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Health  
and Human  
Services



# 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 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.

## VISION 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.

MOSS is a place where people of diverse genders and sexual orientations are welcomed and supported





## Chairperson's Report

Stephen Gagen

This has been a year of change, renewal and reformation for Merri Outreach Support Service Ltd. It is exciting to be the Chair of such an innovative organisation as MOSS, and I take pleasure in the way MOSS is responding to the challenges that non-profit organisations such as ours face.

As some of our greatest companies have discovered, if you don't rise to the challenges that the world throws your way, you will flounder. Companies such as Kodak, Xerox and Blockbuster learnt this lesson the hard way.

Astronaut Jim Lovell famously said there are people who make things happen, there are people who watch things happen – and there are people who wonder what happened!

To be successful, you need to make things happen. And under the stewardship of CEO Mark Goodie and my fellow Directors, MOSS is certainly making things happen!

Mark has detailed some of the ways that MOSS is making things happen in his CEO's report. I am particularly pleased with our new information technology, and with the new financial and management systems that enable our staff to work more efficiently and communicate better.

Mark has also achieved significant savings in our energy usage – at very little cost – by moving to more efficient lighting and plugging holes in our heating and cooling systems.

In the past year MOSS has built new partnerships with local councils and external organisations such as Preston Reservoir Adult Community Education (PRACE). We have actively sought and gained new corporate sponsorship. And we have held two Bunnings sausage sizzles!

During the year, we welcomed new Director Heather Yasamee, and welcomed back a previous MOSS Director, Simon Daly. We also farewellled Katrina Lamaro who took up a role with Unison and welcomed Rita Lawrence as her replacement in the Operations Manager role at Northcote. We wish Katrina well in her new position.

The job of the MOSS Board of Directors is governance. This includes oversight of organisational performance and compliance with all legal and regulatory requirements.

The three major areas that boards must consider are strategy, risk and corporate outcomes – which includes financial results. It is the Board's job to set the strategic direction of the organisation, to plan for the future and to develop ways to achieve goals. We are fortunate that we have a talented Board of Directors at MOSS who have the mix of skills necessary to direct and manage such a complex organisation as ours.

But we couldn't do it without the staff, management and volunteers! I would like to thank my fellow Directors Richard Agar, Gurhan Araci, Younes Benhim, Simon Daly, Oscar Ramos, Prameend Singh and Heather Yasamee, our CEO Mark Goodie, our Management Team, the Administration team, and all front-line staff and volunteers for their hard work, support and commitment over the last 12 months. Well done everyone!

I am looking forward to the coming year with confidence and enthusiasm.

Stephen Gagen  
Chairperson



## CEO's Report

### Mark Goodie

#### Looking Forward

The past year has been one of change and innovation for the future. This being the 30th year of operations for Merri Outreach Support Service starting from its humble beginnings in 1989 in High St Northcote with 3 staff and the simple belief that all people deserve a home. We currently employ over 70 staff, with offices operating in 12 Local Government areas.

We hold fast to our firm belief that everyone deserves a home and demonstrate this belief by remaining committed to working towards that aim. This ethos is also championed in a recently commissioned mural that is proudly displayed on the exterior wall of the Broadmeadows office. The title of the work is 'Every Victorian Should have a Home. Tell your local MP'. The mural has been adopted as motif for the current North-western Homelessness Network' advocacy campaign, a campaign for in which MOSS is a leading member.

MOSS has been a leader in homelessness service provision in the north of Melbourne and will continue to do so by ensuring we embrace change to meet changing consumer needs. Change is an important and continuous process; it is required by MOSS to ensure we are delivering the most respectful and effective services, with staff meeting the most up-to-date, best practice standards to services that are relevant to consumers.

#### Capacity Building

During the past year MOSS has looked internally to develop and implement improved processes to better connect staff, where ever they may be located. This has included updated communications infrastructure, new phone systems and IT hardware for all staff, the migration to a cloud-based IT system and are we currently undertaking an upgrade of our internal HR and payroll systems. These changes have and will continue to allow MOSS staff to stay better connected, informed which will ultimately result in better services provided to consumers.



Another example of progressive innovation occurring includes the merging of some of our older people's programs across high-rise estates. This has resulted in:

- Enhanced staff productivity
- Consolidation of the team case management model
- A shared knowledge and experience across programs and estates
- Providing staff an opportunity to work from different sites and
- Programs to enhance professional development opportunities
- Increased staff secondment opportunities, increasing staff wellbeing.

MOSS innovation has continued into the provision of our NDIS Support Coordination for people who are NDIS eligible as well as homeless. This is a complex and vulnerable cohort in which MOSS has identified as a specialist support provider. We have met our internal targets for this program and continue to increase service provision into the future.

A significant achievement I wish to highlight in this report is the ratification of the MOSS Enterprise Agreement. It was an arduous process over 5 years. The Agreement commenced on the 12th of June 2019. Thank you to all staff who have assisted with the journey.

## Capital Works

Building upgrades have included repainting our Northcote office, creation of a second board room and meeting facilities at our Broadmeadows site including the installation of video conferencing systems; thereby reducing driving time between main sites with video presentation facilities. We have made strides towards reducing our carbon footprint, with a light replacement system to reduce power consumption across work sites. Under the same initiative, improving heating and cooling systems at our Northcote office which has resulted in improved energy efficiency and significant cost savings.

## Future goals

MOSS has been investigating the development of an independent living unit at Catchment Youth refuge, to complement the existing services. This unit aims to provide an extension of the housing plan for young people identified as eligible for private rental. The north of Melbourne has minimal crisis and housing opportunities for young people, MOSS view this as a critical gap in service delivery which needs to be addressed immediately.

MOSS will explore the following tasks in the coming year:

- An increase in identified grant and funding applications
- Continue our analysis of expenditure reduction
- Reviewing our older persons programs and spaces to improve amenities and service provision
- Increasing opportunities for Volunteerism for community members across MOSS programs.
- Ensuring staff wellbeing and positive work culture standards are increased.
- Increasing our philanthropic and Educational institution partnerships
- Agency branding and internet site review.

## Financial results

MOSS financially is in a strong position with the organisation having a better than expected end of year result. This has been achieved by analysing expenditure and reducing costs. Our focus next year will include the development of new services, and the continued endeavours to implement systems that will reduce administrative responsibilities towards improving the capacity for MOSS to carry out its core work of providing quality services. Planned IT and financial systems being implemented should result in better cost efficiency over the next year.

## Our Continued Gratitude to Dedicated Staff and Volunteers

Our commitment to provide quality services to consumers is unwavering. As MOSS celebrates its 30th year of operations we are proud of what we have achieved, as support workers, and community program managers, in our delivery of respectful multicultural engagement, crisis accommodation and homelessness services, in our work across a range of vulnerable communities and importantly, and as advocates for change and working within dedicated networks to increase the supply of affordable housing for the vulnerable people in our community.

MOSS recognises and has profound respect for staff and volunteers at MOSS who have shown their professionalism throughout the years, and who continue to ensure the organisation remains a vital hub of services to the people we work with.

I thank the Board of Directors for their time, energy and wisdom over the last year. You are a valuable resource for MOSS and your donated time is greatly appreciated. Thank you also to the Management team and staff for their professionalism and insight in the continued success and improvement and dedication to enhanced service delivery and staff wellbeing. We have had some significant change over the last year and welcome all new staff members including Rita Lawrence as our Operations Manager in Northcote. Rita comes to MOSS after 17 years' experience as the General Manager of The SASHS Network.

