be reviewed and policies and procedures drawn up to enable CCP/HSAP to constantly improve in service delivery. CCP/HSAP continues to use Carelink+ as a reporting and case management database and training will be held later this year to implement the updated version of Carelink +.

## Key Challenges

The key challenge in the latter half of the year has been one of staffing stability. For the past three years the team has been fortunate to maintain the same workers. This has been invaluable, particularly considering the challenges presented by our consumer group. In April 2009, Team Leader Ken Wilson left the CCP/HSAP program in to take up a new challenge as Team Leader of the Planned Activity Group at MOSS's Shrivings program.

I would like to take this opportunity to thank Ken for all his hard work and support as Team Leader of the CCP/HSAP Team for the past 3 years. Ken showed through hard work and a commitment to social justice what can be achieved within our program. Sam

Agelis was appointed Team Leader of CCP/HSAP in May 2009. This position has been welcomed and I look forward to building on the team's success in 09/10. Elizabeth Wallace has been successful in filling the vacant position and begins on the 31<sup>st</sup> of August.

Furthermore I would also like to thank all team members Jenny McVeigh, Leonie Tehan and Dianne Thiele for all their support and hard work throughout the year. The team has done a great job in achieving its goals and supporting consumers with the utmost professionalism during the year.

## Case Study

The following case study gives a snapshot of the nature of the consumer group CCP/HSAP will work with and the outcomes achieved.

JM is a 51 year old man that CCP worked with for approximately eighteen months. He presented with very complex issues and behaviours and at the time he was referred to CCP. He had been discharged from a major public hospital into hotel accommodation. It seems that he had been admitted to hospital following a fire in his privately rented flat, probably due to an unattended cigarette.

Attempting to piece together any history on this man was very difficult because he was a very poor historian however it seems that he stayed briefly at Ozanam House but had left when the CAT team were called, following staff concerns about his behaviour. JM was homeless, appearing to have limited living skills, presenting as highly agitated, guarded, suspicious, impulsive and experiencing some perceptual disturbances.

CCP tried to arrange accommodation for JM at a supported residential service however he was unable to be managed within this environment and left within

24 hours. Eventually CCP was successful in nominating JM into a transitional property, hoping to build rapport sufficient to get some assessment of his presentation and a long term plan for his support and accommodation needs. This proved to be enormously difficult. JM was suffering from chronic alcoholism, was malnourished and his behaviour chaotic and unpredictable. Attempts to develop routines around meal delivery and activities of daily living failed. Attempts were made to get a neuropsychiatric assessment and to get JM to attend the Area Mental Health Service for assessment also failed.

The difficulties in getting JM assessed in the community meant that CCP was unable to develop a housing plan for him. JM presented with episodes of agitation and disturbed behaviour suggestive of a psychotic illness. He suffered with persecutory beliefs regarding other people believing that others are spying on him, he expressed beliefs that people were talking about him on the radio and complained that there were ongoing changes in the size and shape of various body parts. He also complained of foul smells suggestive of olfactory hallucinations. His behaviour became distressing to his neighbours who complained of him yelling out at night apparently responding to some perceptual disturbance. He was eventually served with an eviction notice initiated by his neighbours.

Throughout the eighteen months CCP was in contact with this man numerous attempts were made to have the Area Mental Health Service visit him at home for full assessment. He was eventually seen by the CATT team who confirmed that his presentation was probably due to an organic brain disorder. CCP applied for a guardianship order and one was appointed by the Office of the Public Advocate. CCP then organised for an order to have JM admitted to hospital for treatment as an involuntary patient and he was transported to DAS West with police and ambulance service assistance. Following this admission JM spent

several weeks as an involuntary patient in the high dependency ward at the Northern Hospital Psychiatric Unit and several more weeks in the ward awaiting appropriate placement. During this time full physiological and psychological examinations were made with a final diagnosis of severe alcoholic dementia. JM has since been transferred to Wintringham's Wicking Project, where it is hoped that further assessment can be made in relation to his capacity to develop living skills sufficient to enable him to live within a community hostel environment.

This case reflects the enormous complexity of the consumers the CCP/HSAP Team works with and the difficulties in getting flexible service responses from services that can provide assessment, diagnosis and treatment options for clients like JM. The process of getting this in order to develop an appropriate accommodation plan was in the end very traumatic for all parties concerned. Questions arise, such as why this man who was so obviously unwell, homeless and vulnerable was ever discharged from a public hospital to a hotel room with no adequate follow up treatment.

In getting a good outcome for this client CCP worked with a range of agencies including Wintringham, the Office of the Public Advocate, the Community Brain Disorders and Treatment Service, North East Housing Service, The Area Mental Health Service and a local GP and Royal District Nursing Homeless Persons Service.

## Demographics

The 2008/2009 combined data for Community Connections Program and Housing Support for the Aged are as follows:

Accommodation type (at time of first contact with service)

Primary homelessness (sleeping rough)

9/93

Secondary homelessness (couch surfing, boarding houses, temporary accommodation)

30/93

At risk of homelessness (office of housing', insecure private rental)

54/93

## Known disability type

Major mental health disorder (where clinical diagnosis has been made)

31/93

(Schizophrenia, bipolar disorder, dementia type disorders)

Acquired Brain Injury (where formal assessment available)

29/93

Drug and/or alcohol problem

40/93

Epilepsy

8/93

Physical disability/ impaired mobility

33/93

Of note are an increasing number of people who present with high prevalence disorders such as depression and anxiety. Also we have noted a rise in numbers of people with liver disease as people with hepatitis C. Hoarding behaviour and squalid living conditions was noted to be a major issue amongst the population seen. Six of our consumers died in the past year, four of these were under the age of 60 years.

## Team Development Activities

The Team had a development day to review both programs and look at future planning. Themes of the day discussed were team case management, our shared vision and goals, sustainability of outcomes, linkages with other service providers, assertive outreach and the further development of social activities. We also attended the Low Cost Accommodation Program Conference and presented a paper on *Working in Partnerships*.

## The Coming Year

In the coming year we aim to increase our focus on Shrivings and implementing the Older Persons' High Rise Worker within the Barkly Street estate. Katrina, a social work student, will be undertaking a research project looking at the role of the Older Persons' High Rise Worker. The research project will investigate how this will fit into existing program areas.



# Children's Services

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## Brief description of program

The North West Regional Children's Resource Program was developed to assist the homelessness sector in identifying and addressing the specific needs of children experiencing homelessness. The program is statewide with coordinators in each metropolitan region and in rural regions as well.

The program provides a range of support to homelessness services in the North and West Metropolitan Region who work with children in homeless families. Support is provided by:

- The provision of secondary consultation, information, support and resources to workers.
- The development of training for workers and SAAP agencies.
- Conducting research and promoting best practice.
- Advocating on behalf of children experiencing homelessness on a range of issues that affect their health, wellbeing and status within our community.
- Managing a resource library
- Managing/ updating the website [www.homelesskidscount.org](http://www.homelesskidscount.org)

## Services:

- Information provision
- Secondary consultation
- Community Development - co-facilitating workshops, activities, forums and participating in children specific events and festivals.
- Active involvement in various networks focused on Homelessness Service System development and advocating for children.

- Direct support to homelessness services in the development of tools, policies and sourcing and facilitation of training that promotes best practice in the support of children and promotion of child safe organisations.
- Data Collection and Research.
- Support to SAAP agencies with Homelessness Assistance Service Standards and Accreditation in relation to children's issues.
- Developing partnerships with Indigenous communities to raise the profile and support the specific needs of Indigenous children.
- Developing partnerships with CALD communities to support the specific needs of CALD children.
- Representation within the Family Violence, Family Services, Mental Health, Education, Disability, Health and Early Years sectors to raise awareness of the needs of homeless and disadvantaged children.

