

2018 Annual Report



WE ARE ST FRANCIS SOCIAL SERVICES

We are a community services organisation that for 40 years has drawn on the rich Franciscan tradition to assist those from the periphery of society.

Our Vision: Is for a society in which there is full recognition of the dignity, equality, human rights and humanity of all people.

Our Purpose: Is to uphold the intrinsic dignity of each person by providing support and advocacy to empower the most disadvantaged and marginalised within our community.

We believe in the uniqueness of every person.

We assist those who within our community who need us most.

Our service focus supports:

- Individuals and families seeking asylum
- Disadvantaged young people and their families

It is our mandate to support and advocate for those seeking our assistance and care. We strive to maintain, nurture and enhance the growth, development and quality of their lives.

We journey with our clients and believe in their intrinsic strengths and resilience.

Our Values:

WELCOME

We provide an environment where people feel valued, wanted and important, regardless of gender, faith, race or social circumstance. We greet clients with warmth, engagement and an open heart.

RESPECT

We uphold the intrinsic dignity and equality of each person by valuing the experience and wisdom of our clients, colleagues and volunteers in everything we do. We honour the uniqueness of each person, their stories, their personal experience and their truth.

CONNECT

We encourage connection that is heartfelt and meaningful. By recognising the importance of connection to community, place and self, we make impactful connections with each other, those we work with, our partners and supporters.

EMPOWER

We empower marginalised and vulnerable people by creating opportunities for individuals to build on their own resilience and resourcefulness. We speak with and advocate for those we work with.

Photo acknowledgement:

Front cover - Unsplash Elisey-Vavulin

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Page 16 - Cole Bennetts/Fairfax Syndication – House of Welcome catering photo

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MESSAGE FROM THE CHAIR



*Brothers should go out preaching,
and if necessary, use words!*

St Francis of Assisi

Perhaps St Francis' greatest lesson for us lies in the power of connection. Having experienced marginalisation himself, he could fully comprehend the destructive nature of isolation and see how it can be countered by the healing power of connection. St Francis dedicated his life to empowering people to connect with him, with each other and with God.

This year, as his legacy, St Francis Social Services celebrates 40 years of service delivery. I look back to our humble beginnings, a drop in centre for young people, to what we are now, three services offering very different supports to some of our nation's most marginalised.

Every day, I am inspired by the moments of connection I witness.

At Centre 360 Youth and Family Service, we are providing important therapeutic support for young people and their families to reconnect with their own identity, with each other, with peers and with the opportunity of education.

Through the Greenlight Movement, we create opportunities for young people to create a connection with an adult mentor who can empower them to set and reach for goals above and beyond their initial aim of earning a driver's licence.

Finally, at the House of Welcome, we provide opportunities for people seeking asylum to connect with community in an effort to counter the increasingly stringent policies that are purposely designed to isolate them.

At all three services, I pay tribute to our staff, who never cease to listen to the voice of our clients so they can create new and

innovative ways to remove obstacles and make it possible to overcome the barriers of isolation. This is never easy, especially in times of change.

I want to acknowledge the staff at Centre 360 who this year farewelled Jodie Kidd who has taken up the challenge to earn a PHD. In her place, we welcome Irene Drivalis, our new Executive Manager at Centre 360. I thank the Counselling team, Centre 360 staff and volunteers for your flexibility during the transition as Irene moves from 4 days a week to take up a full-time post in January.

I would like to thank Ina Mullin for her incredible positive impact on St Francis Social Services as Business Development Manager. Ina has taken up a new position as National Manager Communications and Public Affairs at Lifeline Australia.

I would like to pay tribute to Dina Cavazzinni who has retired her position after a 15 year-long voluntary stint on the Board and countless years of support for our services and fundraising activities. Thank you Dina for your dedication. We also welcome two new Board Members, Renee Dal Santo and Laurie Ferguson to the St Francis family.

Much of our service delivery depends on the ability to respond to the resilience of our clients. I thank Lyn Harrison and the team at St Francis Social Services, both the staff and our many volunteers. Thank you for making the time to be present with those on the periphery. It is through your actions that you hear the views of our clients, understand their challenges and know how to respond effectively to create powerful moments of connection.

Fr Nick Lucas

MESSAGE FROM THE CEO

We have not seen policies affecting people seeking asylum in Australia that are this harsh, since the SIEV X and Tampa crisis in 2001.



This financial year has been a year for celebrating significant milestones at St Francis Social Services. We have been lucky to have many opportunities to reflect on past experience and the resilience that experience has given us as we look to the future.

2018 marks the 40th anniversary of service delivery for St Francis Social Services. Our first service, Centre 360 Youth and Family Service (formerly The Come In Youth Resource Centre) in Paddington is the project that has seen most change. Having started with a focus on engaging young people by offering a drop-in service, the Centre has evolved with the changing needs of its clients. The resilient and flexible team at Centre 360 now offers a host of evidenced based therapeutic programs to keep young people connected with family, education and the wider community.

In August 2017, we held the official opening of the new premises of the House of Welcome. We reflected on its own humble beginnings, established by a group of compassionate volunteers linked to each other through their concern for people seeking asylum and their belief in social justice. The new House of Welcome in Granville now has 11 permanent staff members and we continue to rely heavily on over 100 volunteers whose actions restore faith in humanity on a daily basis. At the opening we also celebrated the launch of the House of Welcome Catering social enterprise and our new Employment Program.

In October 2017, we held our inaugural celebration of the Feast of St Francis. This gathering brought together staff and volunteers from all three of our services. It was the first time the team had come together to celebrate St Francis Day and what it means to follow the Franciscan tradition. We took inspiration from the resilience St Francis showed by rejecting the 'norm' and reaching out to the most marginalised. This was an important day for reflecting on our newly articulated values: Welcome, Respect, Connect and Empower.

