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# MISSION & VISION statements



#### Get in touch online

Email us [merri@merri.org.au](mailto:merri@merri.org.au) or visit our website at:

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

Merri Outreach Support Service acknowledges that we are on Kulin land for which traditional owners and their forebears have been custodians for many centuries and one on which Indigenous people have performed age old ceremonies of celebration, initiation and renewal. We acknowledge their living culture and unique role in the life of this region



## 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.

Commonwealth Home Support Program



Australian Government

Supported by the Australian Government  
Department of Health



# Chair Person's Report

## Prameend Singh

Merri Outreach Support Service, MOSS has continued to provide exceptional support to the communities it services, with a high level of professionalism, care and compassion. The past year has seen the appointment of Mark Goodie as our new Chief Executive Officer. Following an extensive recruitment process, Mark was successful in receiving the appointment due to his extensive experience across the community and Local Government sector. Mark brings huge enthusiasm to the role, seeking greater engagement with the broader community and philanthropic sectors and working closely with the Board to achieve strategic aims and objectives for the benefit of clients and the employees in the organisation.

The MOSS Board has seen a reduction in numbers with the resignation of two Board Directors Alison Dumaresq and Alison Donohue. I wish to thank both for their Service to MOSS. Working as unpaid volunteers, the MOSS Directors donate their time and expertise to ensure that good governance practice is administered. I would also like to thank the ongoing Board Members, Stephen Gagen, Oscar Ramos, Younes Benhim, Karen Sherry and Phillip Di Biase for their continued service and time.

Funding is an area that is continually on the mind of the MOSS Board, as strong financial acumen is vital to the continuation of services and the improvements in practice standards to meet and rise above sector expectations. MOSS is always seeking to engage and retain staff of the highest level, in keeping with the professional standards demonstrated by current staff. This continued ambition has always paid dividends for the organisation, in providing personalised targeted services for clients.

I would particularly like to thank Mark in his new capacity as CEO, in seeking to create new partnerships with philanthropic donors; to better enable MOSS to continue their great work in delivering services. These partnerships will consolidate the excellent work of the paid staff and assist clients directly, as well as staff, in the form of our partners being able to offer a variety of ancillary supports and in-kind contributions, for example in co-opting mentoring arrangements to upskill our staff in current private sector business practices.

As the Chairperson I must offer my highest thanks and respect for the excellent work done by Katrina McAuley and Tony Littman as Operational Managers, both of these staff have gone above and beyond over the past year, continuing to carry out the mission of MOSS in a time of change within the organisation. Being able to register MOSS as an NDIS provider is a fantastic achievement for the organisation and testament to the reputation MOSS carries within the sector and governing funding bodies.

On behalf of the MOSS Board of Directors, I would like to thank the Management team, Administration team, all front line staff and volunteers for their hard work, support and commitment over the last 12 months. We are looking forward to the coming year where we anticipate opportunities for many staff as we aim to excel and develop even further.

Sincere Regards  
Prameend Singh  
Chairperson



## CEO's Report

### Mark Goodie

This first report is being delivered after only a short time in the post as CEO, in which I have been understanding the full scope of the diverse operations at Merri Outreach Support Service, MOSS. I can wholeheartedly confirm my extreme respect for the hard work and dedication of all the staff working in the organisation.

My sincere thanks also must be proffered to Tony Littman and Katrina McAuley for their excellent stewardship of the organisation between CEO appointments. Their work in the absence of a CEO has been outstanding, from a Board of Directors perspective and continues in the new management structure. I also wish to thank Diana Wall and the Administration Team in providing ongoing orientation to me.

It's easy to take for granted the hard work being accomplished by staff in the daily provision of services, when sitting on the Board of Directors or in a manager's office, which was where I'm usually situated. I want to clearly acknowledge the work and commend staff for their generous welcome and professional conduct in the transition from known to unknown leadership. Change is after all not easy.

I thank the Board of Directors have been exceptional in providing direction with my role and working to ensure smooth transition for both myself and MOSS staff.

### Ongoing commitment to professional, ethical services and employment

MOSS has been operating for 29 years and has its beginnings from the notion of wanting to provide housing and assistance to those in need. This is a simple notion that many take for granted. It takes a special understanding and empathy to do the work we do. I aim to ensure that MOSS is able to continue to fulfil this mission into the future, with the care and compassion for many decades and expand into new identified areas where needs exist into its 30th year and beyond.



CEO Mark Goodie

Our achievements and ongoing gains in our work, occurs throughout the service delivery and programs provided by MOSS and informs our approach to working with our clients and other stakeholders. We rely on the highly skilled and committed staff and volunteers to provide services and to ensure we continue to operate at the highest standards. Our greatest asset is your professional skills, and our greatest resource is your dedication to the mission of MOSS.

Why do we do the work that we do? The reason comes down to compassion and a recognition of the need for equity. The compassion to assist people to obtain stable affordable housing and in doing so, live stable safe lives. We have the opportunity to assist people due to the partnerships we develop. Key funding bodies such as the Department of Health and Human Services,

Department of Social Services and Banyule City Council enable MOSS to employ the good staff we do. It is the myriad of partnerships we have with many key stakeholder organisations that allow our staff to do their wonderful work. From our dedicated volunteers to our benefactors supporting MOSS with generous donations. We humbly thank all for the support shown to MOSS. We have listed our partners in the broader report and we thank you for the time and energy in assisting us to provide equity and compassion to our most valued stakeholder, our clients.

## Financial Reports

The financial year of 2017/2018 has been both challenging and productive. We have continued to focus on developing and refining strong models of practice across the agency. Our end of year result is indicative of the changes that are occurring at MOSS with a strong focus now being a reduction of internal business expenditure via the usage of new technologies.

In addition to the commitment to our ongoing work we are encouraged by achievements and initiatives such as:

- National Disability Insurance Scheme, NDIS registration as a Support Provider
- Providing support for over 2000 clients
- Technological review and planning for new business and internal communication structures

I commend the program reports contained in this 2017/2018 Annual Report which provide more detail about the activities and performance of respective teams throughout the year in review.

## Moving Forward

The coming year will require us to respond to the changing situation in the sector and adapt to an increasingly competitive, business focused community environment.

MOSS aims to respond, take full advantage of opportunities to expand and to improve the service system for the benefit of clients. The services that MOSS provide are well understood by those in decision making positions. Our agency is well regarded by the Community, Government and with our consumers and as such we are in good shape to respond strongly to the opportunities on the horizon.

These past few months, MOSS have begun to explore how we present ourselves to the community and clients and look to revamp our branding into the future to inform more of the work that we undertake. We also would like to increase our philanthropic partnerships with a view to increasing services to identified areas of need. Our foray into the NDIS will open up a new avenue of operations for MOSS to complement our existing outreach services and housing provision at Catchment Youth Refuge and transitional properties managed by Haven; Home, Safe.

We will undertake a new strategic plan to guide us in the good work that we do thus solidifying our path into the future. Moving forward, this promises to be an exciting upcoming year for MOSS.

Mark Goodie  
CEO



**"Why do we do the work that we do? The reason comes down to compassion and a recognition of the need for equity."**

# North West Regional Children's Resource Program Report

## [NWRCRP]

The North and West Regional Children's Resource Program (NWRCRP) was developed to assist specialist homelessness services (SHS) and family violence services to identify and address the specific needs of children experiencing homelessness and family violence. The program is statewide with coordinators in each metropolitan and rural region.

The two Coordinators Halime and Luisa provide a range of support to homelessness and family violence 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 provision of brokerage to enhance opportunities for children to engage and maintain their education and reduce social isolation and aims to provide further encouragement to homelessness support providers to integrate child focused assessment and case planning into their work practice.
- The development of training for workers and SHS agencies.
- Conducting research as required 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 the website [www.homelesskidscount.org.au](http://www.homelesskidscount.org.au).



### Brokerage Program

The NWRCRP manages the Homeless Children's Brokerage Program which is a statewide initiative, funded through the National Partnership Agreement on Homelessness. The brokerage program was established to enhance opportunities for children experiencing homelessness and family violence.

Its three main aims are:

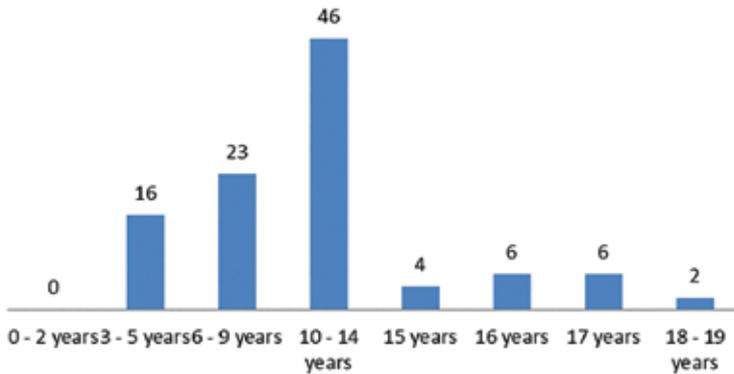
- To engage and maintain children in their education (including early education services such as childcare and kindergarten),
- To reduce social isolation by enhancing access to a range of specialist supports, and social and recreational opportunities within their community, and
- To provide social and emotional growth opportunities for children and provide opportunities to increase relational bonds between parents/carers and their children.