### General report on activities/resources for the program

Where to go for help in the North West Region List has been completed and distribute to services, it is available on the website. The feedback has been great and very popular. Last year Hanover Family Services approached us to produce in partnership a pamphlet to be given to children on their rights in homelessness services, what is SAAP support, what do workers do, what is transitional housing etc. This brochure has now been developed and is called *Kids Business* information for kids who use SAAP services; this is also available on the website.

As a statewide group we were successful in getting funding from DHS to reprint the booklet *Through a Childs Eyes*, which was initially created by the Grampians SAAP children resource project and also to reprinting the *Children and Homelessness* pamphlet. This will be available to distribute at a statewide level.

*Statewide Children's Assessment Kit:*

Over the past year the Statewide RCRP had worked consistently on producing a Statewide Children's Wellbeing Pro forma/kit. It is designed to meet the Homelessness Assistance Service Standards and promote strength based holistic intake and case management support. The wellbeing pro forma is divided into four assessment forms, a generic assessment form designed for intake services and three age and stage development assessment forms which cover early years, primary years, and secondary years. The assessment form is designed to be adapted to meet the specific needs of the service and their targeted client group. We are continuing to promote the wellbeing pro forma at a statewide level, it is available on our website.

*Bright Futures Continuing Care Project:*

Our program applied for funding through the FaHCSIA Protecting Children Together Initiative to provide the Bright Futures Continuing Care Project. We were successful with the funding application and are funded to provide an 8 week creative music and art program with individual and family outreach case management support (2 EFT). The program is unique, as it uses the Bright Futures Model and targets Indigenous children experiencing homelessness and family violence. The program will be delivered in the 09/10 financial year and we look forward to its outcome.

*Child FIRST/ SAAP Hume Moreland Region:*

Our program was approached by the Hume Moreland Integrated Family Services (HMIFS) Alliance to run a forum where the two sectors can showcase the work we do, discuss sector initiatives and develop relationships, this group is comprised of HMIFS Alliance, DHS, THMs (StVDP and Homeground) and our program. The forum was very successful and well received. The group has continued to meet to further work on new regional initiatives between the two sectors.

*Indigenous HASS project:*

Last year Katrina had taken up an opportunity to support Indigenous organisations

through the HASS process. Katrina will be working with Margaret Tucker Hostel one day per fortnight, to help them through the self assessment process and working with other project workers, to support the seven Indigenous organisations in the region to get ready for accreditation. This is a twelve month project that has been funded by DHS through Indigenous organisations in the region.

## Network involvement

The NWRCRP participates in a number of networks across the North West region and aims to advocate for children's rights, promote best practice, disseminate information, and network services that are available for children experiencing homelessness and/or family violence. Some of the current and new networks we attend:

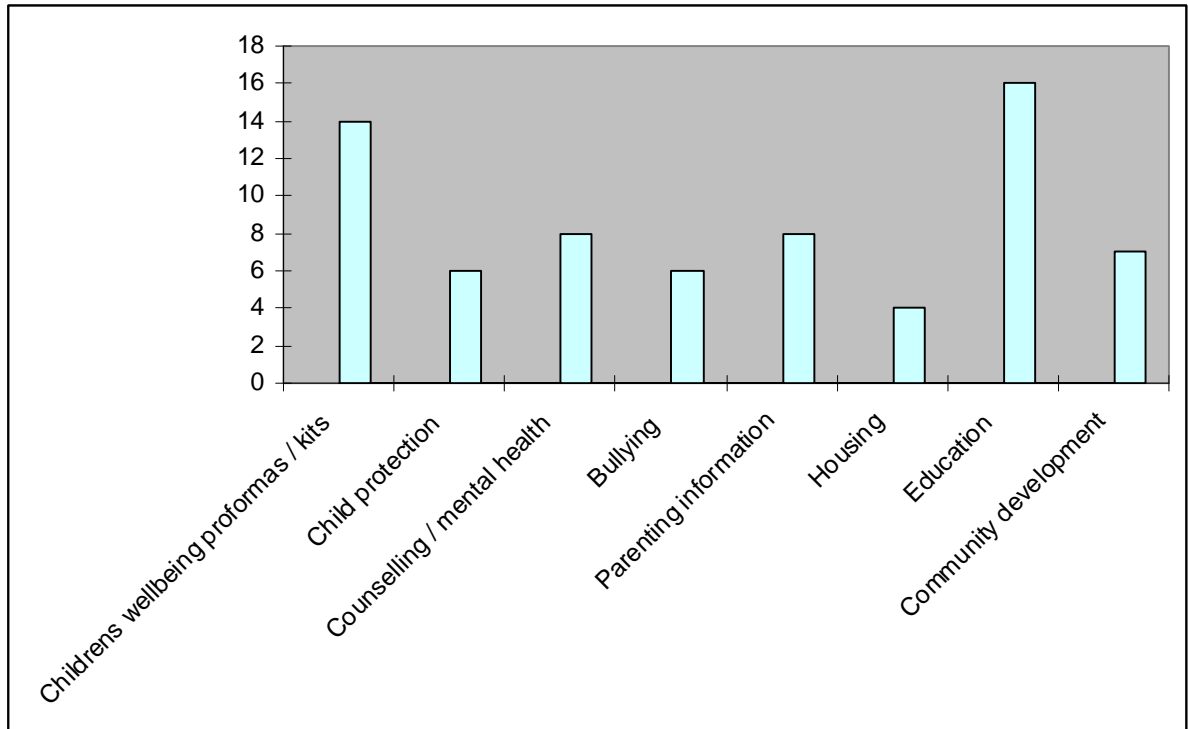
North West Homelessness Network, Domestic Violence Networks, School Focused Youth Service Networks, Statewide Children's Resource Workers Network, Hume Moreland Integrated Family Services Network, Specialist Youth Networks, Lodbjbra, LASN(North and West), and the newly established network NWMR children's network, and the Hume Moreland Child FIRST/Homelessness network.

Our program had some money left over from the grant we were successful in through Sidney Myer Fund last year. With the remaining money we ran a Digital Storytelling workshop, for girls and boys aged 8-12 years, in partnership with WISHIN. The project is called "Carnival of Tales", and we have employed a local multimedia artist who has worked with community organisation's running these types of workshops. The aim was to give the participants the opportunity to create their own 'digital story', a short film comprised of still photos, video and drawings with an accompanying narrative as told by each child. This proved a positive way to express themselves and their ideas. The photos (with permission of the family) are displayed in the foyers of both our Northcote and Broadmeadows offices. We were also successful in receiving a grant from the Ian Potter Foundation for \$15,000 to run a similar workshop with ACMI (Australian Centre for Moving Image), which will also run as a school holiday workshop in the New Year. We are in the planning stages of this program. Please see photos below:



## Statistics (Secondary Consultations)

The following graph covers secondary consultations from July 08 until June 09. The consultations have been mainly via telephone; however some have also been through emails and through our network meetings. As the graph highlights the majority of the information requested in this financial year has been around the Children's Wellbeing Pro forma which also includes supporting agencies with the HAS standards, education (tutoring, camps, material aid, fees). The consultations for counselling and community development activities have been consistent with the previous two years.



