

Striving to end homelessness, sustaining housing and strengthening communities

Mission & Vision Statements

.....

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.

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.



The front cover art work was completed by the staff and clients of the Shrivings Day Centre. The knitted and felt work collage is a representation of the community that MOSS supports at the Barkly Street



Contents

.....

Chairperson's Report	1
CEO's Report	2
Agency Data: HACC & Aged Care Programs	7
Agency Data: Homeless Support Programs	9
Case Studies	11
Finance Report	13
Acknowledgements	15



Chairperson's Report

.....
Prameend Singh

A strong organisation is one that is open to opportunities when they arise and is adaptable to meet the needs of an often changing and uncertain funding system.

I have served as Chairperson for the 2014/15 financial year, stepping down in late June after being elected for a second term. Thanks to Karen Sherry who assumed the role for the remainder of the term. The last 12 months have seen Merri Outreach Support Service continue to consolidate the gains it has achieved over the last year, mainly through the incorporation of Catchment Youth Services into its operations.

The Agency has also been in discussions with Banyule Housing Support Group (BHSG), focusing on the synergies between the two agencies and the possibility of a future merger. It is expected that following further due diligence work and negotiations, BHSG will merge its operations into Merri Outreach Support Service which will see financial and administrative efficiencies achieved and enhanced service and support provided to the respective client groups. It is with confidence that we will progress this merger following the seamless transition that was achieved in the merger of MOSS and Catchment which occurred officially on 1 July 2014, at the start of the 2014/2015 financial year in review.

I would like to thank Rob Sago for all of his efforts to place MOSS in the position it currently sits. He has worked for many years now to constantly grow and improve the Agency at an executive level with guidance and assistance from both the Committee of Governance and other executive team members Tony Littman and Katrina McAuley.

Growth is only a part of the strategic plan that a Committee of Governance considers. More importantly is the continued good work that all of the Agency's staff perform on a daily basis. There seems to be a strong undercurrent in the agency to strive for continuous improvement across the board from IT functionality, financial reporting and viability, accreditation outcomes, through to staffing concerns and most importantly client outcomes.

It is with regret that I have had to stand down as Chairperson during the 2014/15 financial year. Due to increased responsibilities in my work and private life I find that I was unable to contribute the time required for a growing organisation such as Merri Outreach Support Service. I will continue as a member of the Committee of Governance and hope to assist the Agency in its work of supporting clients through the provision of an excellent service and support structure.

Prameend Singh
Chairperson

CEO's Report

.....
Robert Sago

Embracing the opportunities that come with change, has seen us through to the successful agency that we are today.

It is with great pleasure that I welcome you to our Annual Report for the financial year 2014/2015. We have just completed our 26th year of delivering advocacy, community development and case management services to people experiencing homelessness, risk of homelessness and other community disadvantages, in the Northern and Western regions of Melbourne. It is fair to say that we are not the same agency that we were 26 years ago, but by building on a clear vision established at the outset, coupled with a commitment to focusing on strong models of practice and a desire to improve and develop, while embracing the opportunities that come with change, has seen us through to the successful agency that we are today.

In raw terms Merri Outreach Support Service today employs some 68 staff and 20 volunteers to work across 5 sites and 14 program areas. We work with over 1606 consumers per year and employ a range of techniques and skills to deliver appropriate services to those consumers and the communities they live in.

Across the Agency, just to give an idea of the extent of our service provision across the North West of Melbourne we have seen a total of 1606 consumers - men, women and children. (A deeper demographic and statistical analysis of our consumers is provided for your interest in a separate section of this annual report).

Raw numbers alone, whilst useful in getting to grips with the size of the beast, do not allow for the feel and purpose of individual programs or how a consumer experiences services on a day to day basis. A breakdown of our main services, their general aims, how many people

work in them, their targets and where they are located gives a greater feel for the organisation.