Given that the North and the West regions both have major growth corridors and many pockets of socio-economic disadvantage, each financial year the NWRCRP run of funds out earlier than the last as the demand for support is so great. With support from DHHS central, LASN chairs and our auspice agency we wrote Minister Foley advocating for an increase in funding. We are very excited and pleased to announce that in June this year we were granted an additional \$20,000 for the 2018-19 financial year. Statistics:

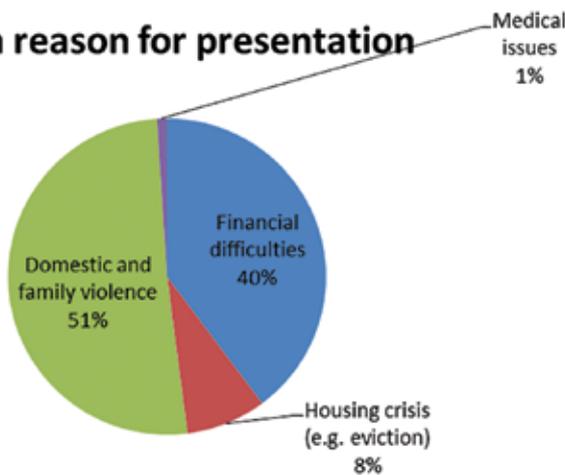
**Statistics:**

**Data from NW brokerage expenditure 2017-18**

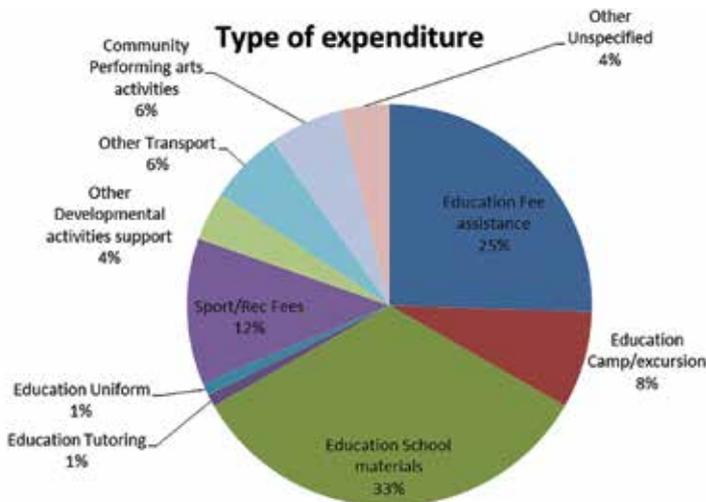
**Age of Children**



**main reason for presentation**



**Type of expenditure**

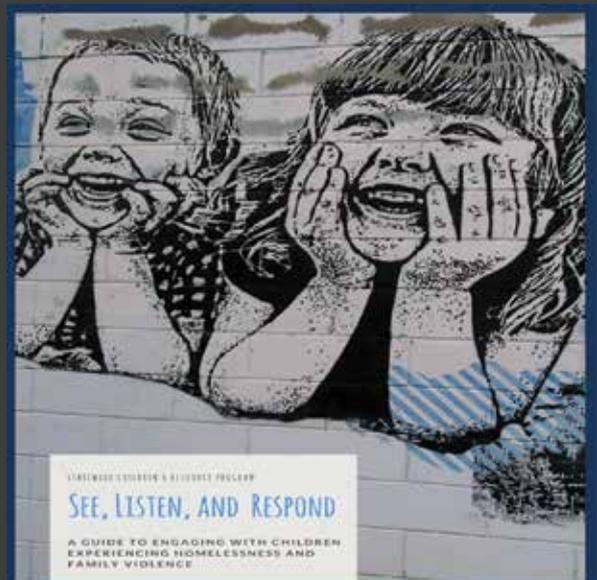


**NW Consumer Participation Working Group**

In February 2010 the North West Local Area Service Network (NWLASN) agreed to establish a working group to consider issues relating to client participation and feedback practices in the region. The NWLASN CPWG exists to investigate, develop and make recommendation about coordinated methods for the inclusion and participation of clients of the LASN. Since 2012 the NWCRP has been an active representative to ensure children are on the agenda, to promote and uphold children's rights and to ensure they are voiced when agencies are involved in the annual NW CPWG survey. This then provides an opportunity to ensure children are included in compliance with accreditation requirements, recognition of effective and best practice, service development, advocacy, recognising and meeting children's needs and encouraging children's engagement.

**Statewide Children's Resource Program**

The ongoing work of the Statewide Children's Resource Program (SWCRP) is primarily to encourage capacity building and develop best practice in responses to children. This aims to ensure that children receive the support and care they need for their safety and wellbeing. The CRP coordinators meet regularly as a statewide group and share portfolio responsibilities to maintain partnerships with relevant peak bodies and DHHS policy areas. Through regular communication, strategic planning and meetings the SCRP are able to share information, provide training, develop tools and resources, contribute to submissions and be involved in consultative processes. This ensures that children are responded to and supported along a service continuum from prevention through to recovery. This year the SWCRP produced a resource See, Listen And Respond, "A guide to engaging with children experiencing homelessness and family violence".



# Bright Futures Report

Bright Futures (Homeless Children’s Specialist Support Service) works with infants, children and young people 0-18 years who are accompanying their primary carer/s through the homelessness and/or family violence sectors. Bright Futures works with children in the North and West metropolitan regions of Melbourne and provides assessment and case planning, case management and therapeutic group work programs. Bright Futures is currently made up of 5 full-time positions consisting of a Team Leader, 2 Children’s Specialist Case Managers, a Children’s Specialist Group Worker/Case Manager and the Children and Mothers in Mind Clinical Practitioner.

Partnerships loom large in the work of Bright Futures with the Program inherently built on a foundation of partnerships; from case management to group work and sector capacity building. The co-case management model necessitates that Bright Futures work alongside the referring worker for the duration of Bright Futures involvement. This model allows Bright Futures to focus on the needs of children whilst the referring worker holds the needs and case management tasks for the parent/s and family as a whole. When co-case management works effectively Bright Futures and the referring workers maintain regular contact with each other and the family to ensure collaboration and care team integration and to avoid replicating support. In addition to this the Bright Futures Group Work Program is embedded in a partnerships model. Group work partnerships are an opportunity to skill up workers in group work practice and the Bright Futures group work model as well as being an opportunity to tailor group work programs to different cohorts of children throughout the North and West regions and reach more children.

BF Team April 2018: Bess, Clare, Nadia, Talia and Ilse



There have been a number of staff changes throughout this year, however Bright Futures has continued to provide great case management and group work support to children, young people and their families. The Program continues to participate in a number of networks including the Western Integrated Family Violence Committee and the North West Therapeutic Children’s Worker Network. We have maintained a strong relationship with Royal Children’s Hospital Mental Health through running ‘parkas’ (Parents Accepting Responsibility Kids Are Safe) groups as well as strengthening relationships with organisations such as Launch Housing, Berry Street Northern Family and Domestic Violence Service and VincentCare Victoria through our case management work. Bright Futures have continued to work alongside MOSS programs through co-case management as well as holiday programs and value opportunities for collaboration across the Agency.

Early in 2018, Bright Futures were excited to receive confirmation that funding for the Children and Mother’s in Mind demonstration project would be extended for an additional year. Over the first 12 months of the partnership between MOSS and Children’s Protection Society (CPS) facilitators ran four groups in the North East Melbourne Area catchment – Whittlesea, Epping, Heidelberg and Broadmeadows also. Over this period 20 families (mothers and their children under 5 years old) participated in groups, with a growing number of referrals and interest in the program as stakeholder relationships are strengthened. The groups have had

A photo from the April school holiday program



high retention rates, with participants attending enthusiastically each week. Feedback and evaluations from participants so far have been overwhelmingly positive for the program. Bright Futures are grateful to be part of this partnership and to be strengthening our relationship with CPS more broadly.

This year also saw Bright Futures run our fourth camp over summer. Bright Futures were joined by Bianca from Hume Program and children were referred from Bright Futures, Hume Program and Crisis Program.

Additionally, for the second time Bright Futures were approached by StreetSmart for the opportunity to apply for a \$3,500 grant. Bright Futures excitedly applied for and were successful in receiving a grant to run a group at the Pearcedale Parade Unison site, an idea that has been discussed since the MOSS/Unison partnership began there.

Bright Futures looks forward to a growing partnership with the Hume Program and will begin running a monthly children's art group at Pearcedale Parade. This will be a great opportunity to offer a group program to a new cohort of children and to continue our strong partnership work with the Hume Program. Additionally, in the second half of 2018 Talia will be presenting at the International Childhood Trauma Conference in partnership with Tara Pavlidis from the Royal Children's Hospital Mental Health (RCH MH). Tara and Talia will be presenting on the 'parkas' group work model and the MOSS/RCH MH partnership. Bright Futures will continue to work with family violence, homelessness and other organisations through our case management, group work and participation in networks and will again run Bright Futures Camp in January 2019.

A photo from the term 2 Bright Futures group at Preston North East Primary



A photo from BF Camp 2018

## Case Study

Bright Futures received a referral from the Crisis Team at MOSS in March 2017 for a single mother (Natalie) and her three children Jason (15), Eliza (13) and Luke (9); Natalie was also expecting her fifth child (Cameron, now 10 months). The family had experienced significant trauma from family violence which resulted in the family fleeing and becoming homeless. The family were socially isolated and had difficulty trusting support services and institutions like school.

Bright Futures offered specialist support to all four children, developing case plans that focused on improving the children's educational, social and emotional wellbeing, health, recreational experiences and family relationships.