### Aims and objectives completed this year

- Continue to promote HAS standards and accreditation and developing tools to support services to reach accreditation
- Participating in the family violence reforms
- Participating and disseminating information on legislation changes around working with children, for example, Children, Youth and Families Act 2005, Child FIRST Initiative, Working with Children Checks and Best Start Initiatives

- Continue to support Bright Futures therapeutic group work and future funding opportunities
- Sector development and engagement
- Participation and development profile of Statewide Children's Resource Program
- Reproducing the *Through a Child's Eyes Booklet* and the *Children and Homelessness* pamphlet. Also working on producing this booklet in an Indigenous specific edition.
- *Kids Business* information for kids who used SAAP services and *Where to get help in the North West region*.
- Coordinating school holiday activities
- Group work programs - Digital Story Telling workshop.

## Acknowledgements/Future

Halime and Katrina are looking forward to continue working together and look forward to carry on to develop the program into a great resource for the SAAP sector and children who are impacted by family violence and homelessness.

We would also like to take this opportunity to thank all the services in the North West region, the statewide children's workers, and Sidney Myer fund for their financial contribution to run the digital story telling workshop, WISHIN (in particular Tessa Jackson) and Hermione Merry. In addition we would like to thank Naomi McNamara who was with MOSS until December last year. Her enthusiasm, knowledge and commitment to our program has been welcomed and greatly appreciated. We wish her all the best and do miss her. Last but not least, we would like to acknowledge the Committee of Management, Rob and Tony and the rest of the MOSS staff for their encouragement and support throughout the year.

Halime Aldemir and Katrina McAuley

# Bright Futures

Bright Futures has been involved in a number of different projects during 2008/2009. Funding had been received from Clayton Utz Foundation which enabled the Bright Futures group to continue from July - December 2008. Deb Cole from Orana Family Services had contacted Janine, the Bright Futures Group Work Coordinator, as they had heard about the Bright Futures group and were interested in being involved in some capacity. As a result, Anja (a worker from Orana) volunteered to co-facilitate the group that was held here at the MOSS Broadmeadows site in term 3.

Openings for referrals were then offered to families that were being supported by Orana. As it turned out, Orana was unable to refer any families directly, and so all referrals came from the two Hume transitional outreach teams here at the MOSS Braodmeadows site. Feedback from Orana about the experience of Anja being involved in co-facilitating Bright Futures included it being both beneficial to Anja's individual learning, as well as providing benefits to their agency.

Benefits included a greater understanding of the issues that are faced by children who have experienced homelessness and/or family violence, and the various ideas and methods of using creative arts activities to engage children. At the end of the program an evaluation report was provided to Orana Family Services outlining the findings of the Bright Futures group for the participants and their families. This group was also co-facilitated by other MOSS staff including Nickie from the Crisis Response Program and Ingrid from Hume T1. This was of great benefit to me as Coordinator, as they were both so valuable in their contributions to the group, and the experience that they brought with them.





**Staff and kids from the Bright Futures program**

Another Bright Futures group was planned to go ahead with Sunbury Community Health Service in Term 4, 2008; however due to limited referrals this was cancelled at the last minute. Janine is still working hard to ensure that a Bright Futures group does happen out in Sunbury at some stage due to the overwhelming need of support programs for the children in this area. After negotiating with Clayton UTZ, we were able

to change the funding plan from running a Bright Futures group, to providing short-term therapeutic support to children within MOSS. The objectives of this program were to:

- Provide short-term therapeutic support to children to assist them to address issues that impact on their emotional wellbeing, connectedness to their family and community and/or their education.
- Assist children to access longer term therapeutic and/or community supports if required.
- Support parents/caregivers to support their children.
- Provide support to MOSS case management teams to improve their capacity to support children in homeless families by working collaboratively with teams to improve the support outcomes of children.
- Further define the working relationship between a specialist worker and generalist teams to assist MOSS to build on the learning's of the Bright Futures research.

The project was to assist primary school aged children in homeless families who were accessing support from a MOSS case management program. The children had been assessed by the case management teams and had been identified as having significant needs that required specialist short-term support. During this time I liaised with the referring teams and had access to the family files and child and parent assessments which assisted in obtaining information about the child's needs and situation. An initial home visit was arranged with the family in conjunction with a worker from the referring team. My role was explained, and I explored further the type of support the child needed. I then developed a therapeutic support plan and provided short-term therapeutic support which was guided by the child's needs.

Throughout the period of support, I maintained regular contact with the parents, the referring teams and other significant supports in the child's life, for example their school. The child was then supported to exit the project and was assisted to engage with an appropriate additional supports if further assistance was required. At the end, a closure report outlining any further actions that were required to support the child was provided to the referring team.

The project was evaluated by accessing feedback from the children via individual interviews and evaluations on the benefits of the support they had received and the impact it may have had on their emotional wellbeing, sense of connectedness to their family and community and their education. Also feedback from the parents was accessed, ascertaining the impact the support had on their child's emotional wellbeing, connectedness to family and community and their education.

Parents were also asked to reflect on the benefits of the contact they had with the Children's Worker and the impact it may have had on their capacity to understand and support their child. The referring teams were also asked about their thoughts regarding the impact of the project on their capacity to support children and the children's support outcomes. I too reflected on the strengths and limitations of the project and provided recommendations for future improvements. A report was written, collating and analysing this information that was provided to Clayton Utz Foundation. This was also used by MOSS to enhance our knowledge of working with children and which contributed to potential resource configurations within the service to improve our response to children accessing the service.

From 2<sup>nd</sup> March – 26<sup>th</sup> June 2009, Melton Shire Council contributed funds for the Bright Futures group to be run in Melton for the families they were supporting. Dean and Anne (from their Housing Team) and Christine (from Family Services) co-facilitated this group. All referrals came from within Melton Shire. As with other groups that have been run in partnership with other organisations, this was just as successful. The feedback from the co-facilitators was that they felt well supported; they were given enough opportunities to lead the group activities; and that the group was all very well structured to meet the needs of the children and the aims of the group. However it was suggested that more training for the co-facilitators before the group began would be beneficial. As a result of this I am now putting together a training package that will be provided to prospective co-facilitators around the impact of trauma on children; the use of music therapy and creative arts when working with children; and hands on experience doing the activities, so as the co-facilitators have a better understanding of the importance and outcomes of these activities.

From the children's responses from both groups run during 2008/ 2009, it is evident that many of the aims and objectives of the group were met. For the children to state that they were having fun (100%) and felt good about themselves (90%), the children need to have a certain level of confidence and self-esteem. More than half of the children (70%) recognised that one of the ways in which the group helped them was by being able to express themselves creatively. Children said equally (70%) that the group helped them by learning safe ways of expressing their experiences, that the group helped to release pent up emotions, as well as them learning ways to express difficult emotions.

Noted as being most significant in the results was that 85% of the children identified that the group helped them to develop healthy ways to resolve conflict and that they learnt ways in which they could take responsibility for their behaviour. These results in particular indicate in some way that there would be increased potential for these children to change their behaviour patterns, preventing them from re-entering the Family Violence and Homelessness Service System in the future.

Janine Sheridan

# Crisis Response Program

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The **Crisis Response Program (CRP)** is in fact two programs, the aforementioned and the **Intensive Case Management Initiative (ICMI)**. The inclusion of ICMI within the Crisis Program allows for cross program support and sharing of resources. The ICMI (pronounced Eek-Me) report is at the end of this report.

The CRP is a short-term case management program that provides support to people experiencing homelessness or at risk of homelessness. We look to make links to appropriate services within the community that will help our consumers establish and sustain long term tenancies.

## Geographic area of operation

The Crisis Response Program works within the LGA's of Darebin, Banyule, Nillumbik, Whittlesea and Yarra.

