

2019 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 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, page 12, 13 and 15 - Cristiana Fiorini

Page 10 - Helena Lopes and Eli Defaria

Page 14 - Elena Mozviló and Ella Olsson

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MESSAGE FROM THE CHAIR



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

St Francis of Assisi

St Francis Social Services draws on the writings and teachings of St Francis of Assisi for its inspiration, purpose and direction. Our Vision is a society where the dignity, equality and humanity of all people are recognised. There are always challenges working in the not for profit sector and it is important to not lose focus of our Vision.

We provide services to people from all backgrounds who for whatever reason are disadvantaged and marginalised. We are a relatively small organisation with 3 services assisting young people, families, refugees and asylum seekers. Our Centre 360 Youth and Family Services is located in Paddington. Our House of Welcome service for refugees and asylum seekers is located at Granville. Our Greenlight learn to drive and employment program operated at Bankstown and Bondi Junction.

I want to acknowledge the commitment and dedication of the staff at all our services. They work in a complex and often changing environment. They support and empower their clients to achieve positive outcomes.

Lyn Harrison, the first CEO of St Francis Social Services resigned in January 2019. Lyn brought a wealth of knowledge, skill and experience to the role. She successfully rebadged the organisation. She relocated the House of Welcome from Carramar to Granville into more suitable accommodation and greatly expanded its services. She also expanded the reach of the Greenlight learn to drive program. Thank you Lyn and we wish all the best in the next phase of your life.

I also welcome Maurizio Vespa who commenced as our new CEO in March 2019. Maurizio has extensive experience in the not for profit sector and is looking forward to the challenges in this new role.

There were no changes to Board membership during the year. I thank all the Board for the skills they volunteer, their positive demeanour and their ongoing commitment to our Vision.

I also thank our many volunteers and supporters. We rely heavily on this group for both financial and in kind support. Our work could not be done without them.

Fr Nick Lucas

MESSAGE FROM THE CEO

Be the change that you wish to see in the world.

Mahatma Gandhi



St Francis Social Services is committed to working towards its vision of a society where there is full recognition, equality, human rights and humanity for all people. This vision is achievable when we acknowledge the influence that we have when we establish authentic and respectful relationships.

I am privileged to be working with our Board, staff, volunteers and clients' as we prepare our Strategic Plan for 2020-22. I envisage that our focus will be to continue our ongoing care for marginalised people and to ensure that our service delivery and programs are sustainable, relevant and people centred.

In a year that has seen change in our political landscape, reform for Community Services, as well as reduced services for seekers of asylum and refugees, St Francis Social Services is resolute in providing ongoing care for the disadvantaged within our community.

Our staff at Centre 360 are refining and developing our therapeutic programs. These programs provide practical strategies based on sound methodologies, which promote healthy relationships between young people and families, and ensure that young people are positively connected and engaged in education and the community.

The House of Welcome continues to grow and provide personalised services for seekers of asylum and refugees in an environment of uncertainty. Our passionate staff and committed volunteers provide hope, inspiration and comfort to the children and adults that seek assistance. The 'Truth Be Told' speakers are in demand from schools and corporations across Sydney. The Employment Program, supported by our volunteers is connecting clients with work related opportunities. The House of Welcome Catering social enterprise continues to provide catering for private and corporate events and offers employment pathway for clients.

This year our St Francis Day celebration theme is 'Our Identity'. We will explore the importance of the Franciscan identity and how the work we perform is a reflection of the values and purpose of St Francis of Assisi.

I would like to thank our volunteers, staff, the Board of St Francis Social Services and our Chair Fr Nick Lucas. I am grateful for their ongoing guidance and support.

St Francis of Assisi reminds us that we are the instruments of peace and therefore we are the key to the change that we seek in our world.

Maurizio Vespa
Chief Executive Officer



Centre 360 Youth and Family Service is committed to providing a host of professional and accessible service options for vulnerable 12-24 year olds and their families living within our catchment area. Service options include casework, counselling for young people, family counselling, mentoring, group programs and parenting programs. The strength of the counselling team is that therapeutic practice amongst individual counsellors is eclectic to ensure a client centred approach to the diverse presenting issues for clients. This may include but is not limited to impact of family breakdown and violence, anxiety, depression, drug and alcohol use and school refusal.

Partnerships:


Centre 360 Youth and Family Service partners with other service providers to strengthen relationships which may be of benefit to outcomes for young people and their families. It has been an exciting year where new partnerships have been formed. The past year has seen a new relationship with Jansen Newman Institute whereby a student was on placement to undertake a literature review for a new project, Helpful Play, which provides interventions for students at risk of having a difficult transition to high school. Centre 360 also partnered with Caretakers Cottage, a homelessness service, engaging young people in the Drumbeat program.

