



Striving to end homelessness, sustaining  
housing and strengthening communities

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# Mission & Vision Statements

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## 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.



# Chairperson's Report

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Karen Sherry

As a Committee of Governance we are here not for ourselves but to support the work of staff.

Merri Outreach Support Service knows its strengths and is proud of its connection to community; high quality services; passionate staff, great reputation, strong partnership relationships and being financially sound. Our merger with the Banyule Housing Support Group was completed at the close of 2015/2016 reporting year and we are looking forward to a new relationship with a new funding body in Banyule City Council. As part of this merger we added two new members to the MOSS Committee of Governance in Mary Zaccari and Richard Grant who came from the former Banyule Housing Support Group committee. During the year we also welcomed Stephen Gagen and Alison Dumaresq to the Committee as new members. These new additions have brought with them their own experience in finance, governance and human resources.

This year the Committee of Governance undertook reviewing several large pieces of work, the draft Enterprise Bargaining Agreement, the current MOSS Strategic Plan and its own Governance processes. Working through the issues highlighted that the commitment to our principles, MOSS staff, clients and community is paramount. The significant time and effort we have put into these tasks will mean that we will emerge stronger and bolder. It is an exciting time with many opportunities ahead for MOSS.

As a Committee of Governance we are here not for ourselves but to support the work of staff. We understand that it is a difficult to respond to the growing housing and thus homelessness crisis in our community and the complex needs of clients. We are aware of the need

to respond to the rapidly changing strategic environment and want to be creative, open to innovation and new ways of working within a new governance framework. Moving forward we will focus on supporting management in service development opportunities such as partnerships with registered Housing Associations, exploring possibilities in aged care for our clients and the use of technology. We will support management and staff to respond to our community's needs and in positioning the organisation for the upcoming disability reforms.

I thank the following Committee of Governance members for their work during this financial year: Mark Goodie (Treasurer), Prameend Singh (Secretary), Marion Patterson (Deputy Chairperson), ordinary members Jock Allan, Janet Hall, Colleen Turner, Younes Benhim, Stephen Gagen, Alison Dumaresq, Mary Zaccari and Richard Grant.

On behalf of the MOSS Committee of Governance, I would like to thank Rob Sago, Tony Littman, Katrina McAuley, staff and volunteers for their hard work, support and commitment over the last 12 months. We are looking forward to the coming year.

Karen Sherry

Chairperson

# CEO's Report

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Robert Sago

It is with great pleasure that I welcome you to our annual report for the year 2015/2016

The financial year of 2015/2016 has been both challenging and productive. We have continued to focus on refining and developing strong models of practice across the agency.

We actively worked with 1799 consumers this year from all age groups. 605 from our Home and Community Care and Aged Care programs and 1194 in our Homelessness programs. 863 consumers were aged 25 or less and strikingly 52% of our homelessness consumers had Family Violence as one of their main presenting issues. We are meeting all of our targets as set out in our funding and service agreements and have done so within the context of our Mission and Vision. Striving to end homelessness; sustaining housing and strengthening communities.

The most important event for MOSS this financial year has been the successful merger with Banyule Housing Support Group. BHSG has a proud history of delivering services to homeless and disadvantaged people in the municipality of Banyule and surrounds for over 40 years. The backgrounds and origins of our organisations are strikingly similar and so the merge has been one of a 'natural fit'. Nevertheless merging into another organisation is not an easy process and the hard work of BHSG chairperson Mary Zaccari, BHSG Executive Officer Damian Jones and BHSG Merge consultant Gerard O'Donnell has been greatly appreciated in this process. The funded programs that BHSG operated were under contract with the Department of Health and Human Services and the Banyule City Council. The relationship with the Council is a new direction for MOSS and we look forward to a productive and growing

partnership across the municipality of Banyule. As part of the merger process two of the BHSG Board has joined our Committee of Governance, Mary Zaccari and Richard Grant.

## Other major activities of the organisation for the year include:

- Restructuring the crisis teams
- Submissions to the Royal Commission into Family Violence with particular emphasis on the trauma experienced by children and effective models of reparative work with children.
- Completion of 3 year cycle of surveillance for our Quality Improvement and Accreditation with no non-conformities.
- Developing our relationships with Yarra Community Housing at the housing estates at Pearcedale Parade in Broadmeadows and Mount Street in Heidelberg. We have initiated support and community development activities in order to strengthen these communities.
- We have initiated our strategic planning processes. The development of the plan will inform our development over the next 5 years.
- Further developing the use of digital technology to increase the productivity of our outreach work.
- Managing the shift of HACC services for the over 65's (50yo for Indigenous Australians)

from the Victorian Government to the Federal Government. This has included the development of new funding and service agreements and accountability mechanisms. This affects around \$500,000 of our services.