Shortly after St Francis Day, we were reminded of the necessity for resilience as the Government announced the beginning of changes to support for people seeking asylum. Since then there has been a systematic removal of support, that has thrown the responsibility for the safety and basic needs of people seeking asylum, squarely at the foot of charities and the good will of community. We have not seen policies affecting people seeking asylum in Australia that are this harsh, since the SIEV X and Tampa crisis in 2001.

Throughout the year, our team at the House of Welcome has worked tirelessly to meet the needs of those affected, although we are aware that neither our resources, nor the resources of the entire sector, will be enough to provide the food, shelter, medical assistance and casework support required. As a result of the Government's changes in policy, this coming year will require a great deal of resilience not just for our team, but for our clients and the community as a whole.

Another milestone of significance was the signing of an agreement with CORE Community Services to expand the Greenlight Movement Program to South Western Sydney. I congratulate the team at Greenlight for their resilience and persistence in ensuring we could expand this much valued program into an area where transport is so essential for young people to gain employment.

Finally, this year, we celebrated the 80th birthday of our Chair and Founder, Fr Nick Lucas. Fr Nick, is a model of resilience for all of us. Despite the many changes he has seen over the years at St Francis Social Services, he has never failed to appreciate the importance and value of the work being performed here. I am deeply indebted to Fr Nick for his guidance and unwavering concern for the welfare of our clients and our staff. Fr Nick is much loved by our team who were honoured to share in his birthday celebration.

Lyn Harrison
Chief Executive Officer

CENTRE 360 YOUTH AND FAMILY SERVICE



I feel proud to work in a team with highly qualified counsellors who use a variety of different modalities such as family systems therapy, art therapy, Cognitive Behaviour Therapy and psychodynamic therapy to support vulnerable young people and families dealing with complex issues. It is wonderful to work in a team whose motivation is to give people the tools to reflect on their life, gain new perspective, build their strengths and make profound change in their life.

Irene Drivilas
Executive Manager Centre 360 Youth and Family Service

Centre 360 Youth and Family Service is primarily a counselling service providing therapeutic assistance for individual young people and their families.

Counselling & Case Work

By offering a flexible combination of counselling and case work, our team members are able to assist young people with their internal needs (mental health) at the same time as working to improve their relationships with their external world (with family, school and community). Our counsellors work to ensure a safe, supportive environment is created. Where necessary we offer counselling and casework outreach in order to ensure that barriers that may prevent young people from connecting with therapeutic sessions are removed.

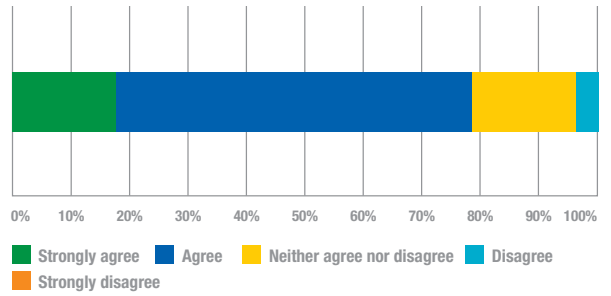


Centre 360
Youth and Family Service

2018 Feedback Survey

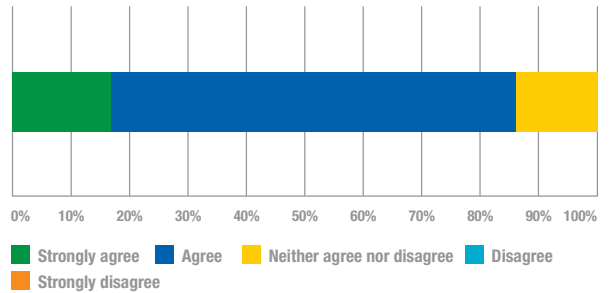
Q: I am feeling more confident.

"I feel less self-conscious and feel as if I know myself better."



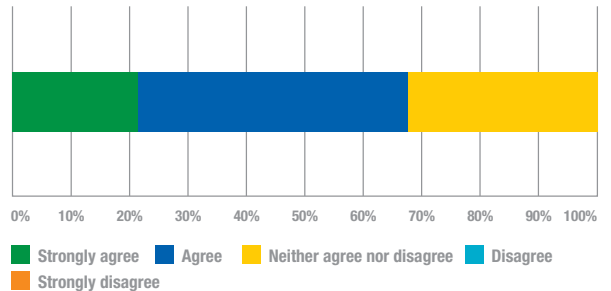
Q: I have learnt helpful new things and tried them.

"My counsellor has taught me how to process my trauma and anxiety."



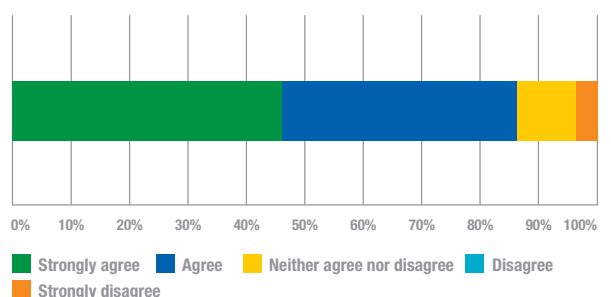
Q: I now have a better idea about how I can deal with my problems.

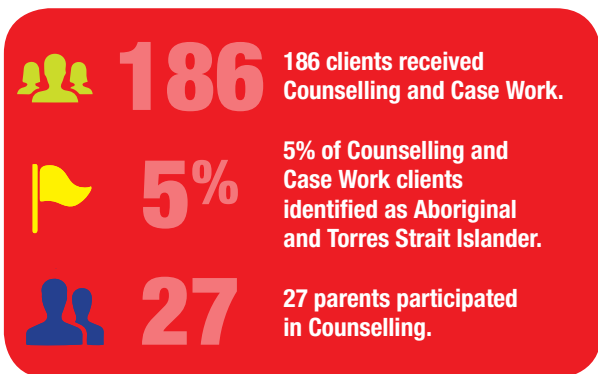
"The way I do things everyday has changed to include more agency."