Bright Futures' work with Luke and Eliza was particularly reliant on building and utilising strong partnership support. Upon referral Luke had been disengaged from school for several months and had challenging educational needs and behavioural issues that often impacted on his safety. Bright Futures worked collaboratively with the school, providing specialist secondary consultation and support to ensure the staff were equipped to support not only Luke's individual needs but also Jason and Eliza's needs. Since Bright Futures' involvement Luke's attendance has vastly improved and he is able to engage in school lessons, make friendships and enjoy school activities. Additionally, Natalie's relationship with the school has been strengthened, enhancing the children's overall experience of school.

Upon referral Eliza presented as depressed and expressed suicidal ideation to staff at school. Eliza was also very isolated and had difficulty making friends and connecting with her peers. Bright Futures participated in safety planning with Eliza, her Mum and the school staff. We applied for a family violence flexible support package to pay for activities Eliza was interested in, such as art therapy and netball. This helped Eliza build her confidence, make social connections and had a positive impact on her mental health.

Bright Futures worked collaboratively with MOSS Crisis and TOST programs throughout the support period, to ensure Natalie was supported (for example, with housing and court) so that Bright Futures could focus on supporting the children. The work with the school resulted in positive relationships and educational outcomes for the three older children and also provided an opportunity for Bright Futures to build relationships with the school which can be utilised in the future as well.

Bright Futures worked with the family for over 12 months and through this collaborative approach, the family became connected with school, built social relationships, were linked in with individual and family therapeutic support and were overall more confident in accessing support.

## Connections Program Report

The Connections Program provides short-term linkages and support to access health and essential services for those in our community who are homeless or at risk of homelessness and have complex and unmet health needs.

The program services the communities of Banyule, Darebin, Hume, Moreland, Nillumbik and Whittlesea. It links clients into services to address their homelessness or homelessness risk and to sustain their housing. The program also aims to link clients into health and other required supports to improve their health and capacity to maintain their independence in their home.

The Connections Program has 6 team members, Jenny, Claire, Nancy, Erin, Michelle (who is filling in for Holly, whilst she is on leave) and Program Leader, Clint.

Throughout the year the connections team has continued their strong partnership with Tenants Victoria outreach program. Under this partnership members of the two organisations visit rooming houses together and meet with tenants who require linkages for health and support with housing, and who may require broader advocacy or support to test their NDIS eligibility. MOSS is now registered to provide services, including support coordination through the National Disability Insurance Scheme. At the time of writing the Connections Program is actively building understanding of the positive possibilities that support coordination could provide to those who are experiencing homelessness, and who have a disability.

There is great excitement within the team that NDIS registration could open up a new way of supporting people with disabilities who are homeless. We hope to develop a model that supports people to fully participate in the NDIS, regardless of their housing situation.

**"MOSS is now registered to provide services, including support coordination through the National Disability Insurance Scheme."**

### Case Study

Melanie was referred to the Connections Program by a housing services officer who had inspected her property to find what was described as a hoarding situation. During the process of cleaning the home it became evident that the property was no longer habitable and it was condemned by the Office of Housing.

The Connections Program was involved with Melanie for approximately 4 months during which time support focused on building rapport and making referrals to services in the community. There was also a great deal of practical support provided to assist her to move to a new home.

Melanie's trust of our service grew during this period of intensive support, sufficiently for her to feel able to disclose that she was not hoarding, but that the degradation of her home environment was related to unresolved grief, loss and anxiety.

Melanie engaged well with Connections workers, and with support was able to maintain her new office of housing property. One of her goals was to build her confidence so that she could assert herself when needed and to participate in social groups in the future. Melanie agreed to a counselling referral, for assistance with these goals.

Melanie came to realise that her daily living circumstances were greatly affected by her high anxiety. She had not seen a medical professional in 8 years. The Connections Program was able to link her to a doctor, to further explore this anxiety. Melanie subsequently agreed to a referral for longer term mental health case management.

Melanie is now settled in her new home and is considering pet ownership; she enjoys shopping and spending time with her daughter once a week, with her daughter now able to visit her clean home. The Connections Program has been able to help Melanie move forward through linkages and practical assistance, whilst being sensitive and considerate of her goals and needs.

# Older Persons High Rise Support Brunswick and Housing Support for the Aged Program Report

The Older Persons High Rise Support Program (OPHRSP) has been operating at Barkly Street, Brunswick for just over seven years. The program has become a crucial addition to two other programs operating at Barkly Street (Volunteer Coordination and Social Support Group).

The OPHSP worker supports and case manages residents assisting with various issues including, complex health issues, referrals, advocacy and support, general counselling, tenant disputes, maintaining tenancies, transportation and community development activities.

The program continues to offer a responsive and professional service to all current and new tenants while also assisting clients from the surrounding area.

The Housing Support for the Aged Program (HSAP) consists of two part-time workers Stephanie Bell and Sarah Goodie covering five local government areas including Darebin, Banyule, Moreland, Nillumbik and Whittlesea.

HSAP offers case management to 25 clients over the age of 55 who reside in public housing, have complex health issues and require case management to assist in sustaining their tenancies and general wellbeing. The program also offers social support to isolated tenants.

The program has developed an invaluable partnership with the Victorian Aboriginal Health Service (VAHS). HSAP, VAHS and the clients' meet to discuss current case and care plans, referrals, procedures or concerns. The partnership has enabled HSAP and VAHS to engage more fully with clients who were resistant to participating with either service.

The OPHRSP worker has worked closely with the Office of Housing (OOH) Broadmeadows to identify and support vulnerable tenants in the building. Through ongoing meetings between

OPHRSP and OOH, tenants at risk of hoarding have been identified referred to OOH Broadmeadows for follow up with tenancy inspections. OPHRSP worker has then worked with tenants to improve living conditions and links to supports to assist with any unmet needs.

OPHRSP worker, Brunswick police and Office of housing Broadmeadows have also worked in collaboration to address anti social behaviour at Barkly Street by implementing security measures including CCTV and 24 hour fob access and increased police patrols. This has worked well to create a safer environment for tenants and staff on the estate.

## Case Study

### Presenting issues/Background

- 69yo Aboriginal man
- Has been supported and provided long term case management by MOSS for over 10 years
- Has been supported with crisis accommodation, medium term and long term housing options through-out the period of support
- Has been able to secure long term housing in an estate in Brunswick, managed by Haven home safe for a period of 8 years.
- Late 2017, the client was required to be relocated due to plans for demolishing the housing estate he was residing in. Tenants needed to be vacated by January- February 2018
- This was a very difficult and stressful period as, the client was experiencing great mobility issues due to his deteriorating chronic health conditions and was supported with attending various hospital and medical appointments
- Intensive support was provided during this period and a great deal of case co-ordination with the Victorian Aboriginal Health Services (VAHS) and Haven Home Safe
- The client was also in the process of abstaining from alcohol
- The added stress and anxiety of needing to find a suitable property for his special housing requirements was challenging for him and all services involved
- The client had a history of chronic alcohol use, chronic health conditions relating to the long term effects of the alcohol use, ie an acquired brain injury, mental health issues, diabetes

## OLDER PERSONS HIGH RISE Report continued...



- Most of the client's family were interstate and over the year MOSS has supported him to return to country during cultural specific times.
- Client strongly maintained to be independent and enjoyed using public transport to attend to his appointments, however, this period of uncertainty surrounding his housing had created a deterioration in his physical health
- The key to a good partnership with VAHS, MOSS and Haven Home Safe was strong, trusting and consistent service.
- In co-ordination with Haven Home Safe; OOH; The Way Community Rooming House; My Aged Care and most importantly, VAHS, MOSS case managers were able to strongly advocate for the best interest of the client given the complex issues personal, social and structural issues he was facing that was effecting his ability to maintain independent long term housing appropriate to his long term support needs.
- Actions undertaken
- Continuous monitoring and support through the provision of advocacy and negotiations with housing services to provide the client with appropriate housing offers. Ie Haven home safe and OOH
- Strong advocacy provided through support letters, the co-ordination of services through case meetings with the client, medical/complementary/ administration staff from VAHS to ensure the clients best interests are met
- Referral to My Aged care re: assessments for longer term housing options, home help
- Medium term housing support through The Way Community Housing service until an appropriate housing offer was provided through OOH
- Physical support was provided with moving out of the Haven estate into The Way Community Rooming housing and out of that facility into his OOH

property in Parkville. Flexi funds from the HSAP were used to purchase these services to assist the client with his housing transfers and settlement.

- Centrelink payments became an issue during this period as, the many changes to his residence effected his payment plans through centrepay. This created a greater need for further support and advocacy from case managers to assist with navigating the processes of centrelink as, this increased the stress and anxiety levels for the client, creating further confusion and memory loss.

### Outcomes

- Obtained appropriate housing after advocacy from HSAP team
- Co-ordination of services with VAHS to ensure the clients best interests are met and that client keeps his supports with community and local service providers
- Client assessed and accepted for my aged care package
- Establishment of new tenancy
- Centrelink transaction of payments was rectified and centrepay arrangements were restored
- Client has been able to travel interstate to see family and to attend to a funeral. Through the coordination of health services from VAHS, the client's medical needs had continued to be attended to during this time. HSAP case managers were continuously updated re: the correspondence and contact received from the client to ensure he continues to feel supported.
- Clients right to self-determine advocated for and supported.

# Older Persons High Rise Support Holmes St Report

The OPHRSP office is located at 1 Holmes Street, Northcote, which is one of many dedicated public housing high rise estates for tenants aged 55 years and over. OPHRSP is staffed by two full-time workers and has been operating since 2011.