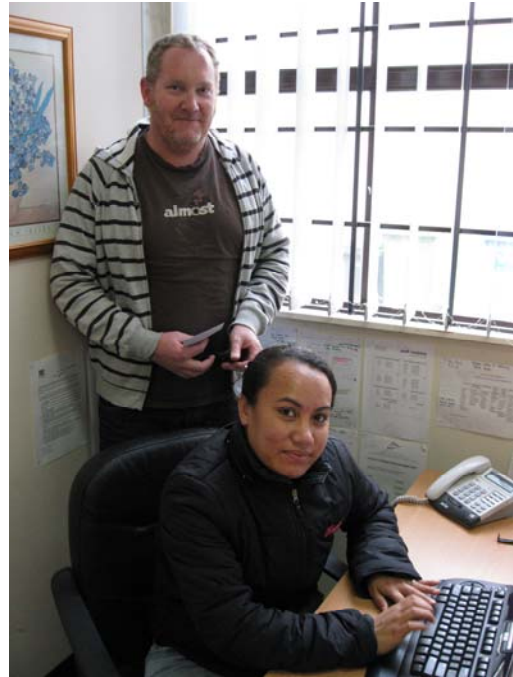
## General report on activities of the team

As per usual the team has had a very busy year and also experienced several changes in team-leaders over the course of the year. The first for the year was Ian Gough who has worked for MOSS in various positions including Team Leader and Operations Manager since the year 2000. Ian was also a central player in the implementation of the Hume Programs based at our Broadmeadows office. Ian left the agency to work for Anglicare to fill the position of Family Services Program Manager for their Werribee Office. Ian will be well missed by staff and service users alike.

**Richard and Sene from the CRP team**

After Ian left the agency Kate Burns once again stepped up to the challenge of Acting Team Leader again filling the role with great aplomb for several months until a new team leader could be interviewed and appointed. Richard McKinna was selected as Team Leader of the Crisis Response Program and began midway through May this year. The team is functioning well under his leadership.

The backbone of the team Kate Burns, Kathryn Taylor and Sene Potoi have kept the program performing despite changes in team leader, staff shortages and a never ending demand for their services. Nickie Toulakis went on maternity leave during the year and returns to the team in February 2010.



Thanks go to Shureeka Alves who worked in the team as the ICMI worker and the regular CRP team. Shureeka has since moved to the Transitional Outreach Support Team. Thanks too to Gabrielle Nunan who worked on the team for a stint as a locum worker before moving over to the TOST team.

The Crisis Response Program welcomes back Tim Cotton who gave up the thrills of team leading the Transitional Outreach Support Team to take on the running of the Intensive Case Management Initiative (ICMI) in May this year. Tim was one of the founding members of the original team and brings a wealth of experience and expertise to the team.

## Key relationships with other teams / service providers

The Crisis Response Program receives its referrals from North East Housing Service's HIR team and naturally has a good relationship honed from working together for many years. Likewise our relationship with North East Housing Tenancy team remains solid and they continue to be compassionate and understanding landlords for our consumers in their transitional housing.

Housing Choices Australia (from the recent merger between HCA and Melbourne Affordable Housing) is a housing association working to provide quality affordable housing. Several consumers of the TOST and CRP programs, in the last six months, have moved into rental properties provided by this service (and we are hoping for a lot more). These properties are generally brand new and are available for long term lease at a rent comparable to Office of Housing.

The Crisis Response Program receives assistance for our consumers from a number of Trusts. In Particular CRP would like to thank Walter and Eliza Hall Trust, The Queens Fund and the Allanah and Madeline Foundation.

Our co-tenants at 9 Langwells Parade continue to be Clean Force Property Services who have been good neighbours for many years and know a thing or two about disability employment services.

The Crisis Response Program would like to thank our co-inhabitants at the Northcote Office the Community Connections Program and the Transitional Outreach Support Team... you're all looking fantastic!

## Network involvement

Kate, Kathryn and Sene continued to support Darebin Intervention Order Support Service. Kate is part of the Segment 1 Priority Housing Application Review Panel. Kathryn is part of the MOSS Quality Council which meets regularly to implement the

Continuous Improvement plan set out by QICSA ( Quality Improvement Community Services Accreditation)

### **New systems and processes**

The team has recently moved from hand written case notes to using electronic case notes. So far the electronic case notes have proved to be easier to use and more legible. The team continues to desire a comprehensive, networked, all-in-one electronic case management system

### **Presenting support issues**

A lack of affordable safe housing continues to be the major key issue for those experiencing homelessness in Victoria. Even on the highest priority Office of Housing application, infamous 'Segment 1' approved consumers can wait at least two years before they receive an offer of housing. I am aware of one client who has been waiting for more than 5 years in a two bedroom property with three sons aged between 10 and 17. They are in one sense lucky because they are in a transitional property and so their rent is reasonable and their landlord treats them with respect. If they were currently trying to find housing they could expect to be all sharing a room, paying almost all of their Centrelink benefit, in a poorly maintained house with several other families.

### **Key challenges for coming year**

The big challenge for the team this coming year will be the gradual unfolding of the Federal Government White Paper on Homelessness and further implementation of the Victorian Homelessness Strategy.



## Statistics

### Number of Clients supported

- Adults 206 60.7% Female, 39.3% Male
- Children 203

### Demographics

- Age range Adults 6.0% were 19 years or younger, 31.4% were between 20 to 29 years, 35.3% were 30 to 39 years, 19.1% were 40 to 49 years, 5.4% were 50 to 59 years and 3.0% were 60 years or older
- Cultural ID 15.7% of our consumers were indigenous Australians, 58.6% were Australian and 26.7 were CALD
- Family structure i.e. single adult, single parent, two parent 40.8% were single, 51.0% were single parents, 3.9% were couples and 4.4% were couples with children.
- LGA location of clients 52% Darebin, 14.6% Banyule, 10.4% Whittlesea, 2% Nillumbik, 1.5% Yarra and 19.5% other local government areas

### **The Intensive Case Management Initiative (ICMI) Project**

Merri Outreach's relationship with the Intensive Case Management Initiative (ICMI) began in 2007 when we were successful in applying for a number of individual support packages. In 2008 we successfully submitted a proposal with WT Onus Hostel to work with 12 Indigenous clients from the hostel. The funding was subsequently rolled over into the 2009/2010 year.

The funding received through the Intensive Case Management Initiative allows us to develop a working relationship with consumers over a 12 month period. Those involved on the program have complex issues in their lives that have led to their current period of homelessness. The funding for the project is allocated through Hanover Welfare Services and I have been working with the ICMI Project Officer, Kim Burns. I have had an

association with Kim since the ICMI project began in 2007, her experience and understanding of the homelessness sector and her accessibility has been a bonus on top of the possibilities that the funding gives our consumers.

WT Onus Hostel provides short term accommodation to Indigenous single people and families; the hostel is one of the many set up across Australia to accommodate Indigenous people who are in transit. The client group can present to use the hostel for a number of reasons: to attend secondary or tertiary education, stay on the way to an aged care facility or to be in town to attend medical appointments. Although the hostel expects a percentage of their client group to present in crisis - that is, to be homeless, at this time the majority of the people staying at the hostel have no other housing options and in most cases have presented to the hostel with a complex series of issues that have led to their current situation, (although I will be stating the “bleeding obvious” Indigenous clients who present in crisis come from a complex base of family breakdown and generations of disempowerment). The Aboriginal Liaison Officer employed at the hostel, Charmaine Hamilton, spends most of her time addressing issues centred around immediate crisis: such issues for example might concern a primary health issue, pressing legal issues, disruptive and distressing family conflict or mental health issues that have gone untreated. At the time of writing this report there were 34 people housed at the hostel and according to Charmaine, 30 are in crisis.