Crisis Programs

This incorporates the Catchment Youth Refuge, Outreach Crisis Response, Youth and Family Reconciliation and Indigenous Intensive Case Management. The aim is to respond to people whom are homeless or in very insecure housing to stabilize their circumstances, respond to immediate issues and explore housing and service options for the future (11 EFT, Targets 265, operates across Northern Melbourne).

Connections Program

A linkages program using assertive outreach techniques to find isolated, vulnerable people with no links to the service system. The aim is to prevent people losing their housing and improve their health and living situations and avoid premature entry into the aged care system (5.5 EFT, Targets 250, operates across Northern Melbourne).

Transitional Outreach Program

This program consists of three outreach teams distributed across the Northern Metropolitan Region. The aim is assist people to rebuild stability in their lives after the trauma of homelessness. There is an emphasis on securing long term accommodation, addressing the issues that led to them being homeless and building a plan for the future that incorporates childrens needs, training and employment. (12 EFT, Targets 480, operates across Northern Melbourne)

Volunteers Program

This is a program of dedicated volunteers helping to create a sustainable and healthy community at the Barkly High Rise estate. The range of activities includes the Food Bank providing access to healthy food choices at very low cost to the estate and wider community. Volunteers also provide bus transportation, administration support to teams and individual support to tenants on the estate (1 EFT, 20 Volunteers, Targets 1,969 hours of direct service delivery, operates in Brunswick).

Planned Activity Groups

We have three PAGS and all continue to develop their programs. They are interesting and fun filled groups which keep people active, enable mutual support and friendship and build healthy and safe communities on the estates where they are delivered. The aim is to keep people actively engaged to prevent loss of housing and prematurely moving into aged care. State Government initiatives such as the Active Service Model and Diversity Plans continue to inform and improve our practice. Our PAGs are unique within the system (8 EFT, Targets 26,556 hours of direct service delivery, operates in Brunswick, Northcote and Heidelberg).

Low Cost Accommodation Support Program

This program area works over two sites the Barkly Street Estate in Brunswick and the Holmes Street Estate in Northcote. The Brunswick site incorporates the Housing Support for the Aged Program. The Northcote site incorporates Community Facility management which extends some of its role to other nearby estates. The aim is to provide direct support and linkages for the residents of the estates whom have growing, and often unaddressed, health and social needs because of increasing age. The programs stabilize accommodation; prevent homelessness and premature entry into the aged care system. Social activity and community development form an important part of their work, to create a healthy and vibrant community. These programs work hand in hand with our Planned Activity Groups and Volunteers program (4 EFT, Targets 145, operates in Northcote and Brunswick).

Bright Futures

Aims to provide practical and therapeutic services to children who are in the homeless service system, across Northern and Western Melbourne, and have been traumatized by the circumstances of their homelessness. This is done with one on one intensive case work focusing on the individual child's needs, therapeutic group work, counseling, holiday programs and camps. The program works with other agencies to co-case manage children and to jointly deliver group work. Through this process Bright Futures increases the capacity of the sector to better respond to the needs of children. Bright Futures also regularly provides training programs for the sector (4 EFT, Targets 144, operates across Northern and Western regions of Melbourne).

North West Regional Childrens Resource Program

Aims to deliver training and developing resources for the region to enable homelessness workers to better understand the impacts of homelessness on children and how to effectively work with them. Working with other RCRP's across Victoria to ensure a consistent statewide approach to their services (2 EFT, operates across the Northern and Western regions of Melbourne).

These programs are not static, nor do they operate in a vacuum, they continue to look for improvements, to partner and interact with other agencies on specific projects and to respond to changes in external circumstances, all aimed at achieving better outcomes and remaining relevant for our consumers. Some of these improvements and value added exercises are:

- A Partnership with The Australian College of Optometry and RDNS HPP, providing eyesight testing and spectacles to our clients.
- A Partnership with the Australian Catholic University with Bright Futures to become accredited trainers of the 'Kids Central' program. Bright Futures delivers this training to the wider homelessness service system.
- A Partnership with Yarra Community Housing exploring support and sustainable communities at the Mount Street Estate in Heidelberg and Pearcedale Parade Estate in Broadmeadows. This will see a

substantial increase in housing exit points for our clients and increase the long term viability of the tenancies on these estates.