OPHRSP have supported consumers with providing information, referrals and advocacy. Program workers engage and work with isolated and vulnerable consumers to access support and services, support consumers to develop independence and a sense of community and security, assist consumers at risk to maintain their tenancies and support tenants to participate in social and recreational activities.

OPHRSP also undertake various community development activities within the estate to foster community engagement and connectedness. Some activities include weekly morning tea offering fresh and healthy food options. The morning tea provides consumers an opportunity for socialisation and to receive support in an informal setting. OPHRSP has invited organisations to attend to provide education and information. Some have included Metropolitan Fire Brigade (fire safety) and Victorian Public Tenants Association. The program also facilitate excursions and some have included a trip to Cuckoo restaurant to celebrate Christmas in July, Trentham falls and Scienceworks - Museum Victoria and Planetarium.

Darebin City Council manage the Housing Sponsorship Program and waitlist for Holmes Street estate. OPHRSP works closely with the Housing Sponsorship Program Coordinator (HSPC) to ensure all referrals for new tenancies are appropriate and will provide information to new tenants regarding support available from OPHRSP. OPHSRP are informed of arrival of new tenants to assist with engagement.

Renovations had been undertaken within the building for the past 5-6 years which have now been completed. During this time there has been much stress and anxiety caused by the continued noise and relocation process. Tenants were required to relocate from their units, some of whom have lived in their units for decades, to allow the renovation process to occur. Since renovations have concluded, all units are now occupied which has not been the case for 6 years.

OPHRSP look forward to the year ahead and hope to embark on more community development activities to create strong connections with a fully occupied building of tenants. For much of the past years, time has been spent supporting new tenants and consumers who have been required to relocate. We will focus on continuing individual support and also increase our community development.

## Case study

Rachel is a 54 year old woman who originates from Lebanon. Prior to moving to Holmes Street estate, Rachel was homeless (couch surfing) as she was no longer able to afford public rental. Rachel reported significant physical and mental health issues and is a survivor of family violence. Other than her children, Rachel had no social connections. Rachel stated she didn't feel comfortable participating in social activities due to her depression and anxiety. Rachel worked in several jobs to support her children until she was unable to continue to due to her declining physical and mental health. Rachel previously applied for Disability Support Pension however her application was unsuccessful. Rachel was receiving Newstart Allowance and struggled financially and could not afford to pay for gym membership which was beneficial for her physical and mental health. Rachel was sleeping on a fold out bed and had no other furniture. Rachel had furniture on layby which would take her months to re-pay.

## Actions undertaken

- Support provided with application for Disability Support Pension
- Liaised with Rachel's health professionals
- Attended Centrelink appointments with Rachel
- Referral to local leisure centre
- Encouraged participation in community events
- Referral to community garden program
- Funded furniture on layby
- Purchased a TV and bed/bedding

## Outcomes achieved

- Rachel is enjoying living in her new home now fully furnished
- Rachel's DSP application was approved and she is no longer feeling financially stressed
- Rachel is attending the leisure centre and feels more positive
- Rachel's confidence has improved
- Rachel has attended activities including an outing to Cuckoo restaurant. She reported having a great time



# Student Placement Report

Once again, MOSS has been inundated with placement requests from Universities and TAFE. This year we were able to host 8 students who are completing their studies in Masters of Social work, Bachelor of social work, Bachelor of Youth Work and Diploma of Community Services from Melbourne Polytechnic, Kangan Institute, RMIT, Flinders University and Victoria University. In August this year we agreed to a partnership with Victoria University to have ongoing Bachelor of youth student's complete placement in Catchment refuge and the Crisis Program. Our first student from this partnership is Brittney who has been terrific in her enthusiasm and wiliness to learn; she has provided the following feedback.

**"My experience at Merri Outreach Support Services in Northcote has allowed me to place my theory into practice. I have been given the experience to work with a range of people from all demographics, experiences and challenges faced throughout their life. This has allowed me to formally understand and work towards assisting and supporting people in a range of environments. Through my placement experience I have been supported by an amazing team that have guided me through my placement experience and have provided me with a vast range of knowledge to use in the future. I would not have been ready to enter the work force of Youth Work without the support of my placement, which I am very grateful for!"**

We look forward to hosting many more students in the future as this is our opportunity to invest in future workers coming into the sector.

Kate Burns  
Student Placement



# Volunteers Report

The Volunteers Program is based at 351 Barkly Street Brunswick. It is funded for one full time Volunteer Coordinator to deliver Volunteer activities on the estate with the aim to keep people active, engaged and supported. Lyn our Volunteer Coordinator has a team of 11 Volunteers and has had a year of achievements. We would like to thank Graham, Lesley, Zenka, Senna, Dave, Jock, Con, Tom, Terry, Darryl, Lorraine, Miguel and Jack for their hard work and contribution as MOSS Volunteers

In February the MOSS Volunteers were awarded the Molly Hadfield award for outstanding work in public housing, they were presented with the award by Minister Martin Foley and also received a number of achievement awards. The award was for the work of the Food Bank and other support provided to the tenants of the Barkly Street Estate. The Food Bank has provided 2880 food parcels to singles and families in the past financial year who reside at Barkly street or in the local area, additionally, parcels are provided to support programs of MOSS and other local services.



Molly Hadfield Award

The MOSS Volunteer team would like to thank the following services for their continued support and partnership in supporting the operation of the Food Bank.

- [Second Bite](#)
- [Food Bank Victoria](#)
- [St Vincent De Paul](#)
- [Baker's Delight Barkly Square](#)
- [Coles Union Square](#)
- [Woolworths Brunswick](#)
- [Jacob from St Mary's Church Brunswick](#)



Barkly Street 30th Anniversary

2018 Lyn celebrated her 30th year of working at Barkly Street along with the Shrivings Day Centre. MOSS hosted a huge party onsite and paid tribute to Lyn and co-worker Feride Recepoglu who has worked alongside Lyn for 27 years. The contribution both employees have made to the Barkly Street community are remarkable.

# VOLUNTEERS Report continued...

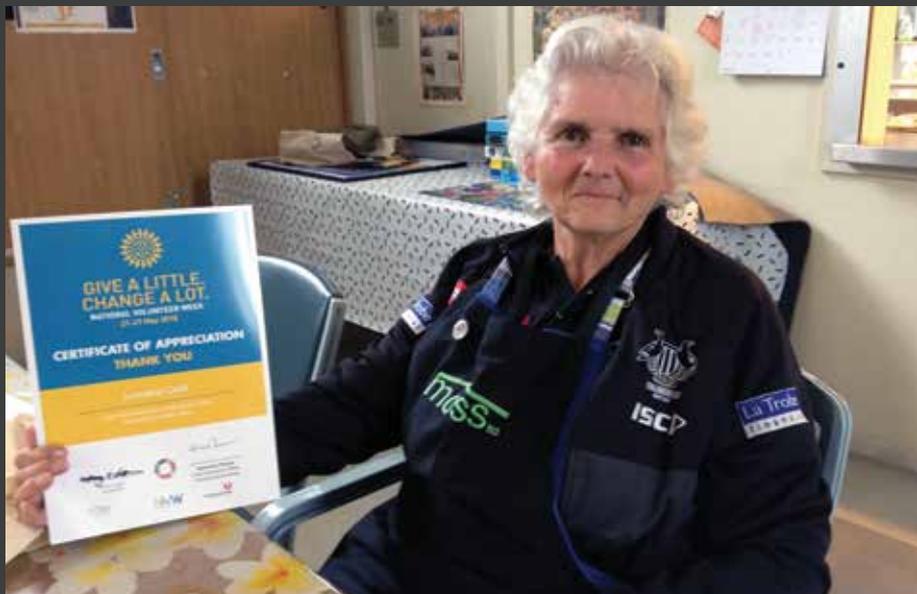
Marion Patterson who was a long term Volunteer and friend at MOSS Food Bank sadly passed away this year. Marion over her 20 years as a Volunteer was a previous board member and helped out in the social support groups in many and varied ways. Marion lived in the Brunswick community and was awarded an Order of Australia medal for her contribution to Victorian Little Athletics.



Lorraine and Miguel two new MOSS Volunteers for Holmes Street making sandwiches for the Wednesday morning tea.

The Volunteers Program looks forward to continuing its good work and delivery of services to the community at Barkly Street estate.

MOSS has recruited a number of new Volunteers to the Holmes Street estate at 1 Holmes Street, Northcote and we look forward to developing new volunteers for that estate in the next year. We welcome Lorraine and Jack who have been helping out in the Wednesday morning tea by assisting with food preparation, clean up, running activities and providing support to the programs. MOSS acknowledged the work that has been provided by our new and existing Volunteers by hosting a morning tea during National Volunteer Week. Below is our Volunteer Lorraine with her certificate of appreciation.



Lorraine Croft receiving her "Certificate of Appreciation" for Volunteers Week..

## Social Support Groups Report

MOSS offers three Social Support Groups which are variously located on the Barkly Street, Brunswick, Holmes Street, Northcote and Southern Road in West Heidelberg on older person's public housing estates.

The Social Support Group Program works closely in partnership with the Older Persons High Rise Support Programs on both Holmes Street and Barkly Street estates. At Brunswick we also work closely with the Volunteer Coordination Program which provides bus drivers, a food bank for our clients, and are generally always available to lend a hand. We also work closely with the Salvation Army, Uniting, Royal Freemasons and Wintringham in monitoring their clients who attend our Social Support Group.