During the year, sadly we also have said goodbye to some long servicing staff being: Liz Wallace, Soozie Pinder, Katrina Lamaro, Sam Agelis, Lyn Darmanin, Michelle Webb, Sharon Ryan, Louisa Pisano and Bianca Henderson. We wish them well in their future endeavours.

We must acknowledge the work of our dedicated MOSS volunteers in foodbank delivery. We have some long-standing volunteers and hope to expand this program over the coming year. Your work and enthusiastic contributions to MOSS have been greatly appreciated not only by MOSS, but moreover by the recipients of the estimated 2080 food parcels assisted created over the year.

We rely on a dedicated workforce to ensure consumers are given the best possible care. It is the service that we provide to consumers that MOSS prides itself on. This will only increase into the future. We are seen as a boutique organisation; which translates to a nimble organisation that is responsive to the needs of our consumers and strive to create transparency in processes through continuous improvement in policies, work practices and professional conduct.

We look forward to many more years of working with you to meet our core mission aims.

Mark Goodie

# North and West Regional Children's Resource Program Report

## [NWRCRP]

The North and West Children's Resource Program (NWCRP) position grew out of recognition within government that children were a significant presence in adult focused services within the specialist homelessness and family violence sectors.

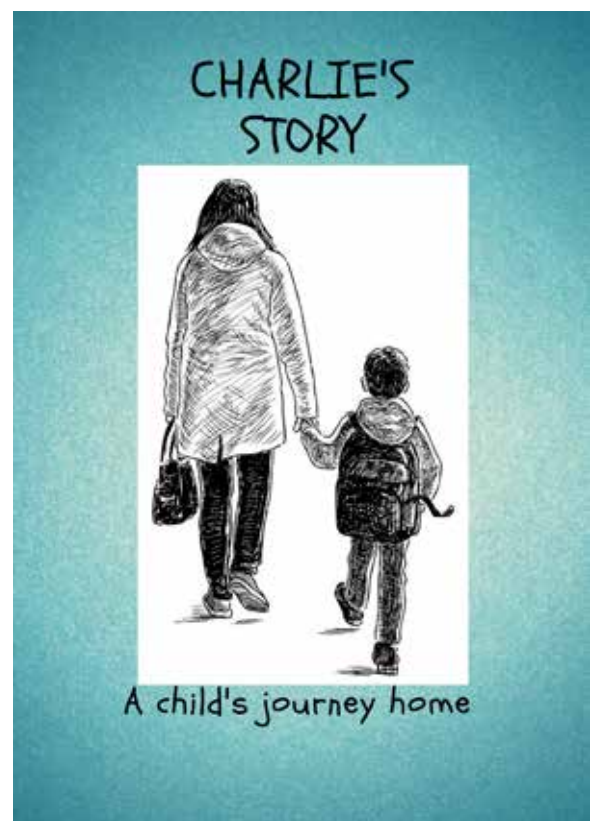
The ongoing work of the NWCRP is primarily to encourage capacity building and develop best practice in responses to children. This aims to ensure that children receive the support and care they need for their safety and wellbeing.

Merri Outreach Support Service (MOSS) auspices two positions covering the North and West DHHS Metropolitan regions. These positions support all Specialist Homelessness Services (SHS) including Family Violence (FV) agencies within this catchment with one Children's Resource Coordinator assigned responsibility for a respective region. This provides the opportunity to develop a model that suits the particular local regional needs, albeit all programs share the same aims and core functions endorsed by Department of Health and Human Services (DHHS).

The NWCRP Coordinators work to build the capacity of practitioners within the sector in recognising the impacts of trauma on children, assessment and engagement strategies and ongoing case management contributing to a sustainable skilled workforce.

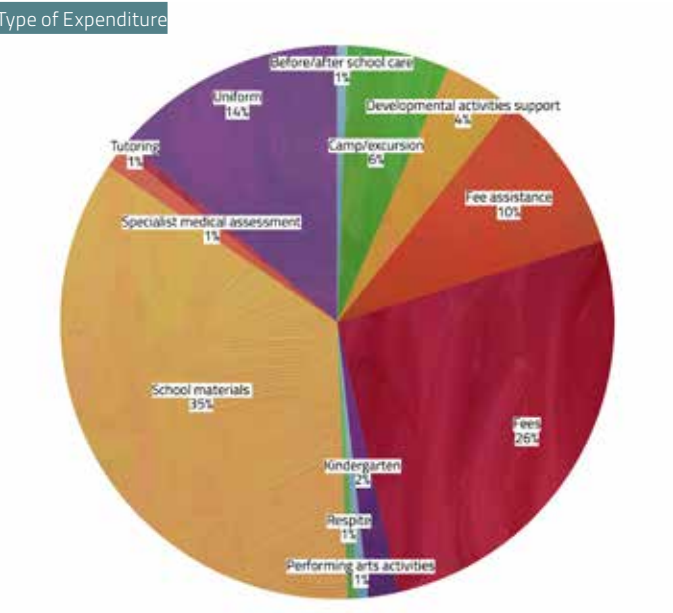
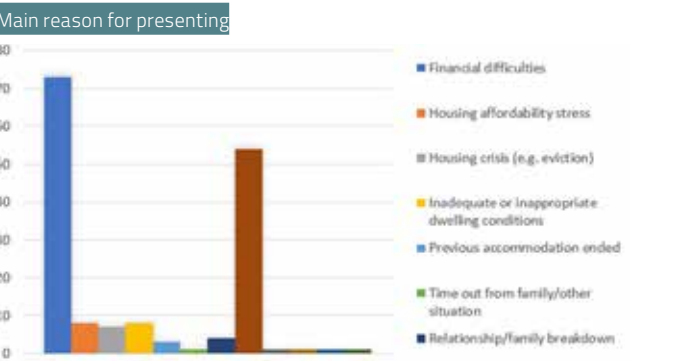
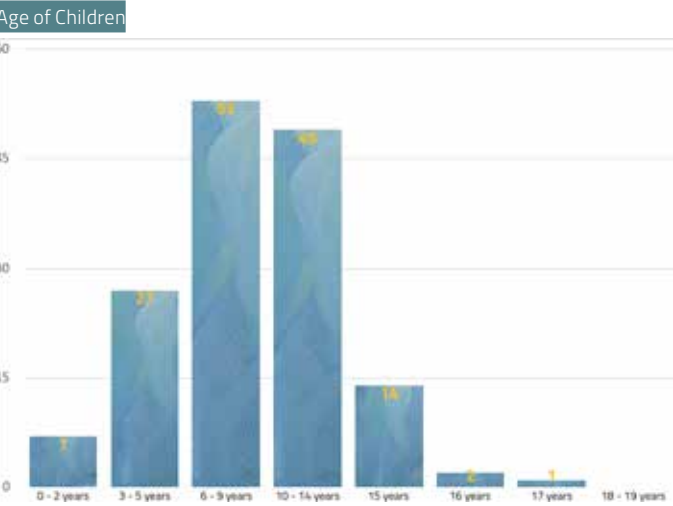
The NWCRP Coordinators engage with allied services including; Education, Family Services, Child Protection, Victoria Police, Early Years services and local government networks to understand the broader service system and how they relate to and intersect with SHS and FV. This improves awareness and assists facilitation of the development of a collaborative and holistic service response to vulnerable children and their families.