- Deciding to invest in more Management resources to accommodate the increase in our size and complexity over the last 4 years and to be able to take advantage of the exciting opportunities in the sector over the coming years.

### Challenges for the coming year include:

- Developing our relationship with Banyule City Council and building on the work of Banyule Housing Support Group
- Aligning our programs with the service changes arising from the Royal Commission into Family Violence. An emphasis on rapid re-housing and an emphasis on children's support are expected.
- Development of our youth refuge model
- Aligning our programs with the reforms to the Homeless Services Sector initiated by the Victorian State Government. The advent of 'Launch' sites in the Hume Moreland catchment and changes to the Crisis system are of particular importance.
- Further developing our 'Bright Futures' model of working with homeless children with a renewed interest in therapeutic counseling as an additional stream of the program.

- Developing our Strategic Plan to guide our work for the long term.
- Developing and bedding down our new working relationship with Federal Government through the Commonwealth Home Support Program

Our work is only achievable with a professional and committed staff team. Our people work in often very tough circumstances and they continue to do this day after day, year in and year out. The skill sets required to undertake our work should not be underestimated. I thank all of you for your continued dedication. It is a joy to work with you.

As for my team of Managers, Katrina McAuley and Tony Littman, their energy, attention to details, values, integrity and leadership are all essential to the smooth running of the organisation. What these two can cram into a working week is nothing short of astonishing.

Thank you to all our volunteers, partner organisations and funding bodies and the myriad of people we are fortunate to work with each year. We look forward to working with you productively into the future.

Lastly, I would like to acknowledge and congratulate the members of our Committee of Governance whom cheerfully manage their governance responsibilities while challenging us to look at new ways of doing things in pursuit of our mission and vision.

The good ship MOSS sails on.....

Rob Sago CEO



# Dorothy Noble

.....  
30.07.1934 - 12.06.2016

Devoted her life to her family, her work and Shrivings

Dorothy spent her life caring for those who couldn't care for themselves. Dorothy was as a nurse at the Royal Children's hospital and raised her son as a single mum at a time when this was a rare event.

Dorothy and her Aunt Edna were always close and had a trout farm in Bright before it was lost to a bush fire. Dorothy returned to Melbourne in the 1990's and lived in public housing. Firstly, in North Melbourne, then transferring to Park Street in Brunswick to be close to her much loved Aunt Edna and finally at Merri Street in Brunswick.

Dorothy and her Aunt Edna were best friends looking after one another. Dorothy went to visit Edna daily until her passing.

At Merri Street Dorothy met Irene and they were to become great friends and neighbours. They both went to Barkly Square Shopping centre daily for coffee and cake. Dorothy's sweet tooth was legendary. The French Cake shop in Sydney Road was her favourite. Chocolate was her addiction, liberally shared with the staff.

Dorothy commenced volunteering at 351 Barkly Street in 1999, working alongside Lyn and the Volunteers for 17 years. Her primary role was in the PAG room doing bookwork and using her great observation skills to make sure anything- a health issue, a cup of tea, some emotional support that needed to be done was attended to. She was also concerned for anyone else who lived at Barkly Street or her neighbourhood. She was constantly thinking about who needed assistance and drawing these needs to the attention of staff.

Dorothy had a great love for cats, having her own and feeding the local strays, she always felt very connected to animals and their welfare.

Shrivings was always for Dorothy a place to socialise she was a friend to us all, loved by us all and she will be sorely missed.

Dorothy was always interested in people and their wellbeing, always asking more about others than speaking about herself. She loved life and was a great contributor to the MOSS family. She was deeply respected by all of us and will be sadly missed at 351 Barkly Street, Brunswick.

Rest in Peace Love all the MOSS staff and volunteers.



# Agency Data

## ..... HACC & Aged Care Programs

MOSS HACC and Aged Care funded services increased by 200 clients in the past financial year.

2015/2016 Total Support Periods HACC & Aged Care Programs	Number
Total clients	605
Adult females	265 (43%)
Adult males	340 (56%)
Lives alone	406 (67%)
Lives with family	69 (11%)
Lives with others	130 (21%)

Age Range	Number
<45 year old	52 (8%)
45>55	50 (8%)
56>65	181 (29%)
66>85	297 (49%)
>85 year old	25 (4%)

Services provided: *contacts	Number
Assertive outreach	729
Care Coordination	2677
Groups*	8713

Accommodation type	Number
Primary homeless	15 (2%)
SRS	25 (8%)
Public housing	408 (67%)
Private rental	50 (8%)
Other	107 (17%)

Cultural identity	Number
Anglo	338 (55%)
Culturally & Linguistically Diverse	237 (55%)
Aboriginal & Torres Strait Islander	30 (4%)

Income	Number
Aged Pension	234
DSP	181
NSA	40
No Income	5

Health	Number
Diabetic	79
Epilepsy	7
Asthma	16
Chronic Health illness	183
Drug and Alcohol	181

Disability	Number
No disability	81
Physical	112
Psychiatric	85
ABI	67
Intellectual	20
Not stated	240

## 2015/16 Home & Community Care & Aged Care data summary

MOSS HACC and Aged Care funded services increased by 200 clients in the past financial year. The reason for the increase is a growing demand on service delivery and improved reporting through our new client data base SRS. The reported 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.