The essentials of our program remain a nutritious meal, physical activity, interesting activities and of course a great opportunity to mix with others. We also fundraise for the Cancer Council and Heart Foundation.

Currently we have the following staff: Dan, Hannah Alison, Debbie, Jack, Ray, Pam, Yvonne, Louise, Feride, Jen, Gaetano, and Wendy, as well as our chief in charge, Ken Wilson as Coordinator. Hannah and Jen have been great additions to our team this year. On a sad note, we acknowledge that loss is also part of our program and this year we have lost several long term clients and volunteers who have been part of the SSG community, notably Les Stratten and Marion Patterson.

### Heidi Social Support Group

Our regular activities during group times include games of quoits, Hooky, shooting hoops, dominos, Yatzi, bingo, Hoy, and Rummikub. Regular mental and physical exercise is part of our daily routine that all clients participate in at their level of capacity. Video games such as Who wants to be a Millionaire? as part of our mental exercise routines as well as quizzes from the daily papers. Wii games have proven to be very popular. Clients enjoy playing golf, tennis, ten pin bowling amongst other things.

This year we participated in an Armchair Travel experience to Greece. Clients were introduced to authentic Greek food, music and a cultural experience. Having the new Smart TV was incredibly helpful. We were able to Google places in Greece and visit specific places people requested.

Our external social activities now include regular monthly attendance at the Reservoir RSL Morning Melodies sessions where the clients enjoy the quality of the food, the entertainment, newly renovated physical environment and the friendly nature of the RSL staff. We have now commenced going to Ten Pin bowling in Keon Park on a monthly basis as the clients thoroughly enjoyed the initial outing.

We have been instrumental in helping some of our clients to achieve their goal plans. One client wanted to revisit the Mornington Market as this was a regular activity for her in her younger days. Another client wanted to visit Victoria Market as she had not been there for a very long time. As Victoria Market was closed on the respective days our group meets, she was happy to attend Preston Market.



## Holmes Street Social Support Group

A year of growth and change at Holmes Street. Firstly, Mary joined the staff team in June, and has been fantastic to have on board. Her enthusiasm, long experience and welcoming nature has meant she has fitted right in at Holmes Street.

The Holmes Street Social Support Group has grown significantly this year, following the completion of long-running renovations to the Holmes Street high rise elderly person's public housing estate towers. Many new tenants have moved in to the completed upper floors with some trying the Social Support Group and found they've enjoyed themselves.

In particular we have had a number of men coming to the group, who have been underrepresented at the Holmes Street for some time. The pool table has been well used and appreciated by the new participants. We also have several new participants who do not live at Holmes Street, but have been linked to the group via the My Aged Care system and are transported there by staff or carers.

Running two days each week, Dan and Mary strive to make the atmosphere relaxed and friendly, and give opportunities for tenants to pursue their interests and goals. Sometimes this involves a long awaited journey, for example this year we all went on the Puffing Billy Railway for somebody who had not made the trip since the 1960s. Our communal 2 course meals are a focal point of group and tenants really appreciate both the food, sharing the company and the banter of others.

We've been heading out of Northcote at least once a month, and have visited other interesting places such as Cranbourne Botanic Gardens, Ned Kelly's childhood home (and nearby pub), Caribbean Gardens, an Opportunity Shop Crawl and Captains Cook's Cottage have all been on our hit list. We have also been doing a roadshow of 'Morning Melodies' venues across the Northern suburbs, and are still searching for the perfect place for a Tuesday session of music and meal. This year we also organised a Mystery Trip, which ended at the Kuranda Nursery in Mt Eliza.

We have been hiring and driving a 12-seater bus from Darebin City Council's Community Bus program for our trips, which was a new experience for us this year. This has worked really well for our increased numbers, has given us a more comfortable way of getting around, and made access easier for those clients with mobility difficulties.

Finally, the Holmes Street footy tipping competition entered its fourth year and attracted interest from many tenants. Another event which adds to the social fabric of Holmes Street.



## Shrivings Social Support Group

Shrivings has an extremely active arts and crafts program that works in a range of areas of creativity. We produce rugs, posters, baby clothing, felting papier Mache paintings and a range of items do decorate our room (if get the chance have a look at our kangaroo and emu). Some work is produced communally and some by individuals, all with love. This year we were able to have some of them displayed at the Coburg Library, in a mini art exhibition. Our clients were so proud of their works and achievements. There was great feedback from the public and Moreland community.

We also had a stall at the Moonee Ponds Festival to sell craft items and promote MOSS. Both these activities provided a great benefit for our clients, and the opportunity to get out into the community is always rewarding.

Armchair travel continues to be a favourite activity, and this year saw the clients and staff heading off to New York!

This year we took clients on outings to the Queenscliff Ferry, the Werribee Open Range Zoo as well as taking time to lay a wreath at the Memorial in Queens Park for ANZAC day. In the warm weather we took a keen group swimming. At the Centre we had pampering days and dressed up for Oaks Day and the AFL Grand Final.

Shrivings provides meals and activities five days a week and has attendance between 15-20 clients each day. The sense of security, community and care provided to all the tenants at Barkly Street ensures that it is a great community to live in.

# Hume Program Report

The Hume Program provides outreach support to individuals and families who are experiencing homelessness. We support people living in transitional housing, social housing, emergency accommodation; couch surfing and other places people may be sleeping.

Currently the team is: Vicki, fulltime Program Leader, Karen, and Kristen part-time case managers, and Fiona, Katrina, Lu, Bianca and Marzia as full-time case managers.

The Hume Program provides support to people who are living in or have links to the Hume and Moreland local government areas. Partnerships are vital to the work of the Hume Program. Partnerships provide opportunities and enhanced outcomes for the consumers we are supporting.

The partnership the Hume Program has with other MOSS Teams and programs is very important. To be able to refer to other MOSS programs or accept referrals from other MOSS programs, quickly and easily is so positive for support workers and for consumers.

Food donations from Bakers Delight in Brunswick



The Hume team, in the past year has referred to Bright Futures, Connections, and also the Children's Resource Program (NWCPR) within MOSS. We have received referrals from Catchment Refuge and Crisis Response Program.

The Unison/MOSS partnership is another of great importance. The Hume team spends one day a week out posting 2 workers at Unison's Pearcedale Parade building in Broadmeadows, a large social housing complex. The Hume team offers a small food bank named 'Pearcedale Pantry' in the mornings and provides a drop information and support service in the afternoons. In return for the support provided to tenants of the building the Hume Program offers nominations opportunities into a number of the apartments there.

The Pearcedale Pantry is supported by 'SecondBite' with food donations, and Bakers delight in Coburg, who provides bread to us every week.



## HUME PROGRAM Report continued...

The Hume Program has formed a partnership with 'HoMie' which continues to develop. Homie is a clothing store where 100% of their profits go towards people experiencing homelessness and/or hardship. MOSS consumers have been attending the VIP Shopping Days since 2015. This year MOSS joined the HoMie Alliance, which enables us to refer into the Pathways Project, which offers access to internships for young people from within our program. We have already referred one young person to the internship which offers a paid six-month accredited training and employment program at HoMie's flagship clothing store. This is progressing well.

MOSS continues to have good collaborative working relationships with VincentCare Victoria, Broadmeadows Office of Housing, Centrelink, and Helping Hands Mission, to name a few.

Other exciting or noteworthy events include Homelessness Week 2018 activities. MOSS along with WISHIN, Crossroads and VincentCare Victoria held a stall at Broadmeadows Central Shopping Centre for the week. This initiative was part of a broader campaign lead by the Council to Homeless Persons (CHP) to provide information and raise awareness about the issue of homelessness. There was considerable interest from the local community with 375 signatures collected in advocating to the government; the we need inclusionary zones in all new developments; more public housing stock, safe, and ;affordable housing for all.

Pearcedale Parade- School Holiday Activities: In a growing partnership with Unison, the Hume Program and MOSS Bright Futures has been running a school holidays activities for the children living at the Unison apartment complex in Broadmeadows. The activities of arts, crafts and cooking have been very well attended. This is a further demonstration of the partnership between MOSS and Unison.

Looking forward, the Hume Program and Bright Futures are working together to run an art group for school age children at the Unison complex throughout the year. This initiative is enabled by Bright Futures receipt of a Street Smart grant to run a group, and already being involved in the school holidays activities there. A monthly group will be jointly facilitated by the Bright Futures the Hume Team.



### Case Study:

Matilda came through to the Hume Program through self-initiated contact. Matilda emailed MOSS looking for support and advice as she was unwell, admitted to hospital and facing imminent homelessness. The Hume Program, made contact with VincentCare Victoria, our local Access Point, and arranged for the brief Intervention worker to visit Matilda in hospital for Initial Planning and Assessment. Matilda was subsequently referred back to the Hume Program as a Brief Task Based Response client.

Matilda had been living in private rental accommodation for 7 years, along with her two daughters aged 9 and 6 years old. Matilda suffers multiple serious medical conditions and has a long history of substance abuse. Matilda shared that since receiving a 120 day Notice To Vacate, she began to use heroin again to ease her stress and fear of becoming homeless.

When Hume Program first met Matilda she had literally days to find alternative accommodation with no family or friends to support her. Matilda presented as extremely concerned and worried about herself and her daughters wellbeing and future. MOSS worked with Private Rental Assistance Program (PRAP) through VincentCare Victoria, and Matilda to achieve a positive and timely outcome.