Tim Cotton became the ICMI Project Worker at the beginning of May 2009, continuing the work begun by Shureeka Alves and the Crisis Response Program. Currently there are eleven ICMI clients, all of whom came through WT Onus Hostel. Of the eleven clients five of them are families, two of the families were comprised of two adults in the other three the family was run by a single woman. The ICMI consumers have arrived at WT Onus Hostel with few other housing options, a number of them have left their previous housing following interpersonal conflict, a number of them have lived on the margins of the mainstream community since birth and their times in appropriate housing with access to community services has been minimal. Two consumers have been diagnosed with a clinical mental health problem, another an acquired brain injury from motor vehicle accident. Initial funding is expected to be extended a further 12 months. Over the 12 months to come I will be working with at least 12 clients on the ICMI program.

# MOSS-Hume Transitional Support Program

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## Program description

The program provides medium to long term transitional housing support. The core work of the MOSS-Hume Transitional Support Program is case management and the program is outreach focused.

The key role of the MOSS-Hume Transitional Support Program is assisting consumers to address the barriers to obtaining and, more significantly, maintaining, appropriate accommodation. The MOSS-Hume Transitional Support Program does this by assisting the consumer to develop a case plan that addresses these barriers. There is a strong focus on support issues such as employment and training assistance, living skills and capacity building activities.

## Geographic area of operation

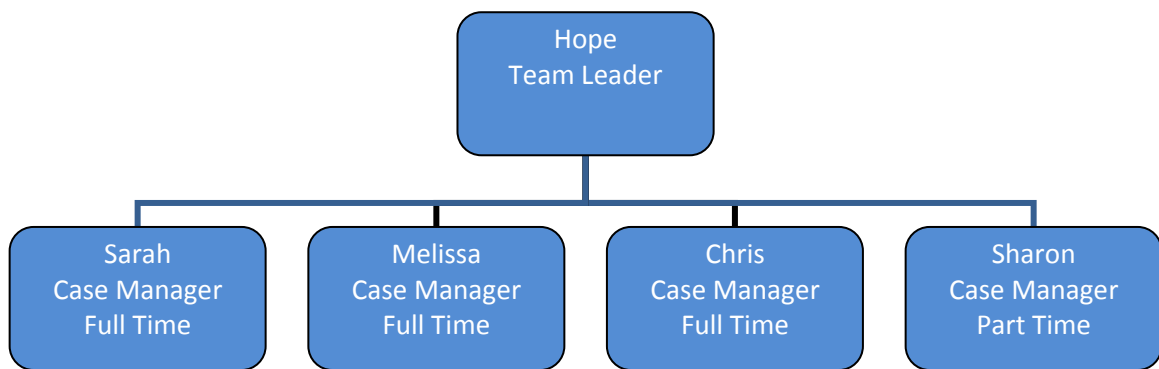
The program covers the municipalities of Hume/Moreland including; Broadmeadows, Meadow Heights, West Meadows, Dallas, Roxburgh Park, Gladstone Park, Craigieburn, Sunbury, Glenroy and some parts of Moreland.

## The Teams

The Hume Transitional Program is administered by 2 teams, called T1 & T2

## Team 1

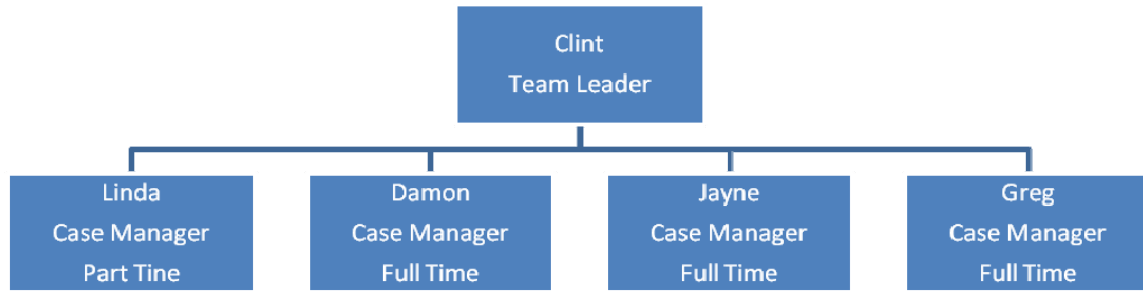
There have been a number of staff changes for Team 1 in the past year. This year we have seen Natascha take 12-months leave to pursue a role with "Bush Fire Case Management", Jayne accepted a full time position in Team 2 and Liam accepted a Team Leader position in TOST at our Northcote office. These changes have provided the team the opportunity to welcome Chris, Sharon and Hope into the team. The current team is as follows





## Team 2

The team composition has dramatically changed in the latter part of 2008/2009 after a long period of stability. Of the five long term team members, two left MOSS and two became Team Leaders within MOSS (one with Team 2). Two of the vacant positions were filled externally and one position was filled internally.



Greg



The new team is mix of dynamic personalities with a great deal of knowledge and experience and a commitment to the rights of consumers.

Collectively, the teams have experience in:

- *Juvenile Justice*
- *Youth Work*
- *Housing and Homelessness*
- *Indigenous Family Support*
- *Disabilities*
- *Drug and Alcohol*
- *Mental Health*

### Key relationships with other teams / service providers

The Hume teams have good internal relationships with the Children's Program, including Bright Futures and of course, each other.

The teams have well developed relationships with the following services:

- *ST Vincent De Paul; (HIR, TAW & Crisis)*
- *Office of Housing; Broadmeadows & Preston*
- *The Department of Human Services Child Protection & Disability Client Services*
- *Broad Insight*
- *Material Aid Providers*
- *Broadmeadows Uniting Care*
- *Coolaroo Community House*

- *Hume City Council*
- *Local Learning Employment Network*
- *Dianella Community Health inc*
- *Merri Community Health Services*
- *Sunbury Community Health Centre*
- *Community Housing LTD*
- *Melbourne Affordable Housing*
- *Hume & Moreland School Focus Youth Service*
- *Moreland Council*
- *Berry St Northern Domestic Violence Service*
- *Women's Housing LTD*
- *Moreland Hall*
- *Housing Choices Aust*

## Community Development

The teams are participating in Community Development activities alongside Case Management. Team 1 are actively involved in Youth Networks, Quality Council, OH&S, LASN and the Segment One Panel.

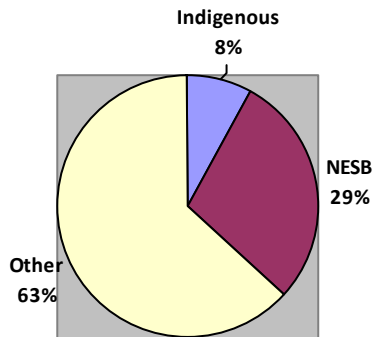
The teams are also participating in a research project pertaining to the frequency and reliance that people on a low income have on material aid providers in the Broadmeadows. The project came out of ongoing discussions between MOSS staff and material aid providers who noticed a dramatic increase on the need for these services and the increase of services required outside of the traditional service provided by material aid providers i.e. car repairs, registration, school fees and medical expenses. Team 1 have also been able to offer a student placement this year to Cheryl Vandersyde, a first year Community Development student from Victoria University who came on board for a 210 hours placement. Cheryl has had the opportunity to participate in case management, observe the function of a community agency and broaden her understanding of homelessness. Cheryl has also participated in the research project and visited the other MOSS offices.