The Statewide Children's Resource Coordinators (SCRC) meets regularly as a group and share portfolio responsibilities to maintain partnerships with relevant peak bodies, DHHS policy



areas and Family Safety Victoria. Through regular communication, strategic planning and collaboration, the Children's Resource Coordinators are able to share information, provide training, develop tools and resources, contributes to submissions and participates in consultative processes. This ensures that children are responded to and supported along a service continuum from prevention through to recovery. The NWCRP also manages the website [www.homelesskidscount.org](http://www.homelesskidscount.org), which provides accessible resources and up to date information to workers supporting children.

Data from NWRCP brokerage expenditure 2018 -19



Brokerage Program

The NWRCP manage 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.

With support from DHHS Central, Local Area Service Network chairs and MOSS in 2018, we wrote to Minister Foley advocating for an increase in funding. We were subsequently granted an additional \$20,000 for the 2018-19 financial year in recognition that we covered two regions. High demand and many brokerage applications meant the increased allocation was both easily accounted for and evidence of likely future demand. We are excited to share that DHHS have committed to making this additional funding ongoing. Another pleasing change announced by DHHS has been an increase to the maximum allocation per child to \$400 each year. This means we can respond to the growing number of brokerage requests for iPads and desktops, required for educational participation, with a more substantial contribution. We anticipate this will ease some financial pressure and anxiety the child and their family may be experiencing.

Statewide Children’s Resource Program

Our newest resource ‘Charlie’s Story’ is an illustrated children’s story book designed to assist children and their parents understand the unique experiences of children entering a homelessness service. Services may give out as part of an orientation pack or practitioners utilise it on outreach visits. As a resource, it will support workers and family to explain and normalise the struggles of the pathway through the service system to children.

Charlie’s Story has the capacity to provide education and build understanding in universal services and educational settings around the experience of homelessness. It could also be utilised in classrooms. We hope children have assistance to talk about what has happened for them and for people around them to be able to offer support.



## 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. During this year the Bright Futures team consisted of 5 EFT positions: Team Leader, 2 Children's Specialist Case Managers, a Children's Specialist Group Worker/Case Manager and a Children and a Clinical Practitioner - Mothers in Mind.

**Case management:** Bright Futures Stream 1 (Assessment and Case Planning) and Stream 2 (Enhanced Case Management) have run at capacity for much of this year, with most Stream 1 clients moving through to Stream 2. Whilst Bright Futures typically works with children and young people for around six months, several recent clients have been supported by the team beyond this timeframe due to the complexity of their support needs and lack of referral options. In addition, Bright Futures have noticed a theme this year of school disengagement for adolescents with school engagement being impacted by experiences of family violence, trauma and insecure housing and/or homelessness. Bright Futures have also experienced challenges in finding referral options for therapeutic support for children and young people where there is capacity for outreach service provision. Despite these challenges, Bright Futures have worked tirelessly to ensure high quality, child-led and trauma informed support to our clients whilst also maintaining strong relationships with co-case managers and building relationships with new services to create options for referral for Bright Futures clients.

**Group Work:** Bright Futures groups have continued strongly throughout the year with the establishment of new partnerships and continuation of existing ones. Group partnerships this year have included: A mother child day with Uniting, a 'Just for Kids' group with Royal Children's Hospital Mental Health (RCHMH) and the establishment of the monthly children's art group at Pearcedale Parade in Unison's social housing towers (PP Art Group), run in partnership with the MOSS Hume Program and with funding from StreetSmart. The PP Art Group has been incredibly successful with 15-20 children attending and actively participating each month. The group will remain an ongoing monthly group with the Bright Futures/Hume Program partnership continuing.

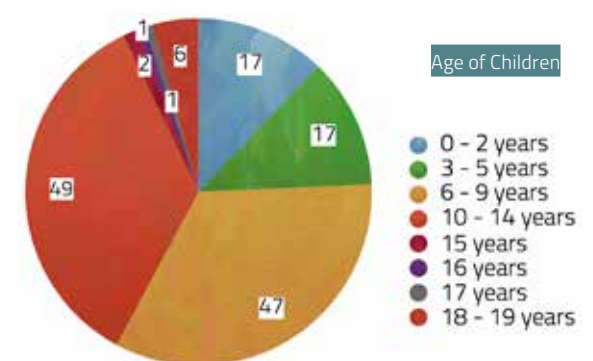


January 2019 marked a milestone fifth Bright Futures camp at Anglesea! This year we were very grateful to receive a grant from VIVA Energy Australia to fund the annual camp. This allowed Bright Futures to plan an additional activity at camp of stand-up paddle boarding, as well as covering all other camp costs. The camp was another resounding success with the young people reaping great benefit and having fun too. We were fortunate to be joined by former Bright Futures student on placement Amanda, who lent extra support helping the camp run smoothly.

In early August 2018 Bright Futures Team Leader, Talia, presented at the International Childhood Trauma Conference along with Tara Pavlidis from RCHMH. Talia and Tara presented on the 'parkas' group work model which is a well-established group work model developed by RCH that Bright Futures have run with Tara a number of times. In February 2019 Talia assisted leading practitioners Tara and Wendy Bunston in running the two day 'Adopting child-led practices' training for DVRCV. This training was well attended and received positive feedback from participants.

**Children and Mother's in Mind:** At the end of the 2018/2019 financial year the Children and Mother's in Mind (CMiM) program, of which Bright Futures was a part, finished up with the conclusion of the demonstration Projects Therapeutic Interventions funding. Over a two-year period eight groups were run in the North with upwards of 50 dyads being supported through the 22-week group work program. Bright Futures are grateful for the opportunity to have been part of the CMiM program and for the hard work of the two Clinical Practitioners who were part of Bright Futures during this period.

**Looking forward:** This coming year will again be filled with lots of exciting activities, partnerships and supports. Bright Futures will continue to build and strengthen our relationships in the North and West through participation in network meetings, forums and events such as the Northern Integrated Family Violence Services' Regional Induction and the Northern Group Work Network and Forum. The Bright Futures Camp will run again in January 2020 and group partnerships throughout the North and West will continue. Bright Futures are also excited to continue the monthly PP Art Group and working alongside the Hume Program.



## Case Study

In August 2018 Bright Futures received a referral from MOSS Crisis Program for 15-year-old Josephine. Josephine's mother has complex health needs impacting her mobility, mental health and housing needs. Josephine's parents, though separated, were still residing together. MOSS Crisis Program referred Josephine to Bright Futures concerned about the impacts on Josephine's wellbeing of the challenging family dynamic and limited housing options.

The Bright Futures assessed Josephine would benefit from support at school regarding her experiences of anxiety and connection with a recreational activity. Follow up regarding a lapsed referral to the dental hospital and a referral for therapeutic support were also assessed as valuable.

Each week Bright Futures caught up with Josephine after school and supported her with making a homework and after school routine, exploring her experiences of anxiety and how this impacted school. Together they explored friendships and family relationships as well as discussing recreational activities and Josephine's other case management goals.

Bright Futures applied for brokerage through the Children's Resource Program for Josephine to attend boxing classes with her mother. We supported Josephine's family to follow up the dental referral and to go to their GP to obtain a referral for therapeutic support. Bright Futures attended a meeting between Josephine, the School Welfare Coordinator and the Senior Campus Principal to discuss Josephine's experience of anxiety and how this impacts her time at school. Strategies were discussed and put in place to support Josephine at school. Josephine later informed Bright Futures that this meeting had been very helpful and she felt well supported by the school. Josephine was linked in with a counsellor at the local community health centre and Bright Futures then provided support to Josephine to transition her to closure with Bright Futures whilst continuing support with her counsellor.

Bright Futures worked with Josephine for 10 months and upon closure both Josephine and her mother reflected that the support from Bright Futures had been incredibly helpful and that Josephine was now feeling more supported at school and home in relation to her anxiety.