- The development of a consortium with Yarra Community Housing, Wombat Housing and Co-Health to ensure we are ready to respond to changes in the Social and Community Housing scene as has been mooted by the incoming State Government.
- A Partnership with Royal District Nursing Service Homeless Persons Program. The RDNS regularly attend at Catchment Youth Refuge and are co-located at our Northcote office to provide valuable health care services to our clients whom are otherwise reluctant to use health services
- A partnership with Merri Community Health Service working together on housing estates across the North Western suburbs to deliver joint service responses to isolated, unlinked and vulnerable people at risk of becoming homeless.
- A Partnership with Hume City Council to deliver community development projects (gardening) on the Banksia Gardens Estate. The aim has been to improve social cohesion on the estate. This is a community in which many of our

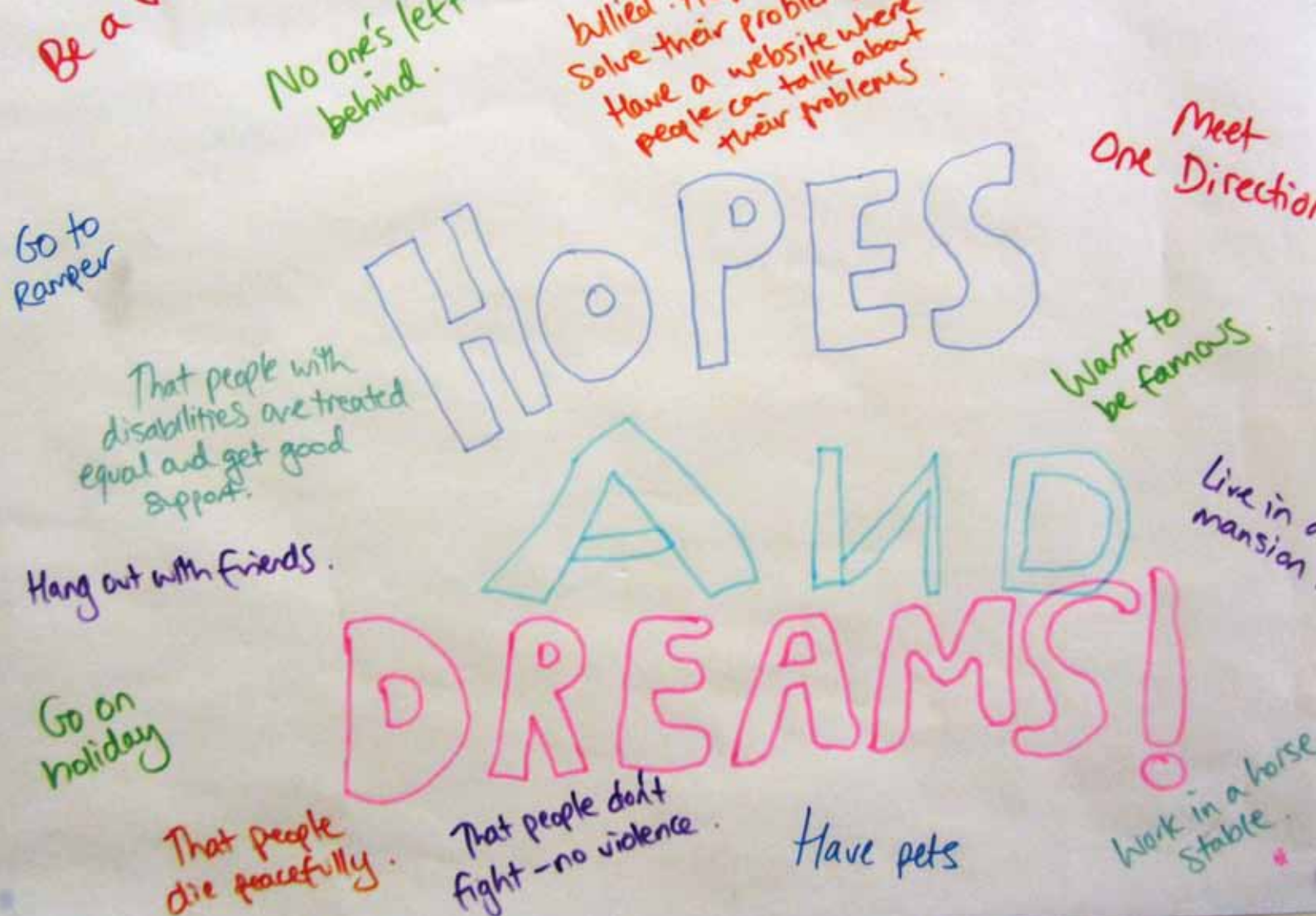
clients attain their long term housing.