Centre 360 Youth and Family Service continue to dedicate a day a week to headspace Bondi Junction where a family therapy is provided.

The Principal's Breakfast Symposium this year saw the collaboration between NSW Education Department, Waverly Council, Randwick Council and Centre 360 Youth and Family Service. Staff from Centre 360 Youth and Family Service delivered keynote presentations to the symposium, which focused on the theme of targeted intervention for transition to high school. Sixty five people including principals, well-being officers, school counsellors and various local service providers attended the symposium held at Moore Park Golf Club. Centre 360 counsellors also facilitated small workshop groups who worked through a case study of a child at risk of a difficult transition to high school.

New programs:

Tuning Into Teens was facilitated by Centre 360 Youth and Family Service for the first time this year.



8

Took part in the program.



7

Out of 8 participants report significant improvement in their relationships with their children.

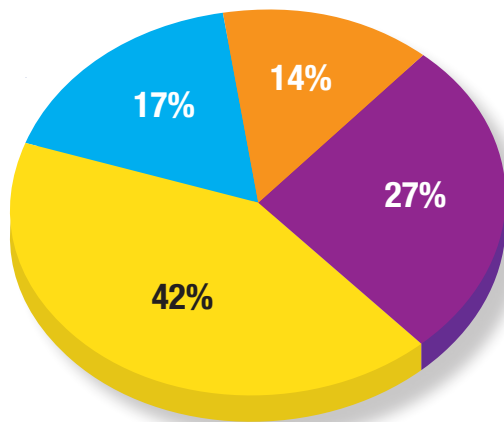
We are having far fewer angry interactions and more positive ones. Even when we disagree it is usually not getting as bad as it was.

(participant quote)

Counselling:



Clients



Consortium member for headspace:

A Centre 360 family therapist is located at headspace Bondi Junction and sees on average three families or individuals where a family therapy approach has been deemed the best fit for the client/s. The family therapist participates in weekly clinical review meeting as part of the review and service planning for clients accessing headspace. Over the past year, 9 families have received a service through headspace.

► **114 counselling sessions** have been provided

Helpful Play Pilot Project: Supporting Transition to High School

One of the family therapists with a play therapy specialty has developed a program to support identified 29 Year 4 students at risk of having a difficult transition to high school. The program involves a collaboration between therapist, teacher, child and parents with the aim of making child focussed changes to support the young person's vulnerabilities in having a less than ideal transition. A counselling student from Jansen Newman Institute has undertaken a literature review to support this project during her placement.

Tuning into Teens

Tuning into Teens, or TINT, is a six session program generally conducted over six weeks. An inaugural TINT workshop was run in Term Two this year with 8 parents involved. The group ran over 6 weeks. The program is designed to support parents to help and teach their teenage children to control, understand and express their emotions in healthy and positive ways. TINT helps parents to recognise, understand and respond to their teens emotions, which in turn helps their teens manage their own emotions. Tuning into Teens offers a range of approaches and strategies grounded in the idea of emotional intelligence.

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. Co-facilitated in Term 3, 2018.

Strive has continued to run at Rose Bay Secondary College each term encouraging social skill development and resilience for identified students, 13 students attend.

Principal's Breakfast Symposium- Transition to High School for targeted students

Participated in planning meetings and the running of the event in 2018 and 2019.

A collaboration with Waverley Council, Randwick Council, School Link, Centre 360 Youth and Family Service and DET Network Facilitator. Two key note presentations delivered by Centre 360 Youth and Family Counselling Service counsellors. The symposium was held on 20th September, 2018 to an audience of 65 people including principals, service providers, well-being teachers and school counsellors.

Art Psychotherapy (Individual)

Psychotherapy (Freudian/Jungian)

Art Psychotherapy is a creative process where art-making and psychotherapy combine to promote individual growth, awareness and healing. Art Psychotherapy is a therapeutic tool where the art therapist and young person develop a dynamic interpersonal relationship, with clear boundaries and goals. It differs from traditional art in that the emphasis is on the process of creating rather than on the end product. Suitable for all ages, and particularly for those who may be experiencing life changes, trauma, illness or disabilities causing distress for the individual and for their family.

In a session the young person will create images which are unique to their story and which provide immediate access for the therapist and young person to explore this together. The aim is to release creativity, ease distress, increase awareness, resolve conflicts, and heal trauma. Art Psychotherapy is very useful for clients who may be seeking psychotherapy or counselling and want to explore their issues through this creative approach.