The largest population of our consumers live alone (67%) in public housing (67%), whilst other accommodation options are recorded as other (17%), private rental (8%), and primary homeless (2%) and Supported Residential Services (4%) recording the lowest population.

Assertive outreach is a main function of accessing isolated older people, and our teams provided 729 assertive outreach contacts to our consumers this is an increase of 102% since last year.

53% of our consumers are over 65 years of age and 47% are under 65 years of age. 55% are Anglo, 55% CALD and 4% Aboriginal or Torres Strait Islander.

The two main presenting health issues for our consumers is chronic health illness (183) and drug and alcohol abuse (181) also a considerable number of our clients have diagnosed diabetes (79).

Consumers presenting with disability support needs include Psychiatric disability (85), Physical (112) and Acquired Brain Injury (67). The main two types of incomes are consumers in receipt of the Aged Care Pension (234) and the Disability Support Pension (181) and other income types are New Start Allowance (40) or no recorded income (5).

# Agency Data

## ..... Homeless Support Programs

During 2015/2016 MOSS supported a total of 1799 consumers

2015/2016 Total Specialist Homelessness Sector programs	Number
Total Clients	1194
Adult females	224 (19%)
Adult males	117 (10%)
Children and young people <26yo	853 (81%)

Cultural Identity	Number
Aboriginal & Torres Strait Islander	134 (11%)
Culturally & Linguistically Diverse	300 (25%)
Anglo &/or Australian	760 (64%)
Main income Centrelink or no income	1155 (97%)

Family Type	Number
Single parent families	480 (40%)
Singles	173 (14%)
Other families	441 (46%)
Family violence as a presenting factor	620 (52%)

Accommodation Type	Number
Primary homeless	76 (6%)
Crisis accommodation	176 (15%)
THM	370 (31%)
Public housing	88 (7%)
Private rental	222 (19%)
Other incl no tenure	262 (22%)



## 2015/2016 Specialist Homeless Sector data summary

MOSS DHHS funded programs funded as part of the Specialist Homelessness Sector (SHS) provided support to 1194 consumers during the review period of 2015/2016 financial year. SHS programs include transitional support programs Teams 1 & 2 based at Broadmeadows and TOST at Northcote, crisis programs including the Crisis Response Program, Catchment Youth Refuge and Family Reconciliation intensive case management and Bright Futures.

Collectively our SHS programs see almost twice as many women as men and approximately 70% of our consumers are children or young people up to the age of 25 years old. This percentage is a little exaggerated with the inclusion of Catchment programs and Bright Futures, but it is worth noting 40% of total consumers were from single parent families.

The over-representation of children and young people in MOSS's homeless population is consistent with national data around children living in poverty, particularly when we consider our data which shows almost all (97%) of consumers were reliant on Centrelink as their main source of income. This is indicative of the financial hardship homeless people face.

Our data correlates with research evidence that family violence is the leading cause of homelessness with 52% of our consumers having family violence as a factor in seeking homelessness support and/or current are experiencing family violence. Relationship breakdown is also a significant factor in youth homelessness and these issues are not necessarily mutually exclusive.

Our consumers reside in a range of accommodation types. THM transitional, crisis accommodation and public housing comprise just over half the accommodation type immediately prior to provision of support. Significantly 20% of consumers were in private rental immediately prior to seeking support. No tenure and primary homelessness represent 28% of consumers.

In aggregated terms of cultural identity, 25% of consumers were identified as culturally and linguistically diverse and 11% Aboriginal or Torres Strait Islander. MOSS maintains its strong commitment to the Aboriginal community and partnership with community organisations.

# Case Studies

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## Jessie: Connections Program

Jessie, 59 years old, contacted the Connections Program because she had been given a 60 day notice to vacate. She had been living in an apartment complex for 16 years, in 3 separate apartments. The Notice to Vacate had been served because the landlord wished to renovate.

Jessie experiences chronic diabetes and vision impairment. Born in Singapore, she moved to Australia 20 years ago, having lived in several countries. Jessie presented as very isolated with her only community connection being to local health services. She got the Connections details at her local health service.

At the initial meeting Jessie's vulnerabilities were apparent, nevertheless maintaining her independence was extremely important to her. It was critical for Jessie to remain housed in the same suburb, particularly given her vision impairment having lived in the area for so long along with her established strong links to local health services. The Connections Program worked with this as a priority, to support her maintaining her independent.