Q: If a friend needed the sort of help I do, I would recommend they contact Centre 360.

"The people are very friendly and welcoming. It feels like a safe and accepting environment and a relief to be able to get some support in a difficult situation."





Teen Triple P Parenting Workshops

▶ 7 parents attended the Group Teen Triple P Parenting Program

Centre 360 Youth and Family Service is an accredited provider of Teen Triple P, a proven effective behaviour-based parenting program for parents and adolescents. The program focuses on strengthening the relationship between parents and their children and imparts behaviour management strategies so that parents are more equipped to manage issues that occur during adolescence. It also provides an entry point for parents who may need additional support from our counselling and family therapy programs.



STRIVE

The Strive program was designed in collaboration with schools who had requested early intervention support to keep students engaged with education. The program offers support to schools reporting an increase in the number of students experiencing mental health problems such as anxiety and depression, complex family situations, academic stress and social and peer difficulties.

- ▶ **8 x 7 week group workshops were facilitated**
- ▶ **38 young people participated in the STRIVE Early Intervention Workshops**
- ▶ **5 parents participated in the STRIVE workshops for parents of participants**
- ▶ **12 young people participated in the STRIVE Adventure therapy school holiday program**

STRIVE TESTIMONIALS

Participants:

I gained more confidence in myself.

YR 8 Randwick

Because of STRIVE I know how to deal with stressful situations and stop them from ruining my life.

YR 7 Randwick

I learnt how to calm myself down when I am in an exam/test or angry.

YR 7 Randwick

Parents:

STRIVE has made her more aware of her own self-worth and trusting herself more.

STRIVE has built his self-confidence and he has made new solid friendships.

Herbert Smith Freehills Scholarship and Mentoring Program



It was so great to feel involved and connected with other people in the program.

The partnership between Centre 360 and Herbert Smith Freehills continues to strengthen. Once again Herbert Smith Freehills supported our young people through providing 10 scholarships to assist young people to achieve their educational goals. We are grateful to the team from Herbert Smith Freehills who not only commit financially to supporting young people but who also volunteer as mentors throughout the year. Each scholarship participant is matched with a HSF mentor who provides encouragement, advice and exposure to a different world view. Throughout the mentor journey, young people gain confidence and increased insight into the career and lifestyle options available to them.

Service Provider Partnerships:

Jarjum College, Redfern Partnership



Aboriginal Catholic Ministry, La Perouse introduced Centre 360 Youth and Family Service to Jarjum College, Redfern at the end of 2016. Since then, the two organisations have worked in partnership to develop a program that will facilitate the successful transition of Jarjum College students into mainstream education. Centre 360's Counsellors provide holistic family support and case work, working with students in Year 5 and 6, their teachers and their families as they begin to prepare for High School.

This partnership has been funded by the Lord Mayor's Charitable Foundation through the Eldon & Anne Foote Trust and is supported by an Australian Technology Park Community Grant.

Ted Noffs Partnership



The Centre 360 Youth and Family Service and Ted Noffs partnership continues to strengthen. Throughout the year, Counsellors visited Noffs residential services in Randwick on a regular basis to facilitate social, emotional and living skills workshops for around 150 clients to assist in their successful transition out of residential rehabilitation. The workshops contained a mixture of psychoeducation and creative activities that encouraged the young people to think about their goals and relationships in new ways, all within a supportive and nurturing environment. In the coming year, in response to the clients' enthusiasm for creative activities, we will be using Art Therapy as a way to explore the themes of self, relationships and independence.

headspace Partnership



Centre 360 Youth and Family Service is a consortium member of headspace Bondi Junction.

Family therapy is provided one day a week at headspace by one of the senior counsellors from Centre 360 Youth and Family Service. This therapist is an integral part of the interdisciplinary team at headspace and attends clinical review meetings at headspace where they can advise from a systems perspective and receive clinical feedback and referrals from members of the team.

The family therapist tends to see 3-4 families every week at headspace.

This relationship with headspace enables cross referrals where headspace provides shorter term therapy for clients experiencing mild to moderate mental health issues; referral options are required for longer term and more complex work. Services such as Centre 360 Youth and Family Service are frequently referred to by headspace where clients then benefit from a transfer of trust between services with a pre-existing relationship.



CASE STUDY: ALBY



Alby was 13 years old when her family were first referred to Centre 360 Youth and Family Service in 2013 after arriving in Sydney from interstate. Alby, her mother, two sisters and brother faced many difficulties individually and as a family. They arrived in Sydney homeless after leaving their community to escape family violence. Since 2013, each of the family

members has engaged with their own therapeutic case-worker at different and often overlapping periods of time.

In the context of moving cities, starting at a new school, unstable housing, ongoing conflict in the family, and embarking upon early adolescence, Alby struggled to attend school on a regular basis and to engage with her academic learning. Alby first engaged with her own Centre 360 worker in 2015, participating in a mixture of casework and counselling. While Alby reflects that it was initially scary to meet with her therapeutic caseworker, she has maintained weekly sessions over the past three years.

With this ongoing support Alby drew upon and developed her sustained motivation and resilience to define, work toward and achieve important life goals including becoming the first person in her family to complete high school. In working toward these goals, Alby also learned about her emotions, increasing her reflective awareness and her self-regulation skills. In turn, these changes led to positive impacts upon Alby's interpersonal

relationships, be they with close friends and family or working relationships with peers, teachers or other professionals.