## 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.

Our program services the communities of Banyule, Darebin, Hume, Moreland, Nillumbik and Whittlesea. We link clients into services to address their homelessness or housing vulnerability 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 7 team members; 5 Case managers, 1 NDIS Support Coordinator and a Program Leader.

Affordable, safe and secure housing is a fundamental requirement for supporting a person to progress their life goals and to address the challenges that have led to, or have influenced a history of homelessness. Throughout the year the Connections Program has continued its 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 social needs and support with housing, and who may require broader advocacy or support to test their NDIS eligibility.

Rooming houses can often be the most depressing of living environments. They can be highly volatile places where the most vulnerable in our community are forced to live, due to a lack of alternative housing. Rent is usually set at levels that leave a tenant with little or no disposable income. This restricts the tenants' access to healthy food options, limits their ability to purchase required medications and to maintain social connections. Tenants are also at risk of serious harm and/or abuse from casual visitors or even from other tenants.

The lack of affordable housing creates a marketplace for sub-standard housing in the form of unregistered rooming/boarding houses and in such environments vulnerable people with complex needs often struggle to progress their life goals and to maintain connections with services and supports that assist them to stay healthy and to maintain their connections with the broader community.

Last year we reported on MOSS success in registering as a provider under the National Disability Insurance Scheme (NDIS) and how we were exploring the possibilities of service delivery within the NDIS environment. This year we are pleased to report that we received support from the leadership team to undertake a project to develop and test a model for delivering Support Coordination services in partnership with the Connections Program.

The Project operated over a seven-month period from October 2018 to April 2019. It was overseen by a Project Worker and the Program Leader and was positioned in the Connections Program. The Project Worker also acted in the capacity as a Support Coordinator, trialling delivery of Support Coordination to active NDIS participants.

### The Project consisted of four activities:

1. Supporting consumers of existing MOSS programs to test their NDIS eligibility
2. Delivering Support Coordination as a funded activity
3. Establishing and growing a customer base for Support Coordination
4. Developing internal processes and procedures for Support Coordination

Looking forward, the response to MOSS NDIS Support Coordination has been very positive, both with NDIS participants and within the sector. Due to the success of the project, the leadership team made the decision to recruit a part-time Support Coordinator. The newly appointed Support Coordinator commenced in July, taking on the project caseload and is already making great progress in assisting NDIS participants to achieve their goals.

"Rooming houses can often be the most depressing of living environments. They can be highly volatile places where the most vulnerable in our community are forced to live, due to a lack of alternative housing."



### Case Study

Mark (not his real name) was aged 70 years old when he was referred to Connections. The person making the referral had worked for an aid organisation in the past and had come to know Mark through his regular visits to that agency.

Whilst shopping in his local community this gentleman had come across Mark, sitting on a bench in the main street. The two spoke and Mark outlined his situation and how he had been sleeping rough for the past 12 months. Within a couple of days of receiving the referral call, Connections team members met with Mark and conducted a needs assessment.

Mark had separated from his partner 14 years ago and had sent his portion of the settlement monies to relatives overseas. He had subsequently become destitute, living in unstable housing or sleeping rough since the separation, including a stint in a rooming house where he was assaulted.

Not surprisingly, Mark refused to share accommodation with others. He was worried about what might happen to him whilst on the streets, but he preferred the street to shared accommodation. He had also developed his informal networks whilst sleeping rough, including several shopkeepers who looked out for his welfare. Consequently, he wanted to live in the local area.

At the time of assessment Mark was wearing a hospital identification wrist tag from a recent hospital admission following a fall. He was consuming a bottle of wine and packet of cigarettes daily and reported experiencing problems with his vision.

Within 3 months the Connections Program had supported Mark with his goal of living locally within his chosen community. His housing application had been upgraded to Homeless with Support and he had been referred to a housing sponsorship program within local council. Through local council Connections was able to advocate strongly for priority housing and this was the pathway that led to the housing outcome. Connections also supported Mark to access optical care and purchased essential items for the new home. For ongoing support, Mark was linked to the Older Persons High Rise Support Program.





# Older Persons High Rise Support Program

## Brunswick Report

The Older Persons High Rise Support Program (OPHRSP) has been operating at Barkly Street, Brunswick for just over 7 years. The program has become a crucial addition to the two other programs running onsite (Volunteer Coordination and Social Support Group).

The OPHRSP 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. There have been some great outcomes in the past year, supporting clients to maintain their tenancies, access health and support, move into supported accommodation and work with families and carers.

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 OPHRSP Worker has worked closely with Broadmeadows Housing Office (DHHS) to identify and support vulnerable tenants in the building. Through ongoing meetings between MOSS and DHHS, tenants at risk of becoming homelessness have been identified and the OPHRSP worker has then worked with tenants to improve their living skills and supports with unmet health needs to sustain their permanent public housing.

The OPHRSP worker, has worked in collaboration with the tenants, the Brunswick Community Police Liaison Officer and DHHS to address anti-social behaviour at Barkly Street. This has worked well to create a safer environment for tenants and staff on the estate.

The OPHRSP worker has met often with the Housing Manager from Broadmeadows Housing Office to work together on submitting an Expression of Interest for a Men's Shed to be built on the Barkly Street Estate. This also included working with a volunteer Ms Nazly Monroy, who spent many hours researching the feasibility of a Men's Shed. She met with the Victorian Men's Shed Association in preparation for our application for submission in 2020.

Long-time worker Sam Agelis departed the OPHRSP Worker role and Team Leader earlier in the year. We thank him for his contribution and wish him well. The OPHRSP Brunswick and the Housing Support for the Aged Program (HSAP) have consolidated with the Holmes Street, Northcote OPHRSP to come together a single team lead by Team Leader, Shirley Spooner, four case managers, Stephanie Bell, Sarah Goodie, John Price and Joseph Fernandez.

# Older Persons High Rise Support Program Northcote Report

The Older Persons High Rise Support Program (OPHRSP) - Northcote is situated in Holmes Street, Northcote. The Program is based on the older persons high rise public housing estate. The Older Persons High Rise Support Program supports tenants to settle into their home and assists them to sustain their housing.

The Program is staffed by 2 full-time outreach case managers who engage with isolated and vulnerable residents of the buildings. Case managers work with tenants to identify unmet needs, access supports and services to enable them to develop their independence. Workers also support tenants with social and recreational activities by running programs to develop and build a sense of community at the high rise.

Whilst Darebin City Council manages the Holmes Street estate waitlist through their Housing Sponsorship Program, the lack of affordable housing sees the waitlist increase with growing number of applicants and waiting times. This means applicants



## Case study

The experience of Sanjeev, a relatively recently housed Holmes Street resident, highlights how cohesive, flexible and responsive services working in unison helped him transition from being a homeless rough sleeper into long-term, stable, safe, affordable housing, to then become an active community member within the Holmes Street estate.

Sanjeev was assisted by the MOSS Connections Program into Holmes Street estate after spending months rough sleeping on a Preston park bench. This came about after Sanjeev was forced to move out of emergency rooming house accommodation after being assaulted by another person for trying to uphold his rights.

Upon being first housed in his new property, Sanjeev continued to spend his day on the park bench in Preston which had been 'home'. OPHRSP workers assisted Sanjeev with material aid to help him settle into Holmes Street and when Sanjeev felt settled enough, he progressively began to spend more time in his new home. Sanjeev soon began to show interest in the social and community programs run at Holmes Street. He is now an active participating community member, slowly developing a social network.

and people waiting to be housed experience longer periods of being homeless or staying in inappropriate housing, which may expose them to exploitation, violence and trauma.