Fortuitously, a two bedroom apartment become available at Unison which Matilda accepted. Support from Hume Program funding for a removals and PRAP supporting Matilda with 4 weeks rent, made for a positive start to tenancy. PRAP was also able to provide material aid, providing the girls with their own brand new single beds, one had been sleeping with mum and the other in a modified cot/toddler bed at aged 6, a new bed for Matilda, a sofa and dining chairs and table. The Hume Program were also able to purchase some linen and bedding to help the girls and Matilda feel special and excited about their new housing.

Since moving into Unison, Matilda has expressed how happy they all are, her stress and fears have eased around feeling vulnerable and the girls have made friends with the other children. The children have attended the school holiday activities arranged by Hume Program and Bright Futures. They appeared to be settling in well and already establishing positive connections with neighbours at Unison. Matilda attends the Pearcedale Pantry.

The support provided to Matilda to establish her tenancy and be set up for successful long term housing, was invaluable and most importantly diverted Matilda and her daughters from becoming homelessness. The collaborative work between The Hume Program, PRAP, and Unison, ensured Matilda had a positive housing outcome, support to remain connected to the local community and health services. Her children remained engaged within their current school and social support network.

# Transitional Outreach Support Team Report

The Transitional Outreach Support Team (TOST) incorporating Banyule Housing Support and also Intensive Case Management Initiative (ICMI).

These three programs provide outreach team case management to people (individuals and families) who are at risk, or who are currently experiencing, homelessness. Our programs 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 linkages and generating interconnectedness within the community.

Team members are Shirley (TL), Liam, Peter, and Dan (who works part time with TOST and also at the Social Support Group program. Kathryn is the Case Manager within the ICMI team and we have Esme and Natasja who work together within the Banyule Housing Support team.

The TOST/Banyule/ICMI program have a relationship with the Crisis team and Connection Teams at MOSS. We receive referrals that provide a vital pathway in the transition from crisis short term team case management to medium term team case management. The ICMI program also has relationship with Indigenous services; it receives referrals for case management from Elizabeth Hoffmann House, Haven Home Safe and also WT Onus Hostel.

TOST are currently supporting 36 households in transitional properties awaiting their permanent offers. Out of these 3 households, 3 households have been approved for their current THM to become their permanent offers. We are currently waiting for the Office of Housing to finalise these transfer before we can exit these clients permanent from the program.

## Student/Mentoring Placement

TOST have completed a student placement for a student from Melbourne Polytechnic. This placement was for 200 hours. Natasha is currently doing joint work with Himilo as a mentor for a social Work student in his first year. This commenced in April and finished in July.

## Justice Connect:

A family consisting of Mother in her late 60's and Son (25) diagnosed with significant physical/mental health issues which were such that remained in his room and severe mutism, after the death of his mother, the son was at risk of losing his tenancy. Justice Connect advocated strongly for person to be placed on a "transfer list". The NTV was withdrawn and we are in the process of this person downsizing to a one bedroom property. Linkages with Justice Connect have proved to be a positive outcome for this family.

## Training/Networking – Team members have attended:

- Gambling Harm Conference – Taking Action for Change
- SHiP Advanced Training
- First Aid Training
- North Metro Community Care Forum
- Front Door Forum held at HHS
- Banyule Family Violence Network held at Nillumbik Shire Council
- Tenants Meeting at Shop 48 facilitated by Banyule Council





# ICMI Report

ICMI – Program – Team member is Kathryn. There are currently 7 families and 4 individuals receiving ICMI case management support. As ICMI case manager, Kathryn will typically work with an individual and family who she has met when experiencing homelessness, during their time staying down at WT Onus aboriginal hostel for example, right through to their long term housing outcomes.

The work within the ICMI program continues to be intense at certain times and varied. The last 3 months has included completion of further flexible family violence funding applications, funding applications & various types of Office of Housing applications, along with significant advocacy such as court attendance. Engagement and collaboration with other services, such as DHHS Child Protection and Corrections Victoria has typically been of real benefit to clients and as such, is a very important part of her role in working with both individuals and families. ICMI funding has again been put to great use.

Building and maintaining rapport and trust continues to be such an important part of Kathryn's role in this program. As stated on previous occasions, the families and individuals that Kathryn works with have typically shown incredible resilience, pride and humor in the face of great adversities, discrimination and marginalization as Aboriginal Australians and it continues to be a privilege to play a supportive role in their lives throughout their involvement with this program.

Referrals from WT Onus have been on hold since it was closed for building maintenance earlier this year. Both Kathryn and a TOST colleague were able to participate in an emergency assessment response for several of the tenants staying down at WT Onus at the time of its closure. Our involvement provided one positive outcome in particular, with a young man successfully referred into our youth refuge.

# Banyule Housing Support Program Report

Team members Esme and Natasja continue to work from Shop 48 and utilise the various rooms for client appointments. Majority of the service delivery is at the client homes.

Currently Banyule have a total of 36 households, 18 households are DHHS funded with a total of 51 children and 15 BCC funded households with a total of 52 children. Of the 15 BCC families 8 are currently in transitional housing awaiting their permanent housing offer. One offer of permanent housing was made earlier this year and required assistance into their new home, they were referred onto Launch Housing for ongoing support. We offered ongoing support due to the mother being unwell and in her 90's and they were eventually linked into Launch HS. The offer was for a gentleman in his late 50's with his mother. The family were very relieved as they were struggling to maintain their private rental and they were finally able to have stability.

The Banyule Program also provided assistance to 48 people calling on the phone or Drop Ins at Shop 48 for information and support.

- One Gentleman – transfer assistance.
- One family with 6 children advice to seek help from Haven.
- Man under the bridge (Natasja and Sene went out to see him)
- An elderly couple needed help with Centrelink form
- 2 homeless – referred to crisis service (A/H service)
- 1 person – transport assistance needed – referred to Salvos
- 1 person – ex-client seeking support for transfer application
- Single male referral to Berry Street (financial assistance and DV)
- 2 clients – secondary consult on housing
- Two people referred to Haven Home Safe for accommodation.
- One single mother and child needed advice and support letter.
- Man under bridge in McLeod
- One client provided housing advice
- One single mother with 2 children advice after support period closed.
- Elderly couple referred to BANSIC for ongoing support

## Crisis Response Program Report

The Crisis Response Program (CRP) is a short-term outreach case management support service that provides assistance to singles, couples and families who are homeless or in housing crisis. The program covers the northern suburbs of Melbourne that include local government areas of Darebin, Banyule and Nillumbik. The Crisis Response program is funded for 3.6 workers.

Over the last year it has been paramount that we have strong partnerships with other agencies and services in order to best meet the needs of those that we work with. Some of the key partnerships that have been pivotal in supporting our work include:

- Haven Home Safe
- Unison – Mount Street Partnership
- Australian College of Optometry
- DIVRS
- Other MOSS programs
- Services at Banyule shop 48
- Banyule Community Health Service
- Launch Housing
- Darebin Legal Centre

We have done some amazing work over the last year and the team is very excited to continue the work and try and get some positive outcomes for the people that we work with.

## Catchment Youth Refuge Report

Catchment Youth Refuge provides safe and secure short-term crisis accommodation and holistic team case management to homeless single young people, including young parents and (their children) aged 16-25 years old. The refuge has a very homelike environment that is staffed 24/7. Located in the North is a statewide facility.

As such partnerships are important to the operation of Catchment Youth Refuge, in particular:

- Homelessness Youth Dual Diagnosis Initiative offers service to youth homelessness services in the Northern and Western DHHS regions of Melbourne.
- Enhanced Maternal Community Health Nurse to improve the health and wellbeing of children by providing focused and intensive support for vulnerable families experiencing significant early parenting difficulties and children identified as being at risk of harm.
- Bolten Clarke - The Bolton Clarke Homeless Persons Program is a team of nurses who work with people who are homeless or at risk of homelessness.
- Melbourne Youth Support Service – MCM
- Haven Home Safe
- Vincent Care
- Unison – Mount Street Partnership

In other exciting or noteworthy events, we received a \$2000 grant from the Sidney Myer Fund for outdoor play equipment and a \$1000 grant from Money Minded to run a financial education session with residents within the refuge.

Looking forward, later on this year we will be running a workshop within the Refuge through Youth Foundation 3081 which is a youth led community strengthening program. Young people aged 12-25 years with a connection to the post code area of 3081, can make a real difference in their community by applying for grants to fund projects to address issues that concern them.



## Case study

Nicole had recently arrived to Melbourne and had no family or supports in the area and was extremely isolated. The Crisis program in MOSS began working with Nicole, after she was referred by Haven Home Safe. Upon assessment Nicole presented as being very depressed and isolated. Nicole had arrived in Melbourne due to family breakdown and knew no one and had no idea what she was going to do. Nicole had been self-funding in a hotel but her funds were quickly running out.

The Crisis program was able to secure a vacancy for Nicole at the Catchment Refuge. Upon arrival at the refuge it didn't take long for Nicole to start to turn her life around. Nicole worked really hard with the workers to change her situation. Within days of being at the refuge Nicole was referred to Bolton Clarke's homeless person's program where she was linked in for medical care and support. Nicole was also keen to meet with the HYDDI worker who comes to the refuge once a week to discuss different strategies and support around her mental health and her alcohol use. By connecting Nicole to these programs it wasn't long before Nicole was feeling better and was motivated to participate further within the community.

Nicole joined a local women's football league which helped her in all areas of her wellbeing as well as giving her a sense of belonging with her peers. As a result, Nicole's confidence grew as did her friendship group. Soon after Nicole felt as though she was ready to return to the workforce, and as a result she was successful in getting a traineeship in a social enterprise, which she loves.