- Extensive renovations and redecorations have taken place at our Catchment Youth Refuge which has included the addition of an extra overnight bed. This has taken place after extensive negotiation and partnership with Department of Health and Human Services. The improved amenity for both staff and residents is significant and timely.
- Investing in digital technology and processes to increase the efficiency and effectiveness of the assertive outreach experience.
- Our services and activities and their development are also heavily influenced by external events and this year has been no exception.
- Late 2014 brought a change of Victorian State Government and with it the establishment of a Royal Commission into Family Violence. Over 50% of our consumers have been or are affected by Family Violence and any improvement in the prevention and recovery from this plague on our community will be incredibly welcome. MOSS made a submission to the Royal Commission with special emphasis on the needs of children. We are well prepared to contribute and respond to the findings of the Commission.



- The new Government also announced a major review of the Homeless Service System. The Government is looking to further invest in the sector with an emphasis on new and different ways of dealing with homelessness, particularly for crisis and early intervention. MOSS is participating and being actively consulted in this process. Opportunities for the Agency to be part of alleviating and eliminating homelessness have never been greater.
- A further announcement from the new Government has been a review of Social and Community Housing sector. One of the rumoured changes to the system will be the handing over of substantial tranches of Public Housing to the Social Housing Sector. This will have profound effects on the communities involved and the Social Housing providers are aware that to be successful they will need to form partnerships with other service providers. MOSS has joined forces with Yarra Community Housing, Co-Health and Wombat Housing in a nascent consortium to prepare for these changes.
- Banyule Housing Support Group approached MOSS with a view to merging with our organisation. After a process of due diligence and a meeting of the two governing bodies a Memorandum of Understanding was drawn up and signed. BHSG has a remarkably similar background and values to MOSS and we are confident of a bright future when we finally welcome BHSG into the fold. The final process is expected to occur in the coming financial year.
- The roll out of the National Disability Insurance Scheme will have an impact on our services. The extent of that impact remains a big unknown. MOSS will remain vigilant in understanding and responding positively to those impacts.





To help coordinate and support the activities across the agency requires a dedicated Administration Team. This team provide a vital but usually unheralded service to all of our programs that ensure all the 'backroom' detail is followed up to allow for smooth service delivery at the coal face.

Underpinning all of our activities, guiding, supporting and coordinating are the Management Team. The team ensures that all our activities relate to our mission and vision and fit in with our strategic direction and those services are delivered within a well understood professional framework. Accreditation and Quality Improvement, Occupational Health and Safety and Risk Management, managing external relationships, financial management, staff wellbeing and performance, Human Resources, program and agency development are just some of the activities that fall within the remit of our Management Team.

I would like to express my gratitude to the Committee of Governance whom continues to guide the Agency with calm and balanced wisdom and for providing a supportive environment for myself and other staff to work.

I would also like to thank all of my colleagues who make MOSS a purposeful and enjoyable place to work and whom also shoulder the work of responding to the needs of our consumers with respect, humour, grace, hard work and thoughtfulness, time and time again. We are indeed a strong team!