When a vacancy arises and people move into the estate, new residents are presenting more vulnerable and with more complex situations. OPHRSP workers spend a large amount of time addressing the trauma and stigma experienced during their homelessness to enable the new residents to belong and be part of the Holmes Street community and hopefully the wider community. Being able to access long term, safe, affordable housing allows people to address any age-related and health issues they may face as they enter and settle into the later phase of their life.

A more recent consolidation of the Housing Support for the Aged Program (HSAP) merged with OPHRSPs at Brunswick and Northcote into a larger team has had the benefit providing access to more resources and support for older people.

Access to internet WiFi has been established at Holmes Street, Community room, further enhancing a sense of community and opportunity for social interaction at the estate.

## Housing Support for the Aged Program Report

The Housing Support for the Aged Program (HSAP) provides long-term case management support to people over 55 years of age residing in public housing who live alone, are isolated and have a history of homelessness and unmet complex health needs. The HSAP program is staffed by two part-time Outreach Case Managers.

HSAP Outreach Case Managers support clients to maintain their housing through advocacy and support and provide support and referral to appropriate health services. HSAP also support clients to connect to their community and access to social supports.

The HSAP program provided services to 29 residents living within the Cities of Banyule, Darebin, Moreland, Nillumbik and Whittlesea. The program supports people who have complex health issues and require case management to assist them to sustain their tenancies and general wellbeing. The program also offers social support to isolated tenants.



### Case study

HSAP was supporting Ben, a 62 years old man living with a psychiatric condition and a terminal cancer diagnosis. He was supported to transfer from his unit at the Barkly Street, Public Housing Towers during renovations. Program workers assisted with the transfer and set up of an interim property. HSAP funds were used to purchase essential furniture and household goods.

Unfortunately, the interim property had issues with poor heating and cooling which exacerbated Ben's condition and hindered his recovery from chemotherapy/radiotherapy treatments. Case managers advocated on his behalf to the DHHS Housing Office for the required repairs and the installation of an air conditioner.

Ben was supported with the co-ordination of and transport to allied services and medical appointments. He was keen to engage with social outings as much as possible and would attend HSAP brunch outings and was supported with transport to Shrivings Social Support Group at Barkly Street.

When Ben's mental health further deteriorated, case managers co-ordinated with mental health services and supported Ben throughout admissions to hospital psychiatric units.

With the completion of renovations at Barkly Street, HSAP case managers supported Ben to return to the estate. Ben's physical health had unfortunately continued to deteriorate, whilst fortunately his mental health appears to have stabilised. Returning to Barkly Street has provided Ben with improved accommodation. Being on the estate, he has greater access to social supports offered through programs run on the estate and a sense of community. Having the HSAP program based on-site means Ben can avail himself of support from HSAP workers more readily when needed.



## Volunteers Report

The MOSS Volunteer Program operates from the High Rise Estate in Brunswick. The program aims to recruit, train and support volunteers that live on the estate and surrounding local areas.

One of the flagship activities has once again been the successful delivery of the food bank program on Fridays. Volunteers actively work throughout each week to source a fresh variety of food from various suppliers. For a gold coin donation, residents can choose from items such as fresh vegetables and fruit, frozen meals, bread and dairy products, as well as non-perishable items.

The volunteer program has assisted many residents to live more independently in their homes, by providing delivery of meals to tenants who may be unwell, or recently discharged from hospital.

Other activities include the purchase and delivery of newspapers, parcel deliveries, cooking hot nutritious meals on weekends, home visitation, assistance with shopping, and transportation to and from both medical and social support appointments.

Residents also have access to IT equipment including computers, mobile phones and the Internet. This has made it easier for us to reach out and for residents to stay in better touch with friends and family.

In August 2018 the program celebrated the significant milestone of 30 years. MOSS organised food vans, a coffee cart and entertainment. The event was attended by many of the residents and much fun was had by all!

MOSS would like to acknowledge our valued volunteers that give up their time to bring these services to the many residents; they include Graham, Lesley, Ksenija, Zdenka, Tom, Dave, Jock, Con, Darryl, Terry, Jack, Lorraine, Miquel and Nazly.

Once again, the MOSS Volunteer Team would like to thank the continued support and partnership from Second Bite, Food Bank Victoria, St Vincent De Paul, Baker's Delight Barkly Square, Coles Union Square, Woolworths Brunswick and Jacob from St Mary's Church Brunswick.

MOSS is always keen to recruit new volunteers and partners to the volunteer program.



**"MOSS is always keen to recruit new volunteers and partners to the volunteer program."**



## Social Support Groups Program Report

The Social Support Groups Program operates on public housing estates. It provides services to adults seeking increased social and community participation.

The focus of MOSS Social Support groups are to give a place in the community to individuals who are disadvantaged due to low incomes and social exclusion. We offer comprehensive, fun and inclusive onsite activities, outings into the wider community and a nutritious daily meal. We also support clients to ensure their health needs are attended to and they have the supports in place to live independently for as long as feasible. Three Social Support Groups are offered in the Moreland, Darebin and Banyule local government areas. Referrals from other LGAs. Our Team consists of a Program Leader and ten part-time staff.

The lack of affordable housing severely affects the amount of disposable income many clients have to make ends meet, particularly on other essentials required to live a good life. The Social Support Program observes this impact in people's reduced capacity for payment of client fees, which we are required to levy for attendance of Social Support Groups. This impact is particularly felt by people whose housing is through the private rental market and those reliant on the lowly Centrelink Newstart Allowance and not in receipt of funded packages. Clients experiencing such financial disadvantage are often subsidised by MOSS to enable them access to Social Support and nutritious meals, rather than compound their disadvantage.

### Shrivings Social Support Program

In August 2018, 'Shrivings' as the Social Support Program in Brunswick is known celebrated its thirtieth anniversary of operation. Of these 30 years, the past 10 years have been as part of Merri Outreach Support Service. To mark such a significant milestone we held a Birthday Party with a variety of food trucks provide a range of tasty foods on the day accompanied by live entertainment. The day also included an acknowledgement of staff members Lyn Darmanin and Feride Recepoglu whose service commenced on the day Shrivings opened as well as was the contribution of all current staff made. Also in attendance were MOSS Management and DHHS representative and greatly enjoyed by all those in attendance.

Looking forward 2019-20 promises to be a year of change with a new Operations Manager taking over the reins of the Social Support Program. At the same time our work with our clients has the same focus of meeting the individual needs of each: for companionship, to be part of community, for recreation, to be intellectually stimulated, to participate in events and visit places in the that are important to them.



## Case study

Bill is in his 50's and was referred to MOSS Social Support Group in late 2018. Bill was living by himself at home. He was in receipt of the Disability Support Pension with his primary support being a Mental Health Service. On the DSP he struggles to pay for his private rental property and utility bills. His stretched finances meant his diet nutrition were compromised and this was not helped by his lack of motivation to cook for himself. Bill suffers Social Anxiety which makes it difficult for him to be with large groups of people.

Initially Bill was supported to attend the group by his worker from the referring service. In doing so his worker was able to distract him from the activities taking place in the room and provide a level of comfort and reassurance in a room full of people who most knew each other. Over time as Bill's comfort within the group grew, this support tapered off and he continues to attend the group independently.

Bill usually wears headphones to the group, as a way of managing his anxiety. He listens to Podcasts. This also allows him to listen to discussion in the group around him. Occasionally he will contribute to a discussion. On occasions when the group becomes "loud" he has to distract himself by reading or some other method.