*“being a student at Merri has been a fantastic learning experience for me with great people and great work they do with lots of jokes” .....Cheryl Vandersyde (Community Development student on placement)*



## Professional Development

The teams are continuously seeking training opportunities to improve on staff learning's, client outcomes and staff development. Team 1 have participated in a number of training sessions that include; Family strength based training, CRAF Family Violence Training, Suicide Intervention & Prevention Training, Supervision Training, Metal Health 1<sup>st</sup> Aid, Introduction to Homelessness and Social Housing, OHS representative and Union Delegates.

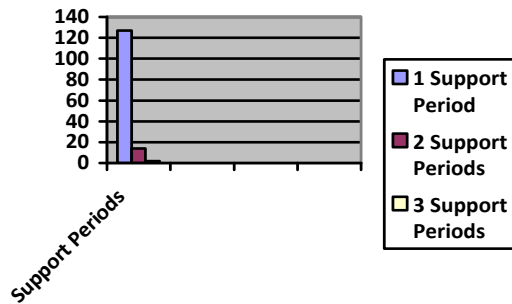


Client ethnicity data for this year

## Case management success

The teams have observed many consumer success stories this year. Successful segment 1 applications have led to consumers achieving their housing goals; a housing application to Community Housing LTD resulted in a brand new 2 bedroom home for one consumer and her family; many consumers have achieved a range of goals and others have made steps to accessing specialist services. For others, simply asking for support and sharing their stories with a service for the first time is a huge step forward.

## Client Support Periods



## Challenges for the coming year

As the teams are newly formed they will need to work to build their profile and links within the local community. As with the past year, there will be many challenges to face and some of these challenges are:

- On-going development of the teams and team building
- Consumers with no tenure and or living in rooming houses
- Large families with limited housing opportunity
- Families with adult children who have extensive support needs
- Large families with limited housing opportunity
- Large families who have become “exempted out” of the public housing market due to dwellings not existing for such large numbers
- Difficulties working with families currently placed in inadequate sized housing
- Intergenerational families / extended kinship arrangements (in particular Aboriginal and Torres Strait Island families)

The best way to tackle those challenges is through good local knowledge and strong networks. The Local Area Service Network is now well established in the Hume region

and this network will continue to foster strong linkages and assist with sharing knowledge.

A particular challenge for the sector is the battle to raise the standards of rooming houses. This challenge could bear fruit during the coming year, given the level of involvement of homelessness services and government.

### **New systems and processes**

The teams have been working on systems and processes to assist to maximise our time management. So far the team has been working on improving systems such as the task list and priority boards.

# Transitional Outreach Support Team

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## Brief description

The Transitional Outreach Support Team (TOST) provides outreach team case management to people (individuals and families) who are at risk, or who are currently experiencing, homelessness. It is a SAAP funded program. The TOST team work in collaboration with consumers to devise case plans to address identities centred on homelessness and reposition their identities within sustainable housing outcomes - this is assisted with the provision of referrals, linkages and generating interconnectedness within the community that are thickening of sustainable housing outcomes.

## Geographic area of operation

TOST's catchment is the north-eastern part of metropolitan Melbourne.

## General report on activities of team

The TOST program had a reshuffle of its staff in May 2009. It has said farewell to Tim, who served it well as a team leader with a calm vigour for service delivery: he now steers the Intense Case Management Initiative component within Crisis Response Program (CRP). It said farewell to Richard, a worker of much rapport, who currently is team leader of the Crisis Response Program: TOST wishes him all the best. Shureeka became TOST's new outreach case manager; she has had lots of history and experience

at MOSS, and had accepted a role on Bright Future's children's therapeutic group work program as a case manager; and returns in September 2009. Gabrielle joins the team, adding to the shared knowledge of TOST in the provision of creative outcomes in service delivery: welcome! Maureen, continues on the team, and has been a figure (amid staff changes and induction onto TOST) of what it means to provide a high standard of service delivery to people experiencing homelessness. Vicki has assisted the team with her locum case management expertise in Shureeka's absence. Liam became the team leader, moving from the MOSS-Hume Transitional Programs (T1) and is honoured to roll up his sleeves and collaborate with consumers within a dedicated team of professionals.

### **Key relationships with other teams / service providers**

TOST has a relationship with the CRP team at MOSS, Northcote. It receives referrals that provide a vital pathway in the transition from crisis short term case management to medium term case management of consumers who are currently experiencing homelessness. TOST also has relationships with Indigenous services: it receives referrals for case management from Elizabeth Hoffman House supporting women, and their children (where accompanied) in the transition from crisis to sustainable long term housing. It also maintains a relationship with WT Onus Hostel centred on issues of homelessness.

### **Key successes and program highlights**

One of the program successes we are privileged to report is the 50% consumer participation from Indigenous community members. MOSS humbly positions itself on its inclusivity and its relationship with the Indigenous community. With established relationships with Indigenous services including Elizabeth Hoffmann House, WT Onus Hostel, Aborigines Advancement League, MOSS is well placed to maintain this. With the advent of access points and opening doors, it will be a challenge for the year ahead to see if this high presentation will be sustained.

## Network involvement

At present TOST is reviewing network involvement due to staff changes that occurred within this reporting year. TOST currently participates some of its time to the Men's Referral Service (MRS) in counselling men who use violence and to seek to contribute to engaging in activities that make the community safer - highlighting a "no to violence" stance. Involvement in the MRS ensures vital skills are maintained and developed to address violence (both experience and use of it) within the consumer population.



(at left) ... Liam and Maureen from the TOST team

## Case management successes . . . New systems and processes

In the new reporting year 2009/2010 TOST will be implementing a new tool that fuses case planning and task list documents. It is hoped that it will reduce the double entering of documenting case plans and devising task lists and reproduce it within a format that both outlines presenting issues to be addressed (care plan) with tasks necessary to complete it. It will also generate transparency further by documenting both consumer and TOST activities necessary for maintaining case planning for better outcomes.

## Presenting support issues

### *Issues for adults*

In this reporting year, TOST worked in partnership with consumers who presented with a variety of support issues which impacted on homelessness. This table reflects some of the issues experienced that influenced homelessness

Presenting Issues	Percentage of consumers
Budgeting Difficulty requiring financial interventions	62%
Family violence support	15%
Support and counselling	81%
Family and relationship issues	28%
Difficulty in accessing short term housing	50%
Substance dependency	32%
Mental Health	10%
Health Issues	40%
Interpersonal conflict	28%

### *Issues for children*

Accompanied children presented with a variety of support issues which impacted on their experience of homelessness. This table reflects some of the issues experienced:

Presenting Issues	Percentage of children
Requiring day care	20%
Behavioural problems	5%
Health issues	3.5%
Requiring advocacy around experience of homelessness	50%
Structured development and play issues	5%

### **Statistics**

Number of consumer support periods

- Adults: 115
- Children: 215



## Demographics

Age range Adults	<ul style="list-style-type: none"><li>• 15-19 7%</li><li>• 20-24 5%</li><li>• 25-29 13%</li><li>• 30-34 11%</li><li>• 35-39 25%</li><li>• 40-44 16%</li><li>• 45-49 5%</li><li>• 50-54 10%</li><li>• 65+ 2%</li></ul>
Age range Children	<ul style="list-style-type: none"><li>• 0-4 26%</li><li>• 5-12 59%</li><li>• 13-15 11%</li><li>• 16-17 3%</li></ul>
Cultural ID	<ul style="list-style-type: none"><li>• 6% CALD</li><li>• 50% Indigenous</li><li>• 44% Other</li></ul>

Family structure i.e. single adult, single parent, two parent	<ul style="list-style-type: none"> <li>• Person with Children 50%</li> <li>• Couple with children 9%</li> <li>• Lone person 13%</li> <li>• Couple 7%</li> <li>• Living with unrelated people 3%</li> <li>• Other 12%</li> </ul>
Family size	<ul style="list-style-type: none"> <li>• With 1 child 16%</li> <li>• With 2 Children 20%</li> <li>• With 3 children 8%</li> <li>• With no children 47%</li> </ul>

### Key challenges for coming year

During 2008/2009 sustainable housing exit plans from TOST were centred on consumers accessing Office of Housing as long term options. 100% of case management plans focussed on preparing people for public housing living. Over the next year TOST will look at this as an issue impacting on people's housing choices and limiting their options within private rental. The challenge ahead is this: will private rental as an option remain at 0%; and discuss with consumers what would make private rental a desirable sustainable option?