The Connections Program assisted Jessie to apply for priority public housing, strongly advocating to the Office of Housing for Jessie to only be considered for housing in the suburb in which she was living because of her vulnerabilities. They negotiated with the real estate agent around the notice to vacate, which the landlord agreed to withdraw. Sympathetic to Jessie's circumstances and recognising her genuine attempts to find alternative housing, it was agreed to offer a month to month lease.

Over the next couple of months, the Office of Housing made two offers of accommodation, which were declined as the properties

were unsuitable for his needs. Typically this would have meant that he would have not remained on the Victorian Housing Register, however the Connections Program was able to advocate around Jesse's specific needs to the Office of Housing, ensuring he remained on the priority wait list.

The third offer of public housing that was appropriate for Jesse's needs. Connections assisted Jesse with his move, making sure it went as smooth as possible. Program brokerage was used to purchase some much needed new furniture.

MOSS has a support program co-located in the building in which Jesse was housed. Jesse was introduced to the MOSS staff member and support will be available to him should he request this in the future. He will also have the opportunity to participate in the on-site Planned Activity Group.

Jesse now experiences secure, appropriate and affordable housing and is excited to begin a new life in his new home.

## Mary: Crisis Team

Mary, 53 years old was referred to MOSS as a survivor of long term family violence. She experienced verbal and emotional abuse from her husband and 3 children throughout a 32 year marriage. She also recounted a 10 year period of physical and psychological abuse at the hands of her brother-in-law.

Isolated and unable to speak of the physical violence, Mary became very depressed and planned to end her life. However, she decided against this because of her children needing her. It was only when another



family member came forward saying the brother-in-law had abused her did Mary find the strength to come forward and speak about her own experiences of abuse.

Mary left the home when her husband failed to support her. Soon after she entered into a new relationship. Her new partner regularly used illicit drugs and became abusive too. Mary began using drugs to cope and as a result both she and her partner ended up homeless. She subsequently spent years living in cars, sleeping on factory floors and sleeping rough on the streets. During this time Mary left her partner many times, only to return, feeling she had no place to go.

Finally Mary left her partner, returning to her ex-husband and three adult children as a temporary arrangement to sleep on a couch. This was tenuous arrangement and during which she had limited access to the home and was regularly subjected to family violence.

At Mary's initial meeting with MOSS, she admitted to having smoked cannabis and having taken valium, just to summons the courage walk through the door. Mary spent a lot of our first few meetings just crying, which we just sat with her until she was ready to begin doing the work around her housing situation.

In 5 months Mary has made huge strides in caring for herself and taking control of her life. She is now living in transitional housing which she loves and is very house proud. Mary was supported to access one of the new family violence packages which enable purchase of furniture and to helped Mary set up house. She recently shared with staff that she enjoys being able to go into a store and not have to look behind her in fear and is enjoying the little things like buying a set of earrings and knowing they will remain a set and they are hers.

Mary is addressing her substance use issues which she saw as a huge step forward. She is finding her inner strength, is looking forward to the future and is very appreciative of the support she received from MOSS and the Crisis Program to reclaim her life.

### Dora: Catchment Youth Refuge

Dora (20yo) moved from Ethiopia 4 years ago to reunite with her father who lived in Melbourne. Her father had left Ethiopia when she was 1 year old. He visited Ethiopia when she was 16, returning to Australia and bringing her with him. Dora attended school whilst living with her father, however she was subjected to severe ongoing violence and abuse by her father. Despite these challenging circumstances, she managed to complete year 12, deciding to defer university and return to Ethiopia to get a break from her abusive father.

Upon returning to Australia, her father's violent and abusive behaviour towards her continued. After a few months she decided to share her experience with a friend who subsequently offered her temporary accommodation. When Dora decided to leave her father's accommodation, he threatened to hurt her and her mother's family back in Ethiopia. He also refused to let her collect her belongings from his house.

It was at this stage that she sought assistance from the police who applied for an Intervention Order (IVO) against her father on her behalf. Dora eventually accessed Safe Steps Family Violence Response Centre who later referred her to Melbourne Youth Support Service (MYSS) as Dora had become homeless.

MYSS referred Dora to MOSS's Catchment Youth Refuge for crisis accommodation and support. At Dora's initial assessment meeting with staff the following needs were identified:

- Long term housing
- Income –Centrelink income had been cancelled when she was in Ethiopia
- Counselling regarding stress/trauma from her father's abuse and violence
- Community connection/recreation. The only family in Australia was her father
- Education/training to assist with employment
- Retrieval of belongings from her father's house
- Safety planning following the threats from her father.
- Material aid
- Development of independent living skills

During her 8 weeks stay she engaged well with staff in case planning and achieved the following:

- Settled at the refuge where she felt safe and supported
- Commenced seeing a youth counsellor at MOSS
- Saw a careers counsellor
- Accompanied staff to buy clothes, whilst her possessions were at her father's
- Completed a short barista and employment course via Jesuit Social Services to assist with employment
- Collected her belongings from her father's house with staff support and police protection
- Catchment supported Dora with a gym pass and a myki card to visit her Church community and friends on

the other side of Melbourne while she waited for her Centrelink payment to be re-instated. Dora was also supported with other needs including purchasing cultural food during this time.