The good ship MOSS sails on.....

Robert Sago

CEO

Agency Data

.....

HACC & Aged Care Programs

Assertive outreach is a main function of accessing isolated older people, and our teams provided 357 assertive outreach contacts to our consumers along with 600 care coordination contacts.

2014/2015 Total HACC & Aged Care Programs	Number
Total clients	405
Adult females	173 (43%)
Adult males	232 (57%)
Lives alone	273 (67%)
Lives with family	40 (10%)
Lives with others	92 (23%)

Age Range	
<45 year old	31 (8%)
45>55	46 (11%)
56>65	128 (32%)
66>85	180 (44%)
>85 year old	20 (5%)

Services provided: *contacts	
Assertive outreach	357
Care Coordination	600
Groups*	4210

Accommodation type	
Primary homeless	8 (2%)
SRS	24 (6%)
Public housing	264 (65%)
Private rental	30 (7%)
Other	79 (20%)

Cultural identity	
Anglo	225 (56%)
Culturally & Linguistically Diverse	152 (38%)
Aboriginal & Torres Strait Islander	28 (6%)

Income	
Aged Pension	169 (42%)
DSP	201 (50%)
NSA	29 (5%)
No Income	5 (3%)

Health * 246 consumers recorded health problems	
Diabetic	54
Epilepsy	6
Asthma	22
Chronic Health illness	77
Drug and Alcohol	87

Disability	
No disability	54 (13%)
Physical	58 (15%)
Psychiatric	69 (17%)
ABI	14 (3%)
Intellectual	5 (2%)
Not stated	204 (50%)

Home and Community Care and Aged Care data summary

MOSS DHHS HACC and Aged Care funded services provided support to 405 clients in the past financial year. These programs include Barkly Street High Rise Support Program, Holmes Street High Rise Support Program, Housing Support for the Aged, Volunteer Coordination, Connections Team and our three Planned Activity Groups.

All of our HACC and Aged Care programs provide support to consumers who live in public housing and all but the Connections program are located on public housing estates, 65% of our consumers reside in public housing, while (6%) reside in Supported Residential Services, (7%) private rental, and (2%) primary homeless, (20%) lived with family temporarily or insecure housing (rooming house).

Assertive outreach is a main function of accessing isolated older people, and our teams provided 357 assertive outreach contacts to our consumers along with 600 care coordination contacts.

67% of consumers live alone and our programs aim to increase social connectivity on the estates through community development and group work activities.

49% of our consumers are over 65 years of age and 51% are under 65 years of age. 56% are Anglo, 38% CALD and 6% Aboriginal or Torres Strait Islander.

The two main presenting health issues for our consumers is chronic health illness (19%) and drug and alcohol abuse (21%) also a considerable number of our clients have diagnosed diabetes (13%).

Consumers presenting with disability support needs include Psychiatric disability (17%), Physical (15%) and Acquired Brain Injury (3%). 50% of consumers are on the Disability Support Pension whilst the remaining are on the Aged Pension (42%) and New Start Allowance and no income making up (8%) of our consumer population.

Agency Data

Homeless Support Programs

57% of our consumers have family violence as a factor in seeking homelessness support and/or currently are experiencing family violence.

2014/2015 Total Specialist Homelessness Services programs	Number
Total Clients	1201
Adult females	372
Adult males	189
Children	640

Family Type	
Single parent families	614
Singles	162
Other families	425
Family violence as main presenting reason by Presenting Family Head	312

Accommodation Type	
Primary homeless	84
Crisis accommodation	133
THM	557
Public housing	102
Private rental	138
Other incl no tenure	187





Cultural Identity	
Aboriginal & Torres Strait Islander	132
Culturally & Linguistically Diverse	373
Anglo	696

Income	
Centrelink benefit	1079
Wages	37
Don't know	85

Specialist Homeless Service data summary

MOSS DHHS programs funded as Specialist Homelessness Services (SHS) provided support to 1201 consumers during the review period of 2014/2015 financial year. SHS programs include transitional support programs, crisis programs, youth refuge, children's programs, intensive case management and family reconciliation.