Finally, the icing on the cake was when Nicole was successful in obtaining a private rental property where she is doing extremely well. Nicole's story is a story that clearly illustrates that by wrapping support around someone as determined as Nicole, great outcomes do happen.



# Youth and Family Program Report

The Youth and Family program is funded via the Family Reconciliation and Mediation Program (FRMP) which is an early intervention approach to strengthen the capacity of specialist homelessness services to work with young people to improve relationships with their family, and where possible, facilitate a return home or to extended family.

The positions provide a direct service to young people aged 16-25 who are at imminent risk of homelessness, or who have recently left home, or who are accommodated in a homelessness service and are assessed as having unresolved family issues which are contributing to their homelessness. We have 1 funded position which is held within the larger Crisis Program of MOSS.

Our current partnerships with organisations are:

- Unison – Mount Street Partnership
- Darebin Youth Services – Youth and Families Outpost Partnership
- Prace
- Local High Schools
- Melbourne Youth Support Service

This year saw the introduction of an outpost at the Northland Youth Hub once a week to provide support and advice to young people who are homeless or at risk of homelessness. This partnership was a direct outcome of the recommendation made by the Darebin Young Citizen Jury, a group that was established through the Darebin Council last year which allowed young people to have a voice in their local community.

Later on this year we will be running a workshop at a Unison property in Heidelberg through Youth Foundation 3081 which is a youth led community strengthening program. Young people aged 12-25 years with a connection to the post code area of 3081, can make a real difference in their community by applying for grants to fund projects to address issues that concern them. With support of the Youth and Families team the projects will be delivered onsite to support young people and their children.

Data proforma for MOSS agency data

# Specialist Homeless Programs 2018

MOSS Specialist Homelessness Services (SHS) supported 1257 people during 2017/2018. This was a little down on the previous year, possibly as a function of a tightening on exits into social housing after recent structural reforms. This should turn around in the next year. Nevertheless, we were able to make a difference to many, many people's lives. Client surveys suggest that the difference was profound for many people and our support helped many get their lives back on track.

The annual figures show us that there were many more female lead households than male lead households and that two thirds of our clients were children or young people 25 years old or younger. Sole parent families (66%) tend to dominate family type being supported in their experience of homelessness. The impact of homelessness on children and young people's

development is a concern and MOSS draws heavily on its Children's Programs and in house expertise across all teams to support children's wellbeing.

There was a mixture of accommodation types at referral. There are certainly challenges in working with clients on their case plan when they are experiencing primary homelessness, in short-term crisis accommodation or other forms of insecure housing. MOSS clients thankfully have good access to THM properties and social housing options.

Our clients across SHS programs are cultural diverse. Beyond the Anglo/Australian majority, we support significant CALD population (23%) and Aboriginal and Torres Strait Island community (13%).

2017/2018 TOTAL SPECIALIST HOMELESSNESS SECTOR PROGRAMS	Number
Total Clients	1257
Adult females	316 (25%)
Adult males	113 (9%)
Children and young people <26yo	828 (66%)

FAMILY TYPE	Number
Sole parent families	825 (66%)
Singles	198 (16%)
Other families	234 (18%)
Family Violence one of the presenting factors	439 (35%)

CULTURAL IDENTITY	Number
Aboriginal & Torres Strait Islander	169 (13%)
Culturally & Linguistically Diverse	286 (23%)
Anglo &/or Australian	802 (64%)

ACCOMMODATION TYPE AT PRESENTATION	Number
Primary homeless	152 (12%)
Crisis accommodation	186 (15%)
THM	485 (38%)
Public housing	78 (6%)
Private rental	97 (8%)
Other incl no tenure, missing	202 (16%)

Data proforma for MOSS agency data

# HACC and Aged Care 2018

2017/2018 TOTAL NUMBER OF CLIENTS	650
Adult females	267
Adult males	383
LIVING SITUATION	
Lives alone	548
Lives with family	34
Lives with others	68

AGE RANGE	Number
<45yo	49
45>55	75
56>65	164
66>75	248
>75yo	114

CULTURAL IDENTITY	Number
Anglo &/or Australian	299
Culturally & Linguistically Diverse	185
Aboriginal & Torres Strait Islander	19

SERVICES PROVIDED: *CONTACTS	Number
Drop In's	838
Assertive outreach	143
Care Co-ordination	900
Groups* (individual group activities)	527

HEALTH	Number
ABI	19
Asthma	96
Chronic health issues	134
Dementia	14
Drug and Alcohol	192
Epilepsy	11
Intellectual disability	23
No disability	47
Physical	111
Psychiatric	131
Not stated	37
Diabetes	83

ACCOMMODATION TYPE	Number
Primary homeless	12
SRS	26
Public housing	332
Private rental	43
Other	44

MOSS has seen an increase of over 245 clients in the past three years in our HACCYP and Aged Care programs. Client numbers have steadily grown across all the programs, in particular the Social Support Groups and the Connections team.

Drop in appointments at the high rise estates have significantly increased, this is most likely due to staff engagement and the increase of activities and improved safety at the estates.

Identification of psychiatric illness has increased by 60% over three years, this is an alarming increase. This may be due to increased engagement and clients trusting staff to disclose personal information and seek support. Alternatively, it aligns with recent research released by the Royal Australian College of General Practitioners found that 62 per cent of people visiting a doctor are presenting with mental health problems.

Chronic health issues have also increased by 50% over the past three years and staff comment that coordination of health supports and hospital visit supports dominates their case management hours and continues to be the second highest presenting need.

Drug and Alcohol is the single highest support need identified by our clients and the leading cause of death in our male clients over the past year.

With the MOSS NDIS registration of support coordination and social support we expect to see these numbers continue to increase as we are now able to provide services to people who are at risk of homelessness and are homeless and are eligible for the NDIS.

# ACKNOWLEDGEMENTS

## Thank you to the supporters of Merri Outreach Support Service

Homie  
Victoria University  
Specsavers Broadmeadows  
St Kilda Mums  
Telstra  
Magistrates' Court of Victoria  
Queens Fund  
ComAzor Property Enterprises  
Mark Sands  
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  
Unison Housing  
Hume City Council  
Bakers Delight - Northcote  
SPAN Community House  
Jika Jika Community Centre  
Office of Housing - Broadmeadows  
Public Transport Victoria  
Presentation Sisters Balnarring  
Melbourne City Mission  
YMCA  
Moreland City Council  
Big Group Hug  
Pinchapoo

Anthony Hinds  
Tenants Victoria  
Metropolitan Fire Brigade  
Hearing Australia  
Commonwealth Home Support  
Program  
Your Community Health  
Victorian Public Tenants Association  
Core 3  
Family Safety Victoria  
Charles Griffiths  
Department of Health and Human  
Services  
Commonwealth Bank (Social Club)  
Comazore Property Enterprises

## Donations welcome!

Donations enhance the capacity of the organisation to meet the needs of homeless consumers in flexible and creative ways. Some donors have a very clear wishes for how they would like their donation used and we seek to honour those wishes. Donations can make a profound difference to some people's lives.

Merri Outreach Support Service receives funding from Local, State and Federal Governments to run specific programs and is endorsed as an Income Tax Exempt Charitable Entity and Deductible Gift Recipient. All cash donations are acknowledged with an ATO approved receipt. Donors are acknowledged in the Annual Report with consent from the donor.

### Please contact us if you would like to donate:

**Phone:** Mark Goodie, CEO on (03) 9359 5493

**Email:** [mark@merri.org.au](mailto:mark@merri.org.au)

**Post:** Mail your cheque to Mark Goodie, CEO, Merri Outreach Support Service, 22 Lakeside Drive, Broadmeadows, 3047.

Please remember to include your name and address. Cheques should be made out to Merri Outreach Support Service  
Regular scheduled donations: By setting up an automatic scheduled donation such as a direct debit from your bank account, giving will be convenient and your donation will be spread throughout the year. Call (03) 9359 5493 to set up regular scheduled 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

MERRI OUTREACH SUPPORT SERVICE LIMITED  
ABN 42 318 912 323

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED  
30 JUNE 2018

	Note	2018 \$	2017 \$
<b>INCOME</b>			
Government funding		5,881,700	5,468,860
Banyule Housing - transfer of net assets		-	-
Donations and philanthropic income		9,873	9,738
Interest received		27,298	28,934
Other income		136,732	125,923
		<u>6,055,603</u>	<u>5,633,455</u>
<b>EXPENDITURE</b>			
Employee benefit expense		4,666,326	4,411,822
Occupancy		382,244	356,187
Computer		97,262	56,527
Telephone		51,854	54,582
Depreciation		58,941	57,865
Motor vehicle		241,010	235,934
Client Expenses		529,953	435,008
Other expenses		114,934	116,707
		<u>6,142,524</u>	<u>5,724,632</u>
Surplus/(deficit) before income tax		(86,921)	(91,177)
Income tax expense	1b	-	-
Surplus/(deficit) before income tax		(86,921)	(91,177)
Other comprehensive income net of income tax		-	-
Total comprehensive income/(loss) for the period		<u>(86,921)</u>	<u>(91,177)</u>