- With support, applied for a Centrelink Unreasonable to Live at Home (ULAH) payment.
- Engaged with Catchment staff to build independent living skills – budgeting, job skills and private rental sessions.
- Actively participated in the refuge cooking program and the arts program
- With support enrolled in a TAFE hospitality course while waiting to enrol into university in 2017.

Catchment's advocacy meant she was able to happily secure a 2 years students' transition housing. She was supported with the purchase of essential household goods, food vouchers and transportation to her new property. She was then linked with a team of support workers who manage the property. When Catchment staff called to find out how Dora was settling into her new property, she said "I am doing really well and loving my new house".



Catchment Youth Refuge Team



## Rachel: Team 2

Team 2 was approached a local Aboriginal liaison officer to support a family. Rachel (24yo) had fled family violence with daughters Melissa (9yo) and Eliza (7yo) to relatives in Melbourne. Not only was this new housing was already overcrowded, Eliza, a sufferer of cerebral palsy needed access to special equipment and ongoing visits from specialised services but their relatives were denying services access to the home. This caused great difficulty. Overcrowding in the household compounded frustrations and Rachel's relatives were making financial demands of her if she remained. Unkind comments and threats were being made to Melissa. This made for very stressful living circumstances which were adversely impacting on Rachel's and the girls' physical and mental health.

At the commencement of support Team 2 worked closely with the family to engage well and complete an assessment and develop case plans. The family was connected to the local Access Point, attending a necessary initial assessment and planning appointment. Together housing options and possible respite arrangements for the children were explored. An application for public housing was submitted and the family placed on the prioritisation list for transitional housing.

Rachel and the children were referred to Berry Street for support around their experience of family violence and specific support around safety planning. The family and Team 2 continued to work closely with the Aboriginal liaison officer and they were referred to the Victorian Aboriginal Child

Care Agency. The family was also referred to MOSS's Bright Futures program for therapeutic group work, school holiday programs and also case management for Melissa, who struggled on a number of levels.

We facilitated links to local doctors to address outstanding health concerns. Team 2 liaised with disability services to ensure that Eliza received the appropriate support at school, so not to add any stress on the already fragile accommodation the family had with their relatives. MOSS supported the family with a zoo membership for the family and pool and gym memberships.

Progressively Rachel and her children's circumstances improved. They family were offered a transitional housing property and continued to engage well with services. They sought help when needed and engaged well in their case plans. Their confidence grew to seek out different services and resources as needed.

Once settled into schools, the girls accepted additional support offered. Now Eliza was able to have all her equipment and aids at their now home and services were able to visit. Melissa was linked into activities at the local neighborhood house and opportunities to make friends. Rachel was able to feel safe and secure with support around safety planning and subsequently started studying.

Eleven months after the initial referral to MOSS the family was offered public housing which they enthusiastically accepted. MOSS supported Rachel and the girls to settle into their new long-term, secure housing and connect to the local area.

# Finance Report

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## Merri Outreach Support Service Inc.

INCOME AND EXPENDITURE STATEMENT, for the year ended 30 June 2016

	Note	2016 \$	2015 \$
<b>INCOME</b>			
Government funding		5,051,016	4,836,743
Catchment Youth Services - transfer of net assets		-	301,609
Banyule Housing - transfer of net assets		1,391,802	-
Donations and Philanthropic Income		32,914	46,837
Interest received		26,395	28,796
Other income		51,114	37,149
		<u>6,553,241</u>	<u>5,251,134</u>
<b>EXPENDITURE</b>			
Employee benefit expense		3,982,545	3,797,139
Occupancy		305,761	287,071
Computer		47,540	55,164
Telephone		51,220	41,917
Depreciation		72,158	75,016
Motor vehicle		241,960	276,962
Client Expenses		383,904	400,798
Other expenses		55,122	45,372
		<u>5,140,210</u>	<u>4,979,439</u>
Profit before income tax		1,413,031	271,695
Income tax expense	2	<u>-</u>	<u>-</u>
Profit after income tax		1,413,031	271,695
Retained Profits at the beginning of the financial year		<u>401,797</u>	<u>130,102</u>
Retained Profits at the end of the financial year		<u><u>1,814,828</u></u>	<u><u>401,797</u></u>

Merri Outreach Support Service Inc.  
ASSETS AND LIABILITIES STATEMENT, as at 30 June 2016