On an outing to the National Gallery of Victoria with a staff member and several fellow consumers. He described the outing as "stressful" as he initially left the exhibition after experiencing anxiety in being with of large crowd of people. Bill described how he wanted to 'run away' but managed to stay with the group and complete the excursion. A fine achievement.

Bill describes a number of benefits in attending the Social Support Group. Principally, it is the opportunity for regular social interaction and "getting him out of the house". He observes its health benefits also in providing an "excuse to go for a walk" and "better balanced meals".

On Fridays Bill also avails himself of the produce from the weekly Foodbank run on the site which provides additional food security. Getting out and about and spending less time at home and more time attending groups means Bill has seen a reduction in his heating bills.





## Hume Program Report

The Hume Program is a Transitional Outreach Support Program, providing support to people experiencing homelessness. The Hume program is a cross target service working with families, and individuals. The aim of the program is to provide case management support with a goal of supporting people to enhance their capacity to sustain long term housing.

The Hume program has eight team members, one program leader, four full-time case managers and three part-time case managers. The program covers the City of Hume and the City of Moreland in Melbourne's north.

The lack of affordable housing impacts on the Hume Program and the consumers we support. Without affordable housing the Hume Program has many consumers living in Transitional Housing Management (THM) accommodation for many years, unable to access long-term housing. We have little choice but to continue to support consumers until appropriate long-term housing becomes available, even though their case plan goals have been largely met. This is not only difficult for people experiencing homelessness who are in the system but also impacts those waiting to be allocated support. They can be waiting long periods to receive support due to the program's lack of exit options and consequently being unable to take on any more consumers.

Recently a consumer who had been living in THM for 6 years, was offered public housing. When she moved in she stated that it felt like her whole world had just opened for her, and she could start living again.

This year saw some exciting developments including the initiation of a Children's Art Group, a monthly group at Pearcedale Parade, jointly managed by Bright Future's and Hume Program. Homelessness Week 2019 saw the Hume Program alongside WISHIN, Crossroads hold a stall at Broadmeadows Shopping Centre, raising community awareness about the homelessness and the lack of affordable housing.

The Hume Program received a \$1100 StreetSmart Australia grant to run a walking group. The group is called MOSS walkers and talkers. The group has six regular participants and operates once a month, supported by two staff members.

In July 2019 MOSS was invited to HoMie for another VIP day. 16 consumers took part, and all had a brilliant day out. HoMie are thanked for their generosity.

Looking ahead, the Hume Program will continue to provide high quality support, creatively look for opportunities and outcomes for people experiencing homelessness.



### Case Study:

Donny, a 25-year old male on the cusp of being no longer eligible for specialised youth services and about to enter the adult support services realm, was referred to MOSS Hume Program by VincentCare Housing IAP from his then current but about to expire youth support service as his 25th birthday fast approached.

Donny came with a multitude of issues and complex history of trauma. Highly vulnerable with an intellectual disability without any positive or supportive family or social connections. Donny's trauma started at just two months old when he was removed from the family home due to family violence and placed in the care of his grandmother. A history of homelessness and transience ensued with his grandmother having to move due to continuous Office of Housing maintenance issues. Donny recalls childhood memories of being in a cot asleep and hearing the smoke alarm always coming on, he also states he remembers not being able to hear it at times and being "woken" by others. He reflects upon this as the reason he has problems with sleep and waking up.

In his early to mid-teens, Donny left his grandmother's home and moved from place to place including staying with friends and girlfriends; also moving back with his mother as a teenager he was asked to leave due to not paying enough board, ending up in a caravan park. Soon after he contacted his father and subsequently spent time sleeping in his father's car and rough sleeping around Melbourne with him, which became extremely dangerous.



The MOSS Hume Program commenced outreach and case-coordination with Donny and his youth supports, which were closing with him due to his age. As a 25 years old single man, accommodation options were looking like long-term rooming house tenure, however the Hume Program strived to find alternate suitable safe accommodation. Given Donny's complex needs we were concerned about the prospect of ongoing unstable housing and transience which would impact highly on Donny's vulnerabilities and future support needs. We could see a bright future for Donny, who had demonstrated great motivation and resilience. His own home would allow him the opportunity to improve upon his life skills.

Some of the linkages that the Hume Program supported Donny with were HoMie VIP Day, local GP for ongoing health issues, Helping Hands Mission where he now volunteers regularly, support with on-going NDIS mentoring which includes weekly life skills building.

Within 5 months of being supported by the Hume Program, whilst living in the rooming house, we were finally able to secure him long term community housing through our nomination rights with Unison Housing. As a team we worked at applying through the Family Violence Support Package program allowing him to start living in safe secure and stable accommodation with belongings to call his own. Donny was ecstatic that he would finally have his own home after 3 years of living in rooming houses, and long history of homelessness. He has now set up his studio flat with new furniture, clothes and his few personal belongings. He is proud to say he has a place to call his own.



## Transitional Outreach Support Team Report

The Transitional Outreach Support Team incorporating Banyule Housing Support (TOST) consists of 3 programs under the TOST banner. TOST provides case management support to individuals and families who are homeless or at risk of experiencing homelessness. The main focus of case management is to support people to address their support needs that have led to their homelessness or prevented them from being able to sustain long term housing.

Referrals are received via the Opening Doors Access Point, Haven; Home, Safe, which covers the North East Melbourne Area (NEMA) catchment of the DHHS Northern Metropolitan Region of Melbourne.

The Intensive Case Management Initiative (ICMI) provides intensive support to Indigenous Australians who present with high and complex needs and experiencing homelessness who find it difficult to access generalist and specialist services. ICMI is a sole worker position offered at 4 days a week and is based at our Northcote office. Referrals are received after a consultative assessment with client(s) or via Aboriginal hostel in partnership with MOSS or the Access Point, Haven; Home, Safe.

TOST/Banyule consists of two full-time workers, one position is funded by DHHS and the other position by Banyule Council. The program is based at Shop 48, West Heidelberg and referrals to the program can be received either via the Access Point, Haven; Home, Safe or in consultation with any Banyule Council Services.

TOST has 3 full-time workers including the Program Leader and a part-time worker. TOST provides case management within a team case management model. This model allows for the rotation of staff during periods of staff leave without compromising the continuity of support.

The persistent lack of affordable housing and housing options impacts on TOST who are currently supporting a high number of large families, which makes finding appropriate housing a significant challenge. The options within the private rental market, transitional housing or community housing are very limited. There has been no movement in 4-bedroom property offers for our larger families in the last 5 years. This creates a number of other challenges. The lack of move-on options extends the support period of our larger families, limiting our ability to offer new support vacancies. Clients often express their fears and frustration about making links to their local communities only to uproot the whole family and start again when and if their permanent housing offer is made.



TOST has been liaising and advocating with Haven; Home, Safe in regard to these issues and has been able to get a great outcome for one of our larger families living in transitional housing. The single parent family with 7 children were residing in a 3-bedroom transitional property with a large yard. The family had been wait listed for a 5-bedroom Office of Housing property. The family have been in transitional housing for 5 years and have established links to the local community including specialist services for one of the children who has a disability.

As a member organisation of Kids Under Cover (KUC), MOSS was able to successfully apply for a KUC studio unit to be placed in the backyard. The co-ordinated response between MOSS, KUC, Haven; Home, Safe and the Office of Housing, provided an outcome for this family to secure a long-term secure tenancy much sooner than if they had continued to wait for a 5-bedroom property. The family now feel that they can continue to establish support networks in their local community.