While working with Centre 360, Alby was also nominated for and accepted the Herbert Smith Freehills Scholarship. She participated in, and completed, the Herbert Smith Freehills mentoring programme over 12 months and returned as a graduate the next year to deliver an inspiring speech to new scholarship recipients and mentors.

Alby continues to define important life goals and work toward them with support from Centre 360. Most recently, she has been working toward achieving stable independent housing, full-time employment in the hospitality industry, and owning and running her own car. Towards these goals, Alby recently: completed her Certificate II in Business Administration; started her Certificate III in Hospitality; commenced applying for part-time work positions; developed and demonstrated her independent living skills; and was accepted into a transitional housing programme. She is now working through a structured and supported plan to be independently paying market rent within 5 years. Alby has also been studying to obtain her Learners Driver's License so that she can participate in the Green Light Movement programme and work toward achieving her Provisional Driver's Licence.

Centre 360 looks forward to continuing to support Alby and her family towards the fulfilment of their life goals.



THE GREENLIGHT MOVEMENT



Greenlight Movement is a mentor program empowering young people who are significantly disadvantaged and are without access to an adult role model who can help them achieve their goals.

Volunteer mentors are matched with young people to provide the 120 hours of supervised driving as they work towards the goal of achieving a Provisional licence in a manual car provided by the Greenlight Movement.

While the program is a success in assisting young people to achieve their licence, it is the power of the mentoring relationship that is truly transformational.

CASE STUDY: AHMED



Ahmed migrated to Australia with his family in late 2016, after having travelled from Iraq through Syria.

Ahmed made contact with Greenlight Movement at a youth festival in Bankstown and inquired about obtaining his licence, mentioning that his goal was to assist his family with transportation around Sydney and to fulfil his goal of gaining employment as a courier driver.

Greenlight Movement was able to match Ahmed with an enthusiastic and thoughtful mentor and together they met weekly for their 2 hour lessons.

Over the course of a year, Ahmed's English improved immensely, along with his confidence in communicating feedback to his mentor and his Greenlight Movement Case Worker. Ahmed's mentor always commended him for his natural driving ability and desire to learn new

skills related to driving a manual car and navigating difficult driving scenarios.

By the time Ahmed and his mentor had completed the required 120 hours of logged supervised driving, he was well prepared for his test, exhibiting a calm and cautious approach to manoeuvring and navigating the car.

Ahmed passed his NSW Provisional test first attempt with a 98% test score and was extremely proud of his achievement.

Ahmed is now working as a courier driver and is also enrolled in TAFE where he is studying electronics. Ahmed's sister recently applied to the Greenlight Movement programme and is soon to be matched with another dedicated Greenlight volunteer mentor.



Q: How did your involvement with the Greenlight Movement help you?

A: The program to do weekly lessons certainly helped me get the hours needed to sit the driving test and get my licence. However, the program was more than that. My mentor helped me finish a long and difficult task, giving me increased confidence and a real sense of accomplishment.

Over the year 378 young people were engaged through workshops, youth festivals, outreach and youth service events. 97 young people were supported by the Greenlight Movement program through driving lessons, mentoring, workshop attendance and case management support.

We gratefully acknowledge the support of our 24 mentors who have given of their time so attentively to support all of our Greenlight Movement drivers to achieve their goals.

For me, it opens my eyes to what some of these poor kids have got to go through. It's great to help them plan and think ahead to what they need to get their head around for the future. It's an enormous sense of achievement for both of you.

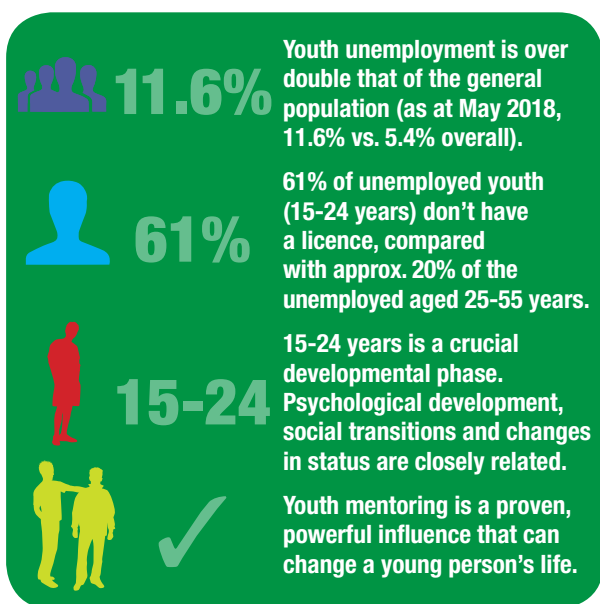
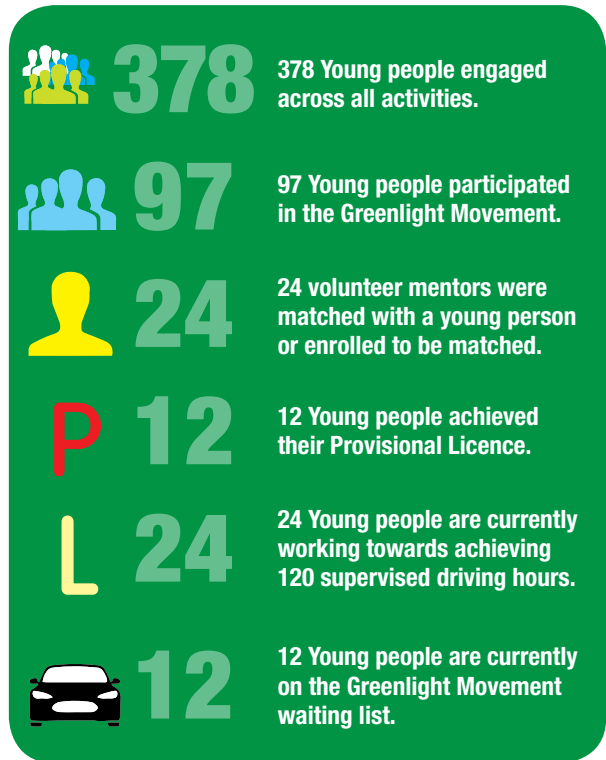
Greg Timms
Greenlight Movement Mentor



Greg Timms

Greenlight Movement partner acknowledgement:

We acknowledge our major partners that make Greenlight Movement possible: **Mazda** who provided our vehicles and **Bankstown Sports Club** and the **City of Sydney** who provided financial support.