	Note	2016 \$	2015 \$
<b>CURRENT ASSETS</b>			
Cash	3	1,535,933	994,336
Trade and other receivables	4	49,701	56,040
<b>TOTAL CURRENT ASSETS</b>		<u>1,585,634</u>	<u>1,050,376</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	1,324,881	277,511
<b>TOTAL NON-CURRENT ASSETS</b>		<u>1,324,881</u>	<u>277,511</u>
<b>TOTAL ASSETS</b>		<u>2,910,515</u>	<u>1,327,887</u>
<b>CURRENT LIABILITIES</b>			
Trade and other creditors	6	424,249	357,305
Provisions	7	628,475	524,677
Grants in advance	8	-	-
<b>TOTAL CURRENT LIABILITIES</b>		<u>1,052,724</u>	<u>881,982</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	7	42,963	44,108
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>42,963</u>	<u>44,108</u>
<b>TOTAL LIABILITIES</b>		<u>1,095,687</u>	<u>926,090</u>
<b>NET ASSETS</b>		<u>1,814,828</u>	<u>401,797</u>
<b>MEMBERS' FUNDS</b>			
Retained profits		1,814,828	401,797
<b>TOTAL MEMBERS' FUNDS</b>		<u>1,814,828</u>	<u>401,797</u>

Merri Outreach Support Service Inc.  
STATEMENT OF CASH FLOWS, for the year ended 30 June 2016

	Note	2016 \$	2015 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Government Grants		5,051,016	4,836,743
Receipts from other sources		378,550	391,197
Payments to suppliers and employees		(4,894,836)	(4,724,182)
Interest received		26,395	29,402
<b>Net Cash provided by operating activities</b>	9	<u>561,125</u>	<u>533,160</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for purchase of property and equipment		(19,528)	(104,365)
Proceeds on disposal of assets		-	32,864
<b>Net Cash provided by (used in) investing activities</b>		<u>(19,528)</u>	<u>(71,501)</u>
<b>Net increase (decrease) in cash held</b>		541,597	461,659
<b>Cash at the beginning of the year</b>		<u>994,336</u>	<u>532,677</u>
<b>Cash at the end of the year</b>		<u>1,535,933</u>	<u>994,336</u>

# 2015 Annual General Meeting

28th October 2015, 3.00pm  
Northcote Town Hall, Roof Top Room

## Minutes

Minutes: Diana Wall

Present: Vicki Jackson (MOSS), Hope Jenkins (MOSS), Michelle Webb (MOSS), Shirley Spooner (MOSS), Katrina La Rose (MOSS), Megan Morris (DHHS), Joe Morris (BHSG), Jock Allan (MOSS), Gaetano Scollo (MOSS), K Edwards (MOSS), Maurice F (MOSS), Therese Brandon (BHSG), Mary Zaccari (BHSG), Gerard O'Donnell (BHSG), Helen Zissis (MOSS), Stephanie Flynn (MOSS), Cass Gemoh (MOSS), Maggie Inns (VCV), Diana Wall (MOSS), Donna Allan (Haven; Home, Safe), Tania McColl (VCV), Robert McMonent (MOSS), Ken Wilson (MOSS), Colleen Turner (VICSEG), Marion Patterson (MOSS), Soozie Pinder (MOSS), Jenny McVeigh (MOSS), Prameend Singh (MOSS), Fiona Eveleigh (MOSS), Karen Mak (MOSS), Clint Marion (MOSS), Chandana Palipane (MOSS), Rob Sago (MOSS), Claire Jones (MOSS), Peter Fedorchak (MOSS), Tiffany Simos (MOSS), Robyn King (MOSS), Sam Agelis (MOSS), Sene Potoi (MOSS), Alison W (MOSS), Tony Littman (MOSS), Colleen Romeril (MOSS), Betty Dun (MOSS), Kate Burns (MOSS), Liz Wallace (MOSS), Janet Hall (MOSS COG), Younes Benhim (MOSS), Liam O'Neill (MOSS), Zdenka Radonjic (MOSS), Ksenija Illic (MOSS), Karen Sherry (MOSS), Marios Christodoulides (DHHS), Xavier Balkin (MOSS), Nannette Wilkinson (MOSS), Stephen Gagen, Katrina McAuley (MOSS), Damian Jones (BHSG), Mark Goodie (MOSS), Nadia Balatti (MOSS), Allen Jeffress (MOSS), Nora Conci (MOSS).

Apologies: Kelvin Thompson  
MP, Terry Richards

### 1. Introduction, welcome, apologies and housekeeping (Tony Littman)

Tony Littman opened the meeting at 3.30 pm and welcomed service users, DHHS guests Marios and Megan, staff, COG members, student Tiffany, volunteers and partner agencies. Tony also extended a warm welcome to staff and committee members of Banyule Housing Support Group (BHSG). Tony directed attendees to the 2015 Annual Report which contained as supplements the 2015 Financial Report and Minutes to the 2014 Annual General Meeting.