Those programs see significantly more women than men and in terms of numbers, more than half our consumers are children. Given the number of children, not surprisingly most consumers reside as part of a family, with 13% of consumers presenting as singles. Half our consumers belong to a single parent family which is indicative of the disadvantage single families can face and this correlates strongly with research evidence that family violence

is the leading cause of homelessness. 57% of our consumers have family violence as a factor in seeking homelessness support and/or currently are experiencing family violence.

Our consumers reside in a range of accommodation types. As expected THM transitional, crisis accommodation and public housing are large components. No tenure and primary homelessness represent 25% of consumers which is concerning.

In aggregated terms of cultural identity 58% of consumers were Anglo, 31% CALD and 11% Aboriginal or Torres Strait Islander. MOSS is proud of its responsiveness to the Aboriginal community and partnership with community organisations. As expected a high number (97%) of consumers were reliant on Centrelink incomes.

Case Studies

.....

Melanie

Melanie, a 57yo woman was referred to MOSS's Connections Program. She was described as living in a hoarding situation. As a consequence (of hoarding) Melanie's public housing was subsequently condemned. Melanie was required to contribute \$25 each fortnight towards a very significant clean-up cost. The referral reported Melanie as having an undiagnosed mental health condition, requiring urgent referrals for support and that Melanie was fearful of males due to past family violence.

The Connections Program spent 4 months supporting Melanie. The team's initial priority was building rapport and referring to relevant services in the community. To this end it was decided to work intensively with Melanie to facilitate necessary engagement. Regular weekly appointments were arranged to lessen confusion for Melanie.

Through the processes of assessment and building rapport, the Connections Program came to the realisation Melanie was not a hoarder. She was not keeping items for future preservation, she was living in squalor, due to unresolved grief and loss issues and anxiety. Melanie has engaged well with our male staff, although prefers working with females.

Melanie now manages the upkeep of her replacement Office of Housing property with support around managing her anxiety, which she now acknowledges is an issue. She has insight into her previous situation and has agreed to a referral to longer term mental health case management. The Connections Program has recently supported Melanie to link with a GP after not having seen any medical professional during the past 8 years.

Melanie would like to build her confidence

to assert herself when needed and engage in social groups in the future and to assist this she agreed to a counselling referral. One day she would like to own a pet; she enjoys shopping and spending time with her only daughter who now happily visits Melanie's clean home every week

Having come from living in squalor, Melanie is desperate that this doesn't define her. In addition to specialist referrals, the Connections Program has been able to help Melanie move forward with practical assistance i.e. having a haircut and purchasing new clothes and household items as well as make important health linkages to support her future goals.

Simon

Simon is a 45 year old Aboriginal man who had come from a very troubled family background and subsequently had entered into years of both drug and alcohol abuse throughout his adulthood. Simon moved from place to place, staying with family and friends. The loss of his brother through drug overdose 2 years ago had a major impact on his life, inspiring him to want to leave his old lifestyle behind. This was really challenging without having his own place to care for himself and heal. Simon had never had a place that he could call his own and had been there effectively homeless for more than 10 years.

The worker in MOSS's Intensive Case Management Program was introduced to Simon by another client Aunty Catherine, a respected elder in the local community. Simon would often spend his nights between Aunty Catherine's elderly mother's garage and a cockroach infested 1 bedroom property of an associate. Simon was obviously worn down, yet expressed a deep and desperate desire to secure a place of his



own to live. He was incredibly grateful to receive support to help make this happen.

Through advocacy and negotiation with the Office of Housing and the resurrection of an old public housing application, we were able to get some movement. After 10 years of transience, Simon received an offer of housing. The property was modest, clean and quiet, and he was absolutely thrilled. We worked together to chase up some furnishings and household goods, and Simon has already managed to create a really nice home for himself.