When considering this, TOST examined the current rental property prices for a modest family home on some popular websites and rental was generally in the range of \$280 to

\$460 per week. The more affordable rents were few and far between with limited stock, and the higher range simply would put individuals under significant income stress, well above the 25% of their total income. With this in mind many consumers interpolate this into their identities as “just too much” and perceive the rental market as not within their preferred option. Often as we consult with consumers about tenancy options, within their income range, private rental generates comments that centre on this being least preferred (due to price, security of tenure etcetera) and focus on public housing as their preferred option (guaranteed long term tenures, affordable, and so on). It will remain a challenge to encourage a wide variety of options for long term tenancy options inclusive of both private and public housing stock.

# Minutes of the 2008 AGM

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## 1. Attendance

Rob Sago, Ken Wilson, Franc de Petro, Naomi McNamara, Colleen Turner, Hope Jenkins, Richard McNamara, Natascha Boutlis, Havva Uysal, Clint Marion, Tony Clarke, Sene Potoi, Tim Cotton, Trudy Brunton, Frances Brunton, Ken Dyson, Tracey Shaw, Janet Hall, Jock Allan, Bradley Stephens, Ian Gough, Melissa Wright, Katrina McAulay, Halime Aldemir, Jake Argyll, Ingrid Jolley, Liam O'Neill, Leonie Tehan, Sam Agelis, Nickie Toulakis

## 2. Minutes of the 2007 AGM

Minutes reviewed and passed by Jock, seconded by Rob

## 3. Reports

Colleen Turner, Chairperson, provided an overview of the past year and thanked staff and committee for their work and ongoing commitment. Rob Sago, Manager thanked committee and staff for their hard work and support and thanked consumers for their ongoing contribution and feedback to the agency. Jock Allan, Treasurer provided an overview of the financial report and the spending priorities for the agency in the past twelve months.

## 4. Appointment of auditor for 2009/10

The appointed auditor remains Sean Denham from Sean Denham and Associates.

Moved by Jock and seconded by Ian

5. Nominations of new Committee members

MOSS committee members re-nominated and were accepted :

Leigh Tabb, Colleen Turner, Bradley Stephens, Jock Allan, Janet Hall

Presentation by CCP staff followed and acoustic entertainment

# Who's who at Merri

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(paid staff by Program)

## **Brunswick Programs (Shrivings)**

Ken Wilson, Lyn Darmanin, Julie Jones, Gaetano Scollo, Feride Recepoglu, Chandana Palipane, Pamela Henderson, Vicki Wilson

## **Children's Services**

Katrina McAuley, Halime Aldemir, Janine Sheridan

## **Community Connections Program**

Sam Agelis, Leonie Tehan, Jenny McVeigh, Dianne Thiele, Ken Wilson, Jayne Moore

## **Crisis Response Program (incl ICMI)**

Richard McKinna, Kate Burns, Sene Potoi, Kathryn Taylor, Kellie Trotter, Nickie Toulakis, Ian Gough

## **MOSS-Hume Transitional Support Program - T1 & T2**

Hope Jenkins, Clint Marion, Linda Adams, Melissa Wright, Sarah Goodie, Liam O'Neill, Tracey Shaw, Xavier Balkin, Vicki Jackson, Shureeka Alves, Natascha Boutlis, Chris Nicholson, Ingrid Jolley, Jayne Moore

## **Management and Administration**

Rob Sago, Naomi McNamara, Tony Littman, Trudy Brunton, Sharon Ryan

## **Transitional Outreach Support Program**

Richard McKinna, Tim Cotton, Liam O'Neill, Maureen Leverett, Gabrielle Nunan, Shureeka Alves

# Acknowledgements

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Merri Outreach Support Service has had tremendous support from a wide range of partners. We would like to thank, in particular, the following people and organisations.

- Ray Gorman from the Uniting Church in Brunswick for his assistance and help at Shrivings over the past year
- Cathy Greenwood from Merri Community Health Centre for her support over the past year in assisting with programs for residents of 351 Barkly Street, Brunswick
- The Brunswick Public Tenants Association (BPTA) for their support to the staff, volunteers and residents at Shrivings Adult Day Centre
- The Carlton Office of Housing for making improvements to tenants flats, the Tenants Community Room and foyer area with upgrades to enhance the quality of life of all tenants at 351 Barkly Street, Brunswick
- Clayton Utz Foundation for providing funding that has allowed us to extend the delivery of Bright Futures
- Walter and Eliza Hall Trust Fund and the Queens Fund for their continuing support in providing philanthropic monies to meet the needs of individual consumers
- North and West Regional Department of Human Services, Office of Housing, Community Programs Staff. In particular, Sarah Acreman and Peter Clapp.
- North and West Regional Department of Human Services, Home and Community Care Staff. In particular Judith Prigg, Margaret Anderson, Leanne Connell
- Department of Human Services, Office of Housing, Community Programs Staff. In particular Diane Godfrey, Peter Lake and Mary Marshall
- Sean Denham and Associates, Financial Auditing
- Staff at the Shire of Melton especially Gurhan, Dean, Anne and Christine

- The staff at QICSA
- Staff of the many agencies that we have worked with throughout the year in particular RDNS Homeless Persons Program, North East Housing Service, St Vincent De Paul Housing Services, Elizabeth Hoffman House, Margaret Tucker Youth Hostel, Aborigines Advancement League, , Womens Health West, WT Onus, ARBIAS, VACSAL, Orana Family Services especially Anja and Deb Cole



# Financial Reports

## Income Statement for the year ended 30 June 2009

	2009 (\$)	2008 (\$)
INCOME		
Grant - SAAP	1,408,914	1,437,235
Grant - HSAP	769,469	481,898
Shrivings	135,235	-
Bushfire relief	39,046	-
Bright futures	64,830	38,786
VACSAL	-	3,610
ICMI brokerage	120,636	36,927
SHARF facilitator	-	18,854
Philanthropic income	28,061	10,836
Shrivings fees	66,670	-
Council grants	-	7,720
Interest received	5,948	6,188
Profit on sale of assets	-	7,259
Other income	4,562	62,272
	<hr/>	<hr/>
	2,643,371	2,111,585
	<hr/>	<hr/>
EXPENDITURE		
Advertising	6,290	3,020
Amenities	8,576	8,624
Audit, legal, accounting	4,775	5,016
Bank charges	1,278	1,161
Bright Futures expenses	9,013	-
Bushfire Relief expenses	1,824	-