### 2. Acknowledgement of traditional custodians of the land

Tony Littman acknowledged the Wurundjeri people as traditional custodians of the land.

### 3. Presentations 'Partnerships for Better Outcomes'

a. Bright Futures: Allen and Nadia, staff members of the Bright Futures program, spoke of the partnerships MOSS has with two agencies that resulted in two therapeutic groups being offered to our clients: the Mother Child Group co-facilitated with Berry St and the PARKAS Group (Parents Accepting Responsibility Kids Are Safe) Group run in partnership with Royal Childrens Hospital Mental Health. Nadia also spoke of Reparative work with Hanover (now Launch Housing) and the Alannah & Madeline Foundation.

b. Optometry Clinic: Katrina McAuley, Operations Manager, gave an overview of the Optometry Clinic which operates from the high Street, Northcote office in partnership with the RDNS Homeless Persons Program. It was introduced 18 months ago to assist those who could not access eye care in the past to now have their optical needs met. The program has since seen 64 clients and is able to offer a children's clinic once a month. Katrina also spoke of the qualities that make a partnership successful.

c. YCH (Yarra Community Health) Consortia: Nannette Wilkinson, Team Leader Crisis Response Program (CRP), presented on the on-going partnership with YCH at Mount Street, Heidelberg. MOSS clients, in particular CRP clients, experienced difficulty in accessing long term housing options. CRP staff member now on-site every Tuesday and meets with YCH worker. The relationship between MOSS and YCH has been enhanced over the past 12 months. The strong working relationship with YCH has led to tenancies being established in other properties and the program has expanded to the Broadmeadows site with the involvement of the Hume Team at Pearcedale Parade (estate).

#### 4. Chairperson's Report

Karen Sherry introduced herself to the attendees. She acknowledged the presence of Stephen Gagen (past Catchment COG member and currently from the Preston office of Robin Scott MP). Karen thanked the previous MOSS Chairperson Prameend Singh and acknowledged Rob Sago CEO, other members of COG and the Operations Managers. Karen spoke of the on-going discussions with Banyule Housing Support Group (BHSG) regarding a merger of the two agencies and thanked representatives from BHSG for attending today. She also spoke of how MOSS looks after clients in various age groups and of the rewards that comes with working with these clients. Karen assured attendees that COG will continue to support Management, staff and the Administration team.

#### 5. CEO's Report

Rob Sago welcomed people from BHSG and spoke of looking forward to the upcoming partnership. Rob also spoke of the pleasure of seeing DHHS representatives, Marios

and Megan in attendance. The attendees were directed to the CEO's report in the 2015 Annual Report. MOSS is entrusted with a large amount of resources to deliver service to the community and our aim is to alleviate and prevent homelessness, build resilience and strengthen communities. Rob also drew the attendees' attention to the fact that for 57% of MOSS clients affected by homelessness, family violence has been a major contributing factor to their circumstances. The Royal Commission into Family Violence will result in new policy directions. Our contribution and engagement with these policy responses will form a large part of Merri's work in the future.

Rob spoke of how Merri is a terrific place to work, with a large and diverse staff team and volunteers. Merri is a strong agency because we have so many strong contributors. Rob extended his thanks to staff, volunteers, the executive team of Tony and Katrina and to the Committee, with particular thanks to the Chair for the past financial year, Prameend, Janet as Secretary and Jock as Treasurer.

#### 6. Long Service Awards

Tony spoke of the introduction of these awards 3 years ago as way of acknowledging staff who have been with the agency for 10 years and invited PAG Team Leader, Ken Wilson to address the meeting and present Channa with his award. Ken spoke MOSS's ability to incorporate workforces and people and gave as an example the Shrivings program and the past Brunswick Tenants Association. Ken explained how Channa's role is critical as he provides meals for clients at Brunswick. Ken also spoke of Channa's awareness of each individual's needs be they clients or staff, and of his ability to respond to a client's changing dietary needs. Channa's involvement in his local church community was also highlighted. Tony presented Channa with his award.

#### 7. Treasurer's Report

Jock Allan directed the attendees to the relevant financial statements in the annual report and wanted to drill down a bit further in his address this year. He stated a large portion of the operating budget is directed to staff who bring commitment, skills and training to their positions, all underlined by empathy and compassion. Jock spoke of the impact of IT and how individual programs

have modified their practices to incorporate new technologies. The Financial Report however, does not acknowledge the value of the volunteers. The next major outlay is clients' expenses and brokerage eg fridge, bed, school camps etc. This allows our client to become more involved and able to participate in their community. Motor Vehicle expenses are another large expense – it represents the 'O' in MOSS – ie Outreach. Jock welcomed any questions regarding the financial report.

#### 8. Minutes of the 2014 AGM

Rob directed attendees to the minutes of the 2014 AGM which were added as a supplement to the 2015 Annual Report.