The success of this joint effort has set a bit of a precedent and TOST is now liaising with Haven; Home, Safe to consider transferring other long-term transitional properties to become permanent housing where the properties are suitable for Kids Under Cover studios to address overcrowding issues with larger families.

## Case study

TOST have had some great housing outcomes for our consumers through the Darebin Sponsorship Program via DHHS. Two single Aboriginal men with significant health issues were referred to ICMI program for case management and housing support in January this year. Both men were residing in an Aboriginal hostel while awaiting housing options for exits.

The ICMI worker assisted with housing applications and advocacy for the men to access the Darebin Sponsorship program for long term housing. The two applications were successful with securing long-term tenancies at the Eric Street flats and the Agg Street Estate. The two men have now been linked to appropriate supports and their health issues are now being monitored and addressed with the security of tenancies.



## Crisis Response Program Report

The Crisis Program provides Outreach Case Management support with people who are homeless or at risk of homelessness in the Northern Suburbs of Melbourne covering the local government areas of Darebin, Banyule, Whittlesea and Nillumbik.

The Crisis Program is a consolidation of three different teams all under the banner of the one program. This allows for one seamless transition for people of any age to be supported by the Crisis Program including young people who may initially be accommodated within the refuge, but after leaving have been identified as requiring ongoing support.

**Crisis Response Program:** is a short-term program that offers team case management to support people experiencing homelessness and/or housing crisis for all ages. Referrals are received from the local Access Point – Haven; Home, Safe.

**Youth and Family Program:** is funded as a Family Reconciliation Mediation Program for young people aged 16 – 25 years experiencing or at risk of homelessness. In addition to case management, this program has a focus on homelessness prevention and family mediation. Referrals can be made directly to the service.

**Catchment Youth Refuge:** provides safe and secure short-term crisis accommodation and case management to homeless single young people, including young parents and (their children) aged 16-25 years old. Referrals are received from the Opening Doors Access Points – Haven; Home, Safe and Melbourne Youth Support Service.

The biggest challenge for our program has been and remains the lack of safe affordable housing for our homeless consumers, especially for those reliant on the lower end of Centrelink payments i.e. Newstart and Youth Allowance. Many of the consumers who we work with have applied for numerous private rental properties but unfortunately due to the highly competitive rental market, our consumers often don't even get a look in. One of the impacts is that we are often working with consumers for much longer than we are funded. Our consumers often experience housing crises for much longer periods of time with a paucity of affordable housing.

During the year in review it has been exciting to have had multiple student placements in the last year from a variety of different educational institutes. Currently we have a partnership with

Victoria University and their Youth Work Department to take students who are undertaking a Bachelor in Youth Work across the Catchment Refuge and the Northcote team. By allowing students to work across both sites we believe that this gives them a richer placement and allows them to immerse themselves in different work and practices.

Moving forward, we look forward to enhancing our relationships with key partnering services and establishing new partnerships as opportunities arise.

### Case study

Brenda was referred to the Crisis Program via the Northland Youth Hub when she was due to be evicted from the family home. This followed her mother's entry into permanent care after some poor health episodes.

Brenda has a diagnosed intellectual disability which results in a reduced ability to problem solve and to learn new skills, in addition to having ADHD and autism spectrum disorder. This results in her requiring support to navigate her daily living needs. She is engaged in adult education through Melbourne Polytechnic to improve her skills and it also provides a range of daily living support.

At the time of referral, Brenda had continued to remain at the property for an extended period and had not sought to have the tenancy transferred over to her, as she did not know how to navigate the system. Brenda had enjoyed living in the family home and wished to continue to do so. The team assessed, if Brenda had to leave this property, it would cause her a large deal of distress. Brenda's strong links to the area meant she did not want to leave and it would be very destabilising. She had little to no wider family supports who could 'look out' for her and her wellbeing. Brenda's limited daily living skills and reliance on prompts and direction meant, were she to lose her housing and become homeless, she would likely enter a Supported Residential Service.

Since working with Brenda, the Crisis Program has managed to help her address her health needs by linking her in with allied health services. We have also supported her a multiple VCAT hearing and this support has resulted in the tenancy is now being in her name with no outstanding debt accrued from when her mother's tenancy ended. The Crisis Program has also supported Brenda to successfully secure an NDIS package for ongoing support in the future to not only meet her daily living needs but to also help her with accessing support to sustain her tenancy. Brenda continues to successfully sustain her tenancy.

MOSS agency data 2018-2019

## Specialist Homelessness Services **Data**

MOSS Specialist Homelessness Services (SHS) supported 1317 people during 2018/2019. This was an increase on the previous year. Children Mothers in Mind has been included in these statistics, running more groups this year. Exits out of transitional housing remains a challenge with long waiting lists for public and social housing. Private rental is rarely an affordable option, especially for our service users, most of whom are reliant on Centrelink incomes. Nevertheless, we were able to make a difference to many, many people's lives. Once again Client Exit 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 single parent households (56%) than single adult households (18%). A little under two thirds of our clients were children or young people 25 years old or younger. Our Children's programs play an important role in supporting our most vulnerable consumers and working in collaboration with generalist programs to support children and young people through the difficult experience of homelessness and support their wellbeing.

There was a mixture of accommodation types at time of 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. Many rooming houses are unsafe and expensive. We look forward to improvements in crisis accommodation options. MOSS clients thankfully have good access to THM properties and some social housing options.

Our clients across SHS programs are cultural diverse. Whilst two thirds of service users were Anglo/Australian, we support a significant CALD cohort (21%) and Aboriginal and Torres Strait Island community (12%).

2018/2019 TOTAL SPECIALIST HOMELESSNESS SECTOR PROGRAMS	Number
Total Clients	1317
Adult females	357 (27%)
Adult males	151 (11%)
Children and young people <26yo	809 (62%)

FAMILY TYPE	Number
Single parent families	736 (56%)
Singles	233 (18%)
Other families	348 (36%)
Family Violence as one of the presenting factors	592 (45%)

CULTURAL IDENTITY	Number
Aboriginal & Torres Strait Islander	150 (12%)
Culturally & Linguistically Diverse	282 (21%)
Anglo &/or Australian	885 (67%)

ACCOMMODATION TYPE AT PRESENTATION	Number
Primary homeless	25 (2%)
Crisis accommodation	255 (20%)
THM	592 (45%)
Public/Social Housing	158 (12%)
Private rental	130 (9%)
Other incl. no tenure, missing	157 (12%)



MOSS agency data 2018-2019

# Older Persons Services Data

## HACC, Aged Care, CHSP and NDIS

2018/2019 TOTAL NUMBER OF CLIENTS	547
Adult females	200 (37%)
Adult males	347 (63%)
LIVING SITUATION	
Lives alone	425 (75%)
Lives with family	59 (11%)
Lives with others	63 (11%)

Merri Outreach Support Service continues to support a large number of mostly older people through its HACCYP, Aged Care and Commonwealth Home Support Programs. Interestingly more men (63%) than women were supported. This is probably reflective of the type of public housing estates on which we offer programs. Most of our service users live alone.

Residents of Barkly Street and Holmes Street high rise estates are well connected to MOSS programs on offer. MOSS's presence on these estates enhances the opportunity for people to participate in a vibrant supportive community and remain active. This means many can be supported to sustain their tenancies and address issue which might otherwise see them prematurely be admitted to Aged Care Facilities or hospital. This good work is also happening on broad acre estates through the Connections Program.

A wide age range of service users is supported with two thirds being within the 56 – 75 years old cohort. Most live in public housing, though our outreach work does support a significant number living in rooming houses and sleeping rough.