CCP Flexible Resources	48,703	61,148
Client Expenses	17,604	20,525
Community Development	64	3,374
Computer costs	8,177	10,554
Depreciation	66,061	98,147
Light & Power	9,632	8,072
HSAP Flexible Resources	36,708	35,139
Insurance	3,210	3,187
Meetings	5,230	15,104
Motor vehicles & maintenance	178,105	148,793
NRCRP expenses	-	7,054
NWRCRP expenses	-	3,831
Office equipment	18,951	17,745
Office maintenance	2,375	1,866
Philanthropic expenses	3,237	9,517
Postage / stationery	10,088	8,344
Printing	3,996	2,969
Provision for annual leave	30,486	25,610
Provision for long service leave	19,747	37,644
Rent and rates	99,684	86,542
Resource library	153	1,915
Salaries	1,598,136	1,426,241
SHARF expenses	-	321
Shrivings - Food	30,715	-
Subscriptions	1,371	3,588
Sundries	-	-
Superannuation	141,098	109,933
Telephone	40,613	40,601
Training & Support	7,543	7,412
Translations	-	3,057
Travel	233	387
Work Cover	40,970	35,869
	2,454,646	2,252,310

Profit before income tax	188,725	(140,725)
Income tax expense	- (note 2)	-
Profit after income tax	188,725	(140,725)
Retained profits at the beginning of the financial year	336,295	477,020
Retained profits at the end of the financial year	525,020	336,295

**Balance Sheet as at 30 June 2009**

	Note	2009 (\$)	2008 (\$)
<b>CURRENT ASSETS</b>			
Cash	3	637,401	315,266
Trade and other receivables	4	<u>71,922</u>	<u>13,085</u>
<b>TOTAL CURRENT ASSETS</b>		<b>709,323</b>	<b>328,351</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant & equipment	5	<u>180,485</u>	<u>245,826</u>
<b>TOTAL CURRENT ASSETS</b>		<b>709,323</b>	<b>328,351</b>
<b>TOTAL ASSETS</b>		<b><u>889,808</u></b>	<b><u>574,177</u></b>
<b>CURRENT LIABILITIES</b>			
Trade & other creditors	6	134,108	57,435
Provisions	7	<u>173,289</u>	<u>142,803</u>
<b>TOTAL CURRENT LIABILITIES</b>		<b>307,397</b>	<b>200,238</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	<u>57,391</u>	<u>37,644</u>
<b>TOTAL CURRENT ASSETS</b>		<b>57,391</b>	<b>37,644</b>
<b>TOTAL LIABILITIES</b>		<b><u>364,788</u></b>	<b><u>237,882</u></b>
<b>NET ASSETS</b>		<b><u>525,020</u></b>	<b><u>336,295</u></b>
<b>MEMBERS' FUNDS</b>			
Retained profits		<u>525,020</u>	<u>336,295</u>
<b>TOTAL MEMBERS FUNDS</b>		<b><u>525,020</u></b>	<b><u>336,295</u></b>

## Statement of cash flows for the year ended 30 June 2009

	Note	2009 (\$)	2008(\$)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Government Grants (rec)		2,578,58	2,010,960
Payments to suppliers and employees		(2,259,482)	(2,107,117)
Interest received		5,948	6,183
		<hr/>	<hr/>
Net cash provided by operating activities	8	325,052	(89,974)
		<hr/>	<hr/>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for purchase of property & equipment		(2,917)	(122,952)
Proceeds on disposal of assets		-	106,544
		<hr/>	<hr/>
Net cash provided by (used in) investing activities		(2,917)	(16,408)
		<hr/>	<hr/>
Net increase (decrease) in cash held		322,135	(106,382)
Cash at the beginning of the year		315,266	421,648
		<hr/>	<hr/>
Cash at the end of the year		637,401	315,266
		<hr/>	<hr/>

## **Note 1 : Statement of significant accounting policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act 1981 (Vic.). The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporations Act 1981 (Vic.) and the following Australian Accounting Standards :

AASB 101	Presentation of Financial Statements
AASB 107	Cash Flow Statements
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 110	Events after the Balance Sheet Date
AASB 112	Income Taxes
AASB 116	Property, Plant and Equipment
AASB 118	Revenue
AASB 1031	Materiality
AASB 137	Provisions

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied. The financial report has been prepared on an accrual basis and is based on historical costs and does not take into account changing money values or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

### **(a) Income Tax**

The charge for current income tax expenses is based on profit for the year adjusted for non-assessable or disallowed items. It is calculated using tax rates that have been enacted by the balance sheet date.

The Association is exempt from paying income tax by virtue of Division 50 of the Income Tax Assessment Act 1997. Accordingly, tax effect accounting has not been adopted.

(b) Fixed Assets

The depreciable amount of all fixed assets are depreciated over the useful lives of the association commencing from the time the asset is held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

(c) Employee Entitlements

Provision is made the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amount expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of estimated future cash outflows to be made for those benefits.

(d) Provisions

Provisions are recognized when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reasonably measured.

	2009 (\$)	2008 (\$)
<b>Note 2 : Income Tax Expense</b>		
Prima facie tax payable on operating profit (2008 :30%)	56,618	(42,218)
Less tax effect of non taxable member income arising from principle of mutuality	(56,618)	42,218
	Nil	Nil



**Note 3 : Cash and cash equivalents**

Cash on hand	981	483
Cash at bank	563,418	246,780
Short term deposits	73,002	315,266
	<hr/>	<hr/>
	637,401	315,266
	<hr/>	<hr/>

**Note 4 : Receivables**

Accounts Receivable	71,484	683
Security deposit	12,902	12,402
Shrivings - Fundraising	(12,464)	-
	<hr/>	<hr/>
	71,922	13,085
	<hr/>	<hr/>

**Note 5 : Fixed assets**

Computer equipment - at cost	68,990	68,456
Less accumulated depreciation	(50,108)	(31,868)
	<hr/>	<hr/>
	18,882	36,588
	<hr/>	<hr/>

Motor vehicles - at cost	217,864	217,883
Less accumulated depreciation	(97,148)	(60,016)
	<hr/>	<hr/>
	120,716	157,867
	<hr/>	<hr/>

Office equipment – at cost	43,373	43,711
Less accumulated depreciation	(26,958)	(22,815)
	<u>16,415</u>	<u>20,896</u>
Furniture & fittings – at cost	41,363	41,363
Less accumulated depreciation	(16,891)	(10,888)
	<u>24,472</u>	<u>30,475</u>
Total fixed assets	<u>180,485</u>	<u>245,826</u>

**Note 6 : Trade and other payables**

BAS amounts payable	-	30,672
Creditors and accruals	115,484	26,763
PAYG payable	18,624	-
	<u>134,108</u>	<u>57,435</u>

**Note 7 : Provisions**

**Current**

Provision for annual leave	<u>173,289</u>	<u>142,803</u>
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**Non-current**

Provision for long service leave	<u>57,391</u>	<u>37,644</u>
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**Note 8 : Reconciliation of Cash  
Flow from Operations with Profit  
from Ordinary Activities after  
Income Tax**

Profit after income tax	188,725	(140,725)
Non cash flows in profit		
• Depreciation	66,061	98,147
• Profit on disposal of fixed Assets	-	(7,259)
Changes in assets and liabilities		
• Trade & other receivables	(58,837)	(683)
• Trade & other payables	76,673	(19,700)
• Grants in advance	-	(86,500)
• Provisions	52,430	66,746
Net cash provided by Operating Activities	325,052	(89,974)

Sean Denham  
Dated : 4 September 2009  
Suite 12, 13-25 Church Street, Hawthorn 3122

22 Lakeside Drive, Broadmeadows 3047

9 Langwells Parade, Northcote 3070

Ground floor, 351 Barkly Street, Brunswick 3058

# striving for a community response to homelessness

[www.merri.org.au](http://www.merri.org.au)

association number A0018901Z

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