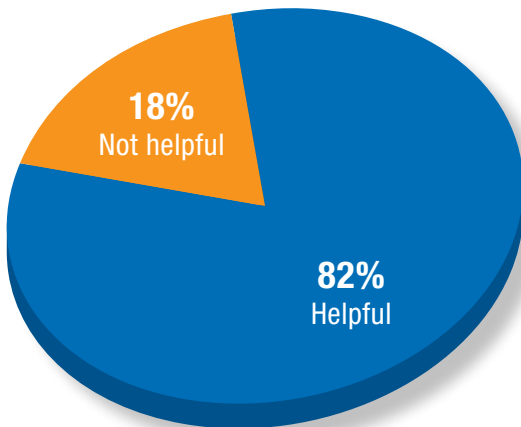


The House of Welcome seeks to welcome, shelter and empower people seeking asylum and refugees regardless of their age, gender, sexuality, nationality or religion. We provide client-centered, holistic supports that nurture hope, advocate for justice and promote self-reliance, whilst acknowledging the dignity and championing rights of each individual.



Empowered to Work Program

Do you think the employment program has helped you?



Congratulations to Leonie Dyer and the volunteer team - the Empowered to Work program received the award for Winner Best Project in the STARTTS 2018 Humanitarian Awards in recognition of the initiative being an outstanding project working with or assisting refugees.

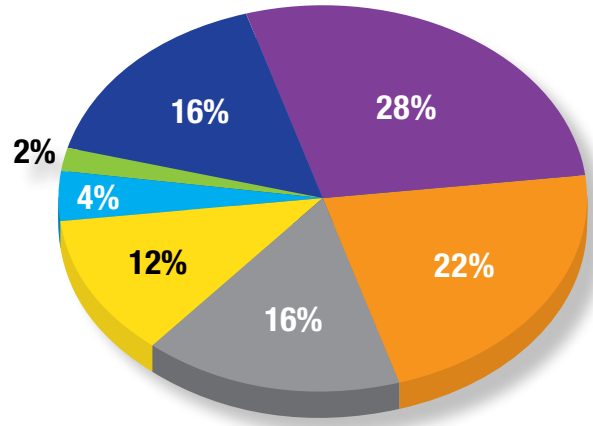
Empowered to Work supports refugees and people seeking asylum to access opportunities in the Australian labour market. The program provides individual mentoring for work readiness, resume writing, interview preparation, assistance with job-search & placement, English classes and skills training.

Since launching in mid-2017, there have been 223 people who have attended a consultation with Empowered to Work volunteers. The program has proven effective with one in three people being helped to transition successfully into work, further study and/or training.

The House of Welcome

Finding Job Barriers

What has been the most difficult thing in gaining employment?



- Non-English Speaking
- Study
- Transport
- Family Commitments
- Living Far
- Visa Type
- Health Problems

With the recent Federal Government changes removing financial support for thousands of people seeking asylum, employment will become a critical priority for our clients.

House of Welcome is currently recruiting additional volunteers to assist with providing assistance to clients through the Empowered to Work program. At the same time, we are also challenged with seeking funding to ensure the Coordinator position can continue for another year.

Empowered to work is funded by Cumberland Council and the City of Parramatta through the Stronger Communities Grant.





CASE STUDY: JACOB'S STORY



Jacob fled Africa seeking asylum. He began his life in Australia alone, struggling to meet basic living expenses during the protection application process. He came to HoW fearful and full of self-doubt.

I didn't have confidence and thought, maybe I can't cope.

HoW provided Jacob with emergency accommodation and casework support, and in September 2017 he joined our Empowered to Work employment program, funded by City of Parramatta and Cumberland Council through the Stronger Communities Grant.

Jacob's warmth and empathy prompted us to link him with Northcott, a not-for-profit disability service provider. With Northcott's focus on inclusion in the wider community for everyone, this was a fitting match. It was also a great fit in terms of Jacob's suitability: an initial interview quickly revealed his strong interpersonal skills, and Northcott took him on as a trainee disability support worker, paying him during training.

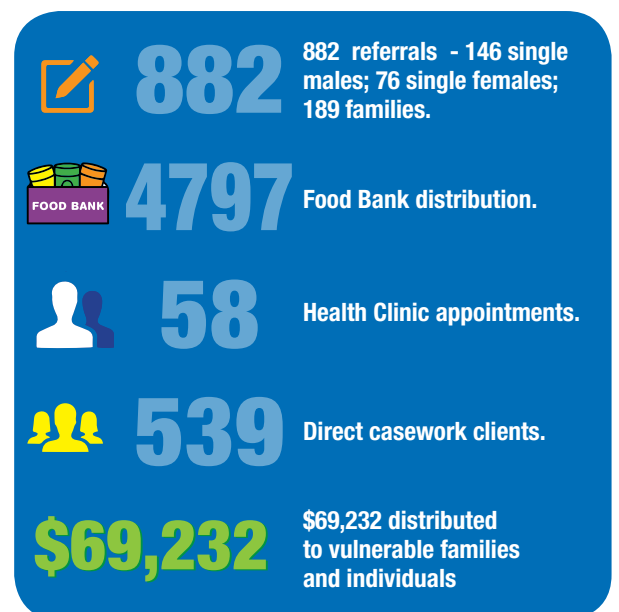
Once qualified, Jacob was soon working full time, and able to afford his own accommodation. He now lives in a share house in Sydney's west.