To see him go from being so worn down and distraught in life, to looking so settled and well has been a real pleasure for the worker. She considers herself to be really fortunate to have the opportunity to work alongside fantastic individuals and families such as Simon in the ICMI program.

Dan

Dan, a 22yo single male was referred to MOSS's Youth and Family Team by our Crisis Program. He slept on a couch at his mother's for two years up to age 20 years in her severely overcrowded two bedroom property. Dan's sister and her two young children occupied one bedroom. His 13yo nephew also called the property home. Dan's home life was chaotic and destructive. There was a history of long term physical and sexual abuse. When Daniel was 5yo his father had abandoned the family.

Dan consistently received the message from the rest of his family that he was not wanted there and he often heard things like "as soon as you get your licence you can sleep outside in the ute". Unsurprisingly, over the past two years Dan has been alternating between living in his ute on the streets with his dog and couch-surfing at his mum's

place. Spending extended periods living on the streets, Dan was reliant on using public amenities to shower and cook, such as in public parks. There, Dan started using various substances which led to him developing an ice habit, funded through the proceeds of crime.

Dan was placed on a corrections order early this year and is now linked with a Drug and Alcohol service which he conscientiously attends. Additionally, Dan has a history of mental health issues, having been diagnosed with Post Traumatic Stress Disorder, Anxiety and Depression. Since beginning work with the Youth and Family Team he has been linked in with Headspace where he is now seeing a psychologist and a psychiatrist regularly, as well as taking medication to address his emotional wellbeing.

Dan is now undertaking a course in animal welfare and hopes to get a position with the RSPCA in the future. Daniel's love of animals was often what pulled him through the tough times.

The Youth and Family Team worked with Dan to explore appropriate housing options and given his low income and age, social housing offered the option Dan felt he could pursue. Unfortunately his pathway into social housing means living in a rooming house first before being eligible for transfer to a self-contained property. This is proving to be a challenging proposition for Dan. He doesn't feel safe around other residents. It is negatively impacting on his mental health and his drinking of alcohol. Dan is separated from his best mate, his dog. Dan's way of coping is to isolate himself in his room. The Youth and Family Team is currently advocating for Dan to be provided more appropriate housing.

Finance Report

.....

Merri Outreach Support Service INC.

INCOME AND EXPENDITURE STATEMENT, for the year ended 30 June 2015

	Note	2015 \$	2014 \$
INCOME			
Government funding		4,836,743	3,985,876
Catchment Youth Services - transfer of net assets		301,609	-
Philanthropic Income		79,337	40,542
Interest received		28,796	13,626
Other income		4,649	1,891
		<u>5,251,134</u>	<u>4,041,935</u>
EXPENDITURE			
Employee benefit expense		3,797,139	3,036,740
Occupancy		287,071	279,154
Computer		55,164	33,415
Telephone		41,917	41,292
Depreciation		75,016	94,644
Motor vehicle		276,962	258,844
Client Expenses		400,798	383,294
Other expenses		45,372	46,329
		<u>4,979,439</u>	<u>4,173,712</u>
Profit before income tax		271,695	(131,777)
Income tax expense	2	<u>-</u>	<u>-</u>
Profit after income tax		271,695	(131,777)
Retained Profits at the beginning of the financial year		<u>130,102</u>	<u>261,879</u>
Retained Profits at the end of the financial year		<u><u>401,797</u></u>	<u><u>130,102</u></u>

Merri Outreach Support Service INC.
ASSETS AND LIABILITIES STATEMENT, as at 30 June 2015