Motion: That the minutes to the 2014 AGM are deemed to be accurate.

Moved: Marion Patterson  
Seconded: Janet Hall

Motion passed.

#### 9. Appointment of Auditor

Rob proposed that Sean Denham continue as MOSS' auditor.

Moved: Marion Patterson  
Seconded: Jock Allan

Motion passed.

#### 10. Acknowledgement of previous Committee of Governance

Karen thanked and acknowledged the previous members of the Committee of Governance.

#### 11. Nominations and Election of new Committee of Governance

Following discussions that centred on a constitutional requirement that the number of positions is formally declared, Janet proposed from the floor to declare 12 positions vacant.

Moved: Karen Sherry  
Seconded: Janet Hall

Motion passed.

All members of the outgoing committee re-nominated for the 2014/2015 COG:

Karen Sherry	Colleen Turner
Jock Allan	Mark Goodie
Janet Hall	Younes Benhim
Prameend Singh	Marion Patterson

Karen explained that nominations by other members have been received and will be discussed, considered and processed by resolution at the November COG meeting.

#### 12. Election of Officer Bearers of the Committee at the first meeting after the AGM.

Motion: That the election of office bearers of the Committee of Governance be held over to the first COG meeting held after the AGM (ie November).

Moved: Karen Sherry  
Seconded: Marion Patterson

Motion passed.

Tony thanked all for present for attending and closed the meeting at 4.25pm.



# Donations

Donations enhance the capacity of the organisation to meet the needs of consumers in a flexible and creative way. Please contact us if you would like to donate:

## Donations

Merri Outreach Support Service (MOSS) is largely funded through service agreements with the Victorian Department of Health and Human Services and the Federal Government. The organisation is endorsed as an Income Tax Exempt Charitable Entity and Deductible Gift Recipient.

Donations enhance the capacity of the organisation to meet the needs of consumers in a flexible and creative way. Please contact us if you would like to donate:

## Phone

(03) 9359 5493

## Post

Mail your cheque to:

CEO, 22 Lakeside Drive,  
Broadmeadows VIC 3047

Please remember to include your name and address. Cheques should be made payable to Merri Outreach Support Service.

## Monthly donations

By setting up an automatic monthly donation from your credit card, giving will be convenient and your donation will be spread throughout the year. Call (03) 9359 5493 to set up monthly donations.

## Workplace giving

Regular, monthly donations in pre-tax dollars make giving easy. Talk to your company's payroll office.

## Bequests

Leaving a bequest in your will ensures MOSS programs continue into the future. Your bequest may be large or small. It can be a nominated amount or a percentage of your estate. It can also be an asset such as property, shares or other investments. When you make your bequest it is important to seek legal advice to ensure that your wishes are accurately recorded in your Will.

A general bequest is advisable but if you want to direct your gift to a particular project, please contact MOSS to discuss your wishes.

We would like to thank you personally for making your bequest. Please let us know if you have remembered MOSS in your Will so we can stay in touch and keep you updated on our work in the community.



# Acknowledgements

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Thank you to the supporters of Merri Outreach Support Service

Homie  
CFMEU  
Hacer Group Pty Ltd  
Telstra Store Broadmeadows  
The Brunswick Club  
Specsavers – Broadmeadows  
Centrelink Staff – Broadmeadows  
(donations from staff)  
Magistrates' Court of Victoria  
Queens Fund  
Second Bite  
College of Optometry  
Foodbank Victoria  
Homer Bassig (Scenovia)  
The Walter and Eliza Hall Trust  
Haven; Home, Safe  
VincentCare Victoria Housing Services  
Melbourne Youth Support Service  
Salvation Army Toy bank  
The Footpath Library  
Yarra Community Housing  
Hume City Council  
Dangerzone Tattoos

Friendly Moving Men  
Bakers Delight Northcote  
SPAN Community House  
Darebin City Council  
Tina Robinson, Crime Prevention  
Officer Victoria Police  
Public Transport Victoria  
Continence Victoria  
Presentation Sisters Balnarring  
Melbourne Citymission  
YMCA  
Moreland City Council



# Committee of Governance membership

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Karen <b>SHERRY</b>	Chairperson
Marion <b>PATTERSON</b>	Deputy Chairperson
Mark <b>GOODIE</b>	Treasurer
Prameend <b>SINGH</b>	Secretary
Colleen <b>TURNER</b>	Ordinary Member
Janet <b>HALL</b>	Ordinary Member
Anthony (Jock) <b>ALLAN</b>	Ordinary Member
Younes <b>BENHIM</b>	Ordinary Member
Mary <b>ZACCARI</b>	Ordinary Member
Richard <b>GRANT</b>	Ordinary Member
Alison <b>DUMARESQ</b>	Ordinary Member
Stephen <b>GAGEN</b>	Ordinary Member





MOSS Staff 2016

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