Making money has opened doors to a house, my own space and security.

Case Work

In 2018 Dr Doria D'Ambra joined the Case Work team, volunteering to provide health advice and advocacy to secure better health care access for clients. The case work team continues to advocate for clients, coordinate financial aid, Food Bank, accompaniment and the coordination of referral support. Every person accessing House of Welcome accommodation is assigned a case worker to assist their settlement into the community and ensure their basic needs are being met. The food bank is stocked by the generous donations of partner schools, parishes, community groups and individuals, without whom House of Welcome could not deliver this service.

In 2017-18, 11 clients received a Protection Visa, this included 4 families and one individual who now have security through permanency in Australia.



CASE STUDY: MOHAMMAD & FATIMA



Mohammad and Fatima arrived in Australia in 2017. Fatima was 6 months pregnant and the couple were highly vulnerable. They were able to secure temporary accommodation however were asked to leave by those they were staying with due to having no income to contribute to rent.

The couple became homeless and resorted to asking people on the street for somewhere to stay.

Mohammad contacted House of Welcome when they were staying in the temporary accommodation and we were able to provide some financial assistance in the hopes of allowing the couple to continue to reside there. Due to limited resources the financial assistance provided was not enough to enable the couple to continue to reside in the accommodation.

Mohammad phoned House of Welcome in crisis stating that they were sleeping on the floor of a garage from someone they had met on the street. House of Welcome was able to secure housing for the couple and they were able to move in prior to the child being born.

Mohammad and Fatima were able to settle into the accommodation and utilize the financial assistance from House of Welcome to purchase baby items and other essential items. After their child was born the couple engaged in our employment program and commenced full time study sharing the care of their child while the other attends classes. With wraparound Casework support and connections to the community the couple were able to find stability in an otherwise chaotic situation.

Mohammad and Fatima continue to reside in House of Welcome accommodation and are actively engaged in the employment program to receive job seeking support.



Community Connections

While people are waiting for the outcome of their protection claim, they deal with compounding issues such as language barriers, health concerns, financial stresses and increased stress and anxiety that the uncertainty of the situation generates.

To address these areas of pressure the HOW Community Development projects focus on belonging, mitigating social isolation, building confidence, increasing skills and self-agency and making connections with the wider community.

At the Women's Creative Hub, people take the time to talk to me. I got lot of opportunity for cooking good for future. People care and I very happy.

Feresteh, Creative Hub participant

► Women's Creative Hub

"The big misconception that society has towards refugees and asylum seekers honestly shocks me. Working with these talented, hardworking and inspirational women motivates me to continue helping them become well known in society and live a comfortable life. The value they can provide not only to society, but also to you as a volunteer, working alongside them and experiencing their development is truly invaluable. I'd highly recommend you get involved!" Mark, Hub Volunteer from Enactus, Macquarie University



Through the generosity of community partners HOW clients had a VIP Tour of the Royal East Show and a trip to Kiama with a lunch hosted by Kiama For refugees. The Women's Creative Hub (WCH) continued to expand opportunities for participants through pop-up shops and a new online store. The Women's Creative Hub was a ZEST awards nominee under exceptional **Social Enterprise Category in Greater Western Sydney Area.**

The Creative Hub is such an important part of my life. When I first arrived here, I had no family or friends, the women here became my family. They still are. This is where I can come to just be me and know that I am welcome.

Sawsan, Creative Hub participant

► **Men's Hub**

The Men's group continues to provide a safe meeting place for community connections, workshops, information exchange and the powerful act of sharing a meal together.

I enjoyed volunteering and cooking for the Men's Group. It was good attending and meeting other men. I was treated with respect.










Jamil, Men's Hub Client volunteer

Volunteers

The House of Welcome would like to extend their gratitude for the amazing contributions and efforts of our volunteers. The service provision is strengthened by the support that we receive from volunteers, and the generous and positive energy that comes with the volunteers is a real bonus to staff morale. We are greatly indebted to the wonderful work volunteers do, and we really couldn't do our work without them.

► **The Community Development program would like to thank the supporters that make our work possible:**

We are very grateful to so many people in the community for contributing to the success and running of our events and community programs. We'd like to especially thank our volunteers, Royal Agricultural Society, Our Lady of Mercy College, Parramatta, Clancy College, Mercy College Chatswood, St Patrick's College, Pymble Ladies College, Monte St Angelo Mercy College, North Sydney, Mum4Refugees, Multicultural NSW, Kids Giving Back, Church of Christ Carramar, Vineyard Church Thornleigh, Community Migrant Resource Centre Parramatta, Auburn Diversity Services Incorporated, ENACTUS Macquarie University, Macquarie University, Central Coast Social Justice Group Welcome Studio, ARC, RCOA, STARTTS, SSI, RACS, King Wood & Mallesons Law firm, Henry Davis & York, Addison Road Community Centre, Cumberland Council, Herbert Smith Freehills, Kiama for Refugees, Chester Hill High School, North Sydney Community Centre, BMC-Sydney, JRS, Wallanmara Women's Centre – Katoomba, Friendship Garden, Belrose Kamoroi School, All Saints Senior Catholic College Casula, Knox Grammar School, The Generous and the Grateful, Ku-ring Gai Council and Wahroonga Rotary Club.