Chronic health issues and psychiatric illness are the highest reported health issues although these are two of a spread of health issues. MOSS is now a registered NDIS provider, so we expect this to be reflected in the data as we pick up more participants being supported with disability. We support a high number of CALD consumers through these programs.

AGE RANGE	Number
<45yo	51 (9%)
45>55	61 (11%)
56>65	168 (30%)
66>75	200 (37%)
>75yo	68 (13%)

HEALTH	Number
ABI	18
Asthma	42
Chronic health issues	160
Dementia	14
Drug and Alcohol	20
Epilepsy	0
Intellectual disability	23
No disability	89
Physical	60
Psychiatric	105
Not stated	23
Other	18

ACCOMMODATION TYPE	Number
Primary homeless	46 (9%)
Rooming house/ Private hotel	41 (7%)
Public/Social housing	388 (71%)
Private rental	45 (8%)
Other	12 (2%)
SRS	15 (3%)

CULTURAL IDENTITY	Number
Anglo/Australian	320 (59%)
Culturally & Linguistically Diverse	207 (38%)
Aboriginal & Torres Strait Islander	20 (3%)

## Child Safe Standards Report

### Background to the Standards

All Victorian organisations that provide services or facilities to children are required by law to comply with the Child Safe Standards.

The Child Safe Standards are comprised of three overarching principles and seven broad standards. These have been designed to drive cultural change in organisations, so that protecting children from abuse is embedded in the everyday thinking and practice of leaders, staff and volunteers.

This will assist organisations to:

- Promote the safety of children
- Prevent child abuse
- Ensure effective processes are in place to respond to and report allegations of child abuse
- Encourage children to 'have a say', especially on issues that are important to them or about decisions that affect their lives.

As part of each standard, organisations must reflect and embed the following overarching principles:

- Promoting the cultural safety of Aboriginal children
- Promoting the cultural safety of children from culturally and linguistically diverse backgrounds
- Promoting the safety of children with a disability.

### The 7 Standards:



### MOSS and the Child Safe Standards

Over the past 12 months Merri Outreach Support Service has been working towards compliance with the new Child Safe Standards, updating our already strong processes and policies. Our MOSS Child Safety Officers; the Bright Futures Team Leader and the North West Children's Resource Program Senior

Coordinator, have been working with Management throughout this thorough process, ensuring our processes and policies remain leading examples within the sector.

The MOSS Child Safety Officers have undertaken additional training and participate in a Child Safe Standards Community of Practice. A key element of the recent updates has been ensuring that consumers are aware of MOSS' Commitment to Child Safety and how to make a report if they have any concerns. New initiatives and learning have been shared with our staff to ensure MOSS complies with Child Safe Standards. Clear information is provided on the MOSS website around child safety and information is provided in consumer welcome packs and displayed in our offices. Going forward, the Child Safety Officers will continue to monitor and review MOSS processes and policies, whilst also providing ongoing support and guidance to staff, management and the Board.

# ACKNOWLEDGEMENTS

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

HoMie  
Friendly Moving Men  
VIVA Energy Australia  
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  
Bakers Delight - Northcote  
SPAN Community House  
Jika Jika Community Centre  
Office of Housing - Broadmeadows  
Public Transport Victoria  
Presentation Sisters Balnarring  
Melbourne City Mission  
YMCA  
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  
Department of Health and Human Services  
Banyule City Council  
Hume City Council  
Moreland City Council  
StreetSmart  
Council to Homeless Persons (CHP)  
Second Chance Animal Rescue  
Bolton Clarke  
Natalie Pascale

## Donations welcome!

Donations can help to make a profound difference to some people's lives.

Donations enhance the capacity of Merri Outreach Support Service to meet the needs of homeless people 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:** merri@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 so we can stay in touch and keep you updated on our work in the community.

# Finance Statements

**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 2019**

	Note	2019 \$	2018 \$
<b>INCOME</b>			
Government funding		5,990,351	5,881,700
Donations and philanthropic income		16,482	9,873
Interest received		28,137	27,298
Other income		243,127	136,732
		<u>6,278,097</u>	<u>6,055,603</u>
<b>EXPENDITURE</b>			
Employee benefit expense		4,908,240	4,666,326
Occupancy		402,336	382,244
Computer		92,487	97,262
Telephone		39,452	51,854
Depreciation		56,427	58,941
Motor vehicle		244,089	241,010
Client Expenses		467,120	529,953
Other expenses		69,177	114,934
		<u>6,279,328</u>	<u>6,142,524</u>
Surplus/(deficit) before income tax		(1,231)	(86,921)
Income tax expense	1b	-	-
Surplus/(deficit) before income tax		(1,231)	(86,921)
Other comprehensive income net of income tax		-	-
Total comprehensive income/(loss) for the period		<u>(1,231)</u>	<u>(86,921)</u>



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

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>CURRENT ASSETS</b>			
Cash	2	1,381,066	1,393,887
Trade and other receivables	3	102,989	112,820
<b>TOTAL CURRENT ASSETS</b>		<u>1,484,055</u>	<u>1,506,707</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	4	1,297,461	1,283,274
<b>TOTAL NON-CURRENT ASSETS</b>		<u>1,297,461</u>	<u>1,283,274</u>
<b>TOTAL ASSETS</b>		<u>2,781,516</u>	<u>2,789,981</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payable	5	518,228	441,505
Provisions	6	554,017	651,130
<b>TOTAL CURRENT LIABILITIES</b>		<u>1,072,245</u>	<u>1,092,635</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	6	73,772	60,616
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>73,772</u>	<u>60,616</u>
<b>TOTAL LIABILITIES</b>		<u>1,146,017</u>	<u>1,153,251</u>
<b>NET ASSETS</b>		<u>1,635,499</u>	<u>1,636,730</u>
<b>MEMBERS' FUNDS</b>			
Retained surplus		1,635,499	1,636,730
<b>TOTAL MEMBERS' FUNDS</b>		<u>1,635,499</u>	<u>1,636,730</u>

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

**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED**  
**30 JUNE 2019**

	<b>Retained Surplus \$</b>	<b>Total \$</b>
<b>Balance at 1 July 2017</b>	1,723,651	1,723,651
<b>Comprehensive income</b>		
Deficit for the year	(86,921)	(86,921)
Other comprehensive income	-	-
	<u>(86,921)</u>	<u>1,636,730</u>
<b>Balance at 30 June 2018</b>	1,636,730	1,636,730
<b>Comprehensive income</b>		
Deficit for the year	(1,231)	(1,231)
Other comprehensive income	-	-
	<u>(1,231)</u>	<u>(1,231)</u>
<b>Balance at 30 June 2019</b>	<u><u>1,635,499</u></u>	<u><u>1,635,499</u></u>

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

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED**  
**30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Government Grants		5,990,351	5,881,700
Receipts from other sources		264,012	118,433
Payments to suppliers and employees		(6,224,707)	(6,132,775)
Interest received		<u>28,137</u>	<u>27,298</u>
Net Cash provided by/(used in) operating activities	7	<u>57,793</u>	<u>(105,344)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for purchase of property and equipment		(70,614)	(51,088)
Proceeds on disposal of assets		<u>-</u>	<u>-</u>
Net Cash provided by/(used in) investing activities		<u>(70,614)</u>	<u>(51,088)</u>
Net increase/(decrease) in cash held		(12,821)	(156,432)
Cash at the beginning of the year		<u>1,393,887</u>	<u>1,550,319</u>
Cash at the end of the year	2	<u><u>1,381,066</u></u>	<u><u>1,393,887</u></u>





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