**MERRI OUTREACH SUPPORT SERVICE LIMITED**  
**ABN 42 318 912 323**

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>CURRENT ASSETS</b>			
Cash	3	1,393,887	1,550,319
Trade and other receivables	4	<u>112,820</u>	<u>86,015</u>
<b>TOTAL CURRENT ASSETS</b>		<u><u>1,506,707</u></u>	<u><u>1,636,334</u></u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	<u>1,283,274</u>	<u>1,291,127</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u><u>1,283,274</u></u>	<u><u>1,291,127</u></u>
<b>TOTAL ASSETS</b>		<u><u>2,789,981</u></u>	<u><u>2,927,461</u></u>
<b>CURRENT LIABILITIES</b>			
Trade and other creditors	6	441,505	448,688
Provisions	7	<u>651,130</u>	<u>704,149</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u><u>1,092,635</u></u>	<u><u>1,152,837</u></u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	7	<u>60,616</u>	<u>50,973</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u><u>60,616</u></u>	<u><u>50,973</u></u>
<b>TOTAL LIABILITIES</b>		<u><u>1,153,251</u></u>	<u><u>1,203,810</u></u>
<b>NET ASSETS</b>		<u><u>1,636,730</u></u>	<u><u>1,723,651</u></u>
<b>MEMBERS' FUNDS</b>			
Retained surplus		<u>1,636,730</u>	<u>1,723,651</u>
<b>TOTAL MEMBERS' FUNDS</b>		<u><u>1,636,730</u></u>	<u><u>1,723,651</u></u>

**MERRI OUTREACH SUPPORT SERVICE LIMITED**  
**ABN 42 318 912 323**

**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED**  
**30 JUNE 2018**

	<b>Retained Surplus \$</b>	<b>Total \$</b>
<b>Balance at 1 July 2016</b>	1,814,828	1,814,828
<b>Comprehensive income</b>		
Surplus for the year	(91,177)	(91,177)
Other comprehensive income	-	-
	<u>(91,177)</u>	<u>1,723,651</u>
Total comprehensive income	<u>1,723,651</u>	<u>1,723,651</u>
<b>Balance at 30 June 2017</b>	1,723,651	1,723,651
<b>Comprehensive income</b>		
Surplus for the year	(86,921)	(86,921)
Other comprehensive income	-	-
	<u>(86,921)</u>	<u>(86,921)</u>
Total comprehensive income	<u>1,636,730</u>	<u>1,636,730</u>
<b>Balance at 30 June 2018</b>	<u>1,636,730</u>	<u>1,636,730</u>

**MERRI OUTREACH SUPPORT SERVICE LIMITED**  
**ABN 42 318 912 323**

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED**  
**30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Government Grants		5,881,700	5,468,860
Receipts from other sources		118,433	124,589
Payments to suppliers and employees		(6,132,775)	(5,564,058)
Interest received		27,298	28,934
		<u>27,298</u>	<u>28,934</u>
Net Cash provided by/(used in) operating activities	9	<u>(105,344)</u>	<u>58,325</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for purchase of property and equipment		(51,088)	(24,579)
Proceeds on disposal of assets		-	-
		<u>-</u>	<u>-</u>
Net Cash provided by/(used in) investing activities		<u>(51,088)</u>	<u>(24,579)</u>
Net increase/(decrease) in cash held		(156,432)	33,746
Cash at the beginning of the year		<u>1,550,319</u>	<u>1,516,573</u>
Cash at the end of the year	2	<u><u>1,393,887</u></u>	<u><u>1,550,319</u></u>

MERRI OUTREACH SUPPORT SERVICE LTD.

## Minutes of the 2017 Annual General Meeting

Date: Wednesday 25th October 2017

Time: 2.00pm

Venue: Hume Global Learning Centre

### MINUTES of the 2017 Annual General Meeting of Merri Outreach Support Services Ltd.

<p>1. 2 pm</p>	<p>Ms Sherry (Chair) opened the meeting, welcomed attendees and completed the "Welcome to Country".</p> <p>Ms Sherry also read out the apologies (listed below).</p> <p>Ms Sherry advised those in attendance that the meeting would be recorded to assist with minute taking and invited any objections to that process. There were no objections.</p> <p>Attendance: Alison Donohue, Alison Dumaresq, Karen Sherry, Mark Goodie, Prameend Singh, Stephen Gagen, Derek Mortimer (legal counsel, non-voting)</p> <p>For noting: 6 members present and together with the proxies the total constituted a quorum.</p>
<p>Apologies</p>	<p>Simon Daly (no proxy)</p> <p>Angela Pitts, Anastasia Sarakinis, Andrea Sharram, Bernard Woodland, Chemain Adams, Ghassan El-Asmar, John Donohue, Kate Dunn, Phillip Di Biase, Perihan Unal, Rukiye Unal, Sucettin Unal, Younes Benhim, Steven Petrovic, Oscar Ramos.</p> <p>For noting: other than Mr Daly, all apologies sent proxies ie a total of 14 proxies.</p>
<p>2. Confirmation of the minutes of the previous Annual General Meeting held on 21st November 2016.</p>	<p>Moved Prameend Singh                      Seconded Stephen Gagen</p> <p>Motion carried</p>
<p>3. Ms Sherry spoke to the Chairs Report.</p>	<p>Ms Sherry thanked:</p> <ul style="list-style-type: none"> <li>▪ Mr Singh (for assistance with the process to become a company limited by guarantee)</li> <li>▪ Mr Goodie as treasurer</li> <li>▪ Mr Gagen as deputy chair</li> <li>▪ Ms Dumaresq for advice on HR.</li> </ul> <p>Ms Sherry also thanked Angela Pitts, Phillip Di Biase, Phillip Murphy, Oscar Ramos, Gurhan Araci and Younes Benhim.</p> <p>Moved that the Chairs Report report as tabled on page 4 of the Annual Report 2017 be accepted.</p> <p>Moved Mark Goodie      Seconded Alison Dumaresq</p> <p>Motion carried</p>

## MINUTES OF AGM 2017 continued...

<p>4. Mr Goodie spoke to the Treasurer's Report</p>	<p>Members were informed that the Treasurer's Report is included as a lift out in the Annual Report together with balance sheets found in the Annual Report.</p> <p>Mr Goodie noted that for the financial year ending 30 June 2017, Merri Outreach Support Services Ltd had a deficit of \$91,000.</p> <p>Mr Goodie also noted that there was an increase in cash in hand at the end of the financial year, by just over \$33,000.</p> <p>Mr Goodie concluded that whilst Merri Outreach Support Services Ltd was in deficit, the charity had more cash at the end of the year than the previous year. Mr Goodie expressed hope that the current financial year Merri Outreach Support Services Ltd would be able to return to surplus.</p> <p>Ms Sherry thanked Mr Goodie.</p>
<p>Confirmation of the financial statements of the company for the preceding financial year</p>	<p>Moved Alison Donohue Seconded Alison Dumaresq Motion carried</p>
<p>Ms Sherry asked for a motion to reappoint Sean Denham and Associates as auditor for the financial year 2018-2018.</p>	<p>There was general discussion regarding the service provided by auditors and a consensus that Merri Outreach Support Services Ltd should investigate auditors' services prior to the next AGM.</p> <p>Resolution to appoint Sean Denham and Associates as the Merri Outreach Support Services Ltd auditor for the financial year 2017-2018.</p> <p>Moved Mark Goodie Seconded Prameend Singh Motion carried</p>
<p>Business not listed on the Agenda – Minutes of Special General Meeting 11 January 2017</p>	<p>Members discussed the Special General Meeting held on 11 January 2017 for the charity to convert from association to company limited by guarantee.</p> <p>Ms Sherry tabled the minutes for that meeting.</p> <p>Motion that the minutes for the Special General Meeting held on 11 January 2017 be accepted.</p> <p>Moved Alison Dumaresq Seconded Mark Goodie Motion carried</p>
<p>5. Number of Directors for the coming year</p>	<p>Ms Sherry stated that Merri Outreach Support Services Ltd had received resignations from several Directors.</p> <p>Mr Mortimer read from clause 8.1b of the constitution to clarify requirements on the number of directors. Mr Mortimer confirmed that Merri Outreach Support Services Ltd must have no more than 9 directors.</p> <p>Resolution to determine that the number of Directors for the coming year be 9</p> <p>Moved Prameend Singh Seconded Mark Goodie Motion carried</p>

6. Election of Directors	<p>Ms Sherry noted the resignation of Director Fr Phillip Murphy.</p> <p>Ms Sherry noted that Merri Outreach Support Services Ltd had received one nomination for a position as Director from Alison Donohue.</p> <p>Ms Sherry invited Ms Donohue to give a brief overview of her past experience as a Board member.</p> <p>There was consensus that Ms Donohue met Merri Outreach Support Services Ltd's skills base policy for directors.</p> <p>There was discussion that directors reappointed or elected at the AGM should start a 3 year term. Members also noted the need to take into account the effect that director resignations has on the current director rotation.</p> <p>Mr Mortimer confirmed that under constitution clause 8.1(b), members at the AGM are entitled to determine the terms and rotation of directors.</p> <p>Moved that the following directors be appointed on the following terms as follows:</p> <ul style="list-style-type: none"><li>▪ 3 year term – Mr Singh, Mr Goodie, Ms Donohue</li><li>▪ 2 year term - Ms Dumaresq, Ms Sherry, Mr Di Biase</li><li>▪ 1 year term – Mr Ramos, Mr Benhim, Mr Gagen.</li></ul> <p>Moved Alison Dumaresq    Seconded Mark Goodie Elections completed</p>
7. 2.45pm	Ms Sherry declared the Meeting closed at 2.45pm



**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

Heidelberg Office  
Shop 48, Bell Street Mall  
Heidelberg West 3081  
Ph: (03) 8582 9509  
Email: merri@merri.org.au