-  **158** 158 community and client volunteers.
-  **10** 10 chef volunteer client members participated in community lunch.
-  **9223** 9223 community engagements.
-  **100%** 100% of WCH participants are more connected to other women in the community.
-  **64%** 64% of WCH participants are more confident in their skills to find employment.
-  **84%** 84% of WCH participants have an increased knowledge of services that can assist them.
-  **100%** 100% of Men's Group participants have an increased sense of wellbeing whilst participating in the session
-  **76%** 76% of Men's Group participants have increased confidence to meet new people.
-  **100%** 100% of Men's Group participants have increased knowledge of services that can assist them.



Royal Easter Show Tour



Kiama, School Holiday Activity

Housing

Safe and secure accommodation continues to be one of the priority concerns for people seeking asylum, and with the impending cancellation of any government financial assistance for many people seeking asylum, the increase in referrals to the House of Welcome will continue. Over 160 referrals were received for individuals and families who were in housing crisis. Individuals and families in the Housing Program are linked with important wrap-around support services such as case work, food bank, employment training, community activities and financial assistance.

*We house up to
95 people each night.*



23

23 properties currently under HOW management.



95

Approximately 95 people housed per night.



86

86 Material Aid deliveries.



85%

85% of clients report staff helped them connect to supports and local services.



95%

95% of clients report HOW accommodation is welcoming and safe.



100%

100% of clients report being treated respectfully and politely by HOW staff.



95%

95% of clients feel safe, secure and comfortable in their property.



85%

85% of clients report repair and maintenance issues are attended to promptly.



95%

95% of clients have increased knowledge of responsibilities as an occupant in Australia.



90%

90% of clients have increased knowledge of Australian occupancy processes.

Catering Social Enterprise



► The House of Welcome Catering Social Enterprise has now launched!

As an organisation, we are committed to providing practical solutions to issues faced by people seeking asylum. House of Welcome Catering aims to provide opportunities for clients who face many barriers to finding employment in our community.

Led by Head Chef, Rui Olim, House of Welcome's catering model supports participants to gain the skills required to work in a commercial kitchen. It provides a friendly environment where participants gain foundational culinary knowledge and necessary English language skills. Under Head Chef Rui's mentorship, participants are given the practical experience of working in a functioning commercial kitchen for commercial customers.

Rui came to HOW following an illustrious international career as Head Chef with experience in both intimate dining (Langan's of London) and large venues (London's Royal Albert Hall and Wellington's Michael Fowler Centre.) He has also worked alongside several well-known chefs including: Anton Mossman, Anton Addleman and Gary Rhodes.

There are currently 5 Chefs who have undertaken the induction process and completed a Food Safety Supervisor Certificate as part of the HOW Catering program. These Chefs are now working with Rui on a regular basis, with another 6 Chefs hoping to join the program in the near future.

To date, the team at House of Welcome Catering have catered for almost 3,000 people from private celebrations to large corporate functions.



► **The House of Welcome**
GRAND OPENING Granville

In August, the House of Welcome celebrated the official opening of its new premises in Granville, a move that was made possible by the Parramatta Diocese and the Parish of the Holy Family, Granville.

The new House of Welcome has dramatically increased the capacity for Case Work, having increased the number of case work rooms available from 1 to 6. It also provides a community hall to hold advocacy, volunteer training sessions and community celebrations as well as a dedicated community kitchen for weekly community luncheons.

Most Reverend Vincent Long, Bishop of Parramatta, a Franciscan, a former refugee and an outspoken advocate for people seeking asylum, officially opened and blessed the building. Over 200 members of the community attended the celebration.



The catering was absolutely delicious today. I loved the variety and presentation and look forward to working again with you in the future.

OMG the food was amazing!!!! Thank YOU so much! We will certainly use HOW Catering again.

I wanted to pass on our thanks for the great food. It was a great day and the food received a lot of praise from our guests.

The HOW Catering team is ready to share their cuisine at your next occasion. Specialising in high quality cultural fusion inspired cuisine, they can tailor menus to suit anything from corporate boardroom lunches to private functions.

To view sample menus and enquire, please visit:

stfrancis.org.au/house-of-welcome/catering

or call Rui Olim: 9727 9290

Humanitarian Hub

The NSW Humanitarian Hub was launched in 2017, the first project of the NSW Alliance for People Seeking Asylum – a collaborative initiative between the Asylum Seekers Centre, the House of Welcome, the Jesuit Refugee Service and the Refugee Advice and Casework Service.



The Humanitarian Hub provides an online portal to support volunteering with our four organisations. The Hub website (www.nswhumanitarianhub.org.au) was launched in November 2017 at an event kindly hosted by Gilbert and Tobin Lawyers. Within the first six months over 80 people have registered an online profile as their interest in volunteering with our organisations, resulting in 39 role applications and 14 placements.

From May 2018 the Hub began rolling out the first of two core training sessions developed specifically for our volunteer workforce, with the support of Dr Paula Abood and Sydney TAFE. Core training will be offered to all current and prospective volunteers with the aim of providing foundational knowledge and skills for working with people seeking asylum, covering topics such as cultural competency and mental health.

The Hub model was showcased as a successful collaboration in February 2018 at the Refugee Council of Australia's Refugee Alternatives Conference in Melbourne, in June 2018 at the National Volunteering Conference in Sydney, and at Philanthropy Australia's National Conference in Melbourne, September 2018.



Carolina Gottardo, Jesuit Refugee Service; Lyn Harrison, The House of Welcome; Tanya Jackson-Vaughan, Refugee Advocacy Casework Service; Kathryn Clark, Asylum Seekers Centre.