	Note	2015 \$	2014 \$
CURRENT ASSETS			
Cash	3	994,336	532,677
Trade and other receivables	4	56,040	63,796
TOTAL CURRENT ASSETS		<u>1,050,376</u>	<u>596,473</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	277,511	283,082
TOTAL NON-CURRENT ASSETS		<u>277,511</u>	<u>283,082</u>
TOTAL ASSETS		<u>1,327,887</u>	<u>879,555</u>
CURRENT LIABILITIES			
Trade and other creditors	6	357,305	285,273
Provisions	7	524,677	464,180
Grants in advance	8	-	-
TOTAL CURRENT LIABILITIES		<u>881,982</u>	<u>749,453</u>
NON-CURRENT LIABILITIES			
Provisions	7	44,108	-
TOTAL NON-CURRENT LIABILITIES		<u>44,108</u>	<u>-</u>
TOTAL LIABILITIES		<u>926,090</u>	<u>749,453</u>
NET ASSETS		<u>401,797</u>	<u>130,102</u>
MEMBERS' FUNDS			
Retained profits		401,797	130,102
TOTAL MEMBERS' FUNDS		<u>401,797</u>	<u>130,102</u>

Merri Outreach Support Service INC.
STATEMENT OF CASH FLOWS, for the year ended 30 June 2015

	Note	2015 \$	2014 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Government Grants		4,836,743	3,960,876
Receipts from other sources		391,197	40,069
Payments to suppliers and employees		(4,724,182)	(3,934,194)
Interest received		29,402	13,626
Net Cash provided by operating activities	9	<u>533,160</u>	<u>80,377</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for purchase of property and equipment		(104,365)	(17,950)
Proceeds on disposal of assets		32,864	-
Net Cash provided by (used in) investing activities		<u>(71,501)</u>	<u>(17,950)</u>
Net increase (decrease) in cash held		461,659	62,427
Cash at the beginning of the year		532,677	470,250
Cash at the end of the year		<u>994,336</u>	<u>532,677</u>

Acknowledgements

.....

Thank you to the supporters of Merri Outreach Support Service

Australian Hearing	Melbourne Fire Brigade
Bakers Delight, Northcote Plaza	North West Homeless Network
Banksia Gardens Community Centre	Office of Housing (DHHS)
Benjamin Andrew Footpath Library	Office of the Child Safety Commissioner
Broadmeadows Magistrate Court, Department of Justice	Queens Trust
Broadmeadow's Women's House	Presentation Family Centre
Brunswick Bowling Club	Real Life Church – Food Bank
Coles (Simon)	Salvation Army (Preston store)
College of Optometry	Second Bite (Mark)
Core 3, Merrick Wall	Sidney Myer fund
Council to Homeless People	St Vincent De Paul
Darebin Community Legal Centre	Sue Kinkead & family in memory of Alice Taylor
Darebin Community Health Centre	SPAN Neighborhood House
Department of Health and Human Services	Telstra
FareShare	Telecommunications Ombudsman
Foodbank Victoria	The Hub – Broadmeadow's
Haven Homesafe	Household Relief Fund
Helping Hands Opportunity Shop	VincentCare Victoria Housing Services
Homer Bassig (Scenovia)	Walter and Eliza Hall Trust
Hume City Council – Health together Hume	Water & Energy Ombudsman
Julie Schilin	Women's Housing Limited
Kenley Court Community Centre	Woolworths
Life Program (Kim)	
Melbourne Youth Support Service	



Catchment Refuge Staff



Planned Activity Groups team



MOSS Staff

Merri Outreach Support Service contact details:

Broadmeadows Office

Address: 22 Lakeside Drive, Broadmeadows 3047
Phone: (03) 9359 5493
Fax: (03) 9357 1090
Email: merri@merri.org.au

Northcote Office (1)

Address: 279 High Street, Northcote 3070
Phone: (03) 9482 3488
Fax: (03) 9482 3119
Email: merri@merri.org.au

Northcote Office (2)

Address: 1 Holmes Street, Northcote 3070
Phone/Fax: (03) 9481 0036
Email: merri@merri.org.au

Brunswick Office

351 Barkly Street, Brunswick 3056
Phone: (03) 9380 6036
Fax: (03) 9381 1435
Email: merri@merri.org.au