STATEMENT OF PROFIT & LOSS

Jul '17 - Jun '18 Jul '16 - Jun '17

Income

Revenue from ordinary activities

Church Body Donations	417,972	588,720
Donations	836,326	802,131
Fundraising Income	40,154	66,870
Government Grants	558,426	551,655
Non-Government Grants	477,804	-
Operation Activities	177,918	157,994
Other Income	98,153	154,172

Total Income

2,606,754 **2,312,543**

Expenditure

Building Maintenance	252,914	247,515
Client Support Services	233,783	322,895
Financial Costs	67,030	90,982
General Expenses	64,891	49,170
Greenlight Movement Expenses	5,988	11,494
Insurance	14,409	14,783
IT Costs	98,772	95,989
Membership Fees	4,058	9,686
Motor Vehicle Expenses	43,284	41,875
Staff Costs	1,754,736	1,628,702
Volunteer Costs	14,013	5,768

Total Expenditure

2,553,878 **2,518,859**

Current Year Profit (Loss) Before Income Tax

52,876 **(197,316)**

Total Comprehensive Income for the Year

52,876 **(197,316)**

Independently audited by Pascoe Whittle Chartered Accountants

www.pascoewhittle.com.au

BALANCE SHEET

	30 Jun '18	30 Jun '17
Assets		
Current Assets		
Cash and cash equivalents	1,373,219	1,220,202
Trade and other receivables	22,963	6,377
Total Current Assets	1,396,183	1,226,578
Non-Current Assets		
Investments	191,075	377,940
Property, plant and equipment	128,539	132,547
Total Non-Current Assets	319,614	510,487
TOTAL ASSETS	1,715,797	1,737,066
Liabilities		
Current Liabilities		
Trade and other payables	71,006	126,345
Provisions	79,980	97,262
Total Current Liabilities	150,986	223,607
Non-Current Liabilities		
Provisions	4,581	6,104
Total Non-Current Liabilities	4,581	6,104
TOTAL LIABILITIES	155,567	229,711
Net Assets	1,560,230	1,507,355
Equity		
Retained Earnings	1,560,230	1,507,355
Total Equity	1,560,230	1,507,355

Independently audited by Pascoe Whittle Chartered Accountants

www.pascoewhittle.com.au

LOOKING AHEAD FROM THE CEO

2018 – 2019 will have both its challenges and rewards. We look forward to developing the following programs and initiatives:

- ▶▶ New team formation at Centre 360 Youth & Family Service
- ▶▶ Ramp up service provision at House of Welcome to meet the needs of clients affected by Government cuts to SRSS funding
- ▶▶ Launch Greenlight Movement in South Western Sydney in partnership with CORE Community Services

We are well aware that none of the achievements this year could have been possible without the dedicated and committed staff and volunteers and our supporters from the community. Support is shown in many ways, from volunteering, mentoring, and donating to providing accommodation, pro bono support, partnership and friendship. The team at St Francis Social Services are grateful for all your support of our work and our clients. Thanks for all you do!

Lyn Harrison – CEO

THANK YOU!



THANK YOU!

ANZ Staff Foundation
Australian Technology Park Community Grant
Bankstown Multicultural Youth Service
Bankstown Sports Club
BP Australia
Bunnings
Catholic Archdiocese of Sydney
Catholic Church Insurance
Catholic Parramatta Diocese
Catholic Education Office, Parramatta
City of Sydney Council
ClubsNSW
Commonwealth Bank Staff Community Foundation
Centenary Fund
Core Community Services
Cumberland Council
Dominican Sisters
Eldon & Anne Foote Trust Donor Advised Program
FACS Family and Community Services
Franciscan Friars
Gilbert & Tobin Lawyers
Grill'd
Herbert Smith Freehills
Holy Spirit Sisters
Investing for Charity
Keady Family Trust
Little Company of Mary
Loreto Normanhurst
Marian & E H Flack Trust
Marist Sisters
Mary Mackillop Foundation
Mary Ward International Australia
Maurice Blackburn
Mercy Foundation
Multicultural NSW - NSW Government
North Sydney Community Centre
NSW Ecumenical Council
NSW Government
Presentation Sisters
Property Industry Foundation
Scanlon Foundation
Scully Foundation
Sisters of Charity
Sisters of Mercy
Sisters of St Joseph
Sonic Sight
StreetSmart
St Francis Parish
Sydney TAFE Outreach
The Bower
The Jenour Foundation
The Mercy Foundation
The Myer Foundation
Woollahra Council

Members of the Board of St Francis Social Services

We are grateful to our voluntary Board of Directors who oversee the governance of St Francis Social Services and all its programs:

Fr Nicholas Lucas ofm (*Chair*)
Peter Hennessy (*Company Secretary*)
Dina Cavazzini (*Resigned May 2018*)
Anna Coroneo
Carol Dettmann
Fr Paul Ghanem
Margaret Morgan (*Leave January 2017*)
Elizabeth Rogerson
Lucy Zhou (*Resigned August 2017*)
Laurie Ferguson (*Joined December 2017*)
Renee Dal Santo (*Joined December 2017*)

Please note, in order to protect the identity of all clients who have provided case studies and testimonial quotes, we have removed their names and provided an alias. There are no photos published of any client who has provided a testimonial or case study.







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PO Box 39
PADDINGTON NSW 2021
Ph: 02 9331 2691
Email: enquiries@stfrancis.org.au
Website: stfrancis.org.au

Greenlight Movement
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PO Box 39
PADDINGTON NSW 2021
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Freecall: 1800 249 740
Email: greenlight@stfrancis.org.au
Website: stfrancis.org.au/greenlight-movement

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PO Box 10
GRANVILLE NSW 2142
Ph: 02 9727 9290
Email: office@houseofwelcome.com.au
Website: stfrancis.org.au/house-of-welcome

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461– 463 Oxford St
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