The making of art by its very nature is healing. By engaging in the non-verbal process you can discover new insights and self-understanding, supported by the art therapist who guides you through the process. It is a supportive experience – the content of the sessions, as well as the artwork, is kept safe and confidential.

Number of clients August 2018 - August 2019

12 clients weekly art psychotherapy

YP who received individual art psychotherapy

Short term (4)

YP who received individual art psychotherapy

Long term currently active and receiving long term

Art Psychotherapy (8)

Client Group	All women (12)
Cultural diversity	Bangladesh, Iraq, Egypt, NZ, Australian
Age range	13 years - 23 years
Reason for Art Psychotherapy	Complex trauma, self harm/suicidal ideation, anorexia, drug and alcohol, Borderline Personality Disorder
Case management	Case management support for young people who have been under the care of the Minister for over ten years, focus on support with living in the community as a YP over 18 years of age.



Quote from this session:

YP explores her emotions about her mother. "I love my mum so much, but I also have strong feelings of disappointment and sadness. I don't understand how and why she wants to hurt someone she loves so much." YP explores her feelings towards 'Mum being antagonistic' and states 'this is so immature however I don't think Mum knows any better'. "It's like it is more important to her that she be antagonistic than step back and give us some space in our relationship for peace and kindness."

Group Work - Art Psychotherapy

Group Art psychotherapy, when used in conjunction with the 12 step recovery program can enhance the process of recovery from drugs and alcohol for the group/individual. Art Psychotherapy combined with 12 step recovery programs can improve mindfulness, build a means of spiritual connection and reduce shame and anxiety, therefore increasing the likelihood of long standing sobriety.

Art psychotherapy is a mental health treatment which combines traditional processes of counselling and psychotherapy with creative processes of artistic expression (American Art Therapy Association, 2014). This treatment modality helps people resolve conflicts, reduce stress and anxiety, manage grief, increase self-esteem and wellbeing, and work through maladjusted behaviours, attitudes or conditions (Allen, 1995; American Art Therapy Association, 2014; Hot & Kaiser, 2009; Wilson 2012).

CASE STUDY: BYRON



Goals and reasons for counselling

Byron* is 13 and was referred to Centre 360 by a women's refuge Case Worker. Byron and his mother Sandra moved into the refuge because of domestic violence from Sandra's male partner.

Byron lives with a mild acquired brain injury and seizures, due to a farm accident at 6 years of age. His father passed away suddenly when he was a toddler. Byron was bullied at Primary School for an extended period after his father's death. Byron's service dog Fernando is able to warn him of his seizures before they take place, however Fernando was not allowed to stay with Byron and his mum at the refuge. This made Byron feel down and lonely.

In recent months at high school, Byron had become violent toward others, suspended twice, he was anxious when at school, and often isolated himself for entire weekends at a time, staying in his room at the refuge.

Sandra and the Case Worker, were worried Byron was starting to 'retreat into himself', due to the recent domestic violence, living in crisis accommodation, having to change schools 3 times in one year and missing his dog. Sandra noted Byron had never talked to anyone about his father's death, or any other concerns he had, and was in "need of another male to talk things through with"...

Engagement process

Byron would not attend Center 360 for counselling in a traditional room setting. Sessions needed to be adaptable, taking place out in the community, participating in activities Byron liked for the first 4-5 sessions. This developed the therapeutic relationship safely, ensuring sessions were

client led, and keeping in mind, Byron may have had an anxious avoidant attachment style. Hence it was important to empower Byron to map out his own session activities, increasing the likelihood of him attending sessions and participating in his clinical work.

Positive progress in sessions

As sessions continued, Byron worked on anger, sadness and other feelings that had impacted on his sense of self significantly in his childhood and early adolescence. In time, Byron and his mother were allocated stable accommodation, Fernando was returned to Byron's care, and sessions then commenced at the family home after school.

Byron worked on strategies to navigate conflicts with others and self-regulation. He also used the sessions to find practical ways he can better focus on his school work, get involved in sports, his interest in carpentry, and to further develop effective communication skills, and a better understanding of his interpersonal relationships.

Byron always arrived at sessions ready to work on his challenges. He soon started to report significantly reduced anxiety, increased fun time with friends and he was helping out more at home and with no further incidents at school. As sessions progressed, Byron grew to trust his counsellor and was able to explore many thoughts and feelings linked to his father's death, growing up without his dad, early childhood bullying, and witnessing the recent violence toward his mother.

Forward focusing

Byron became motivated about his future, and has worked toward getting great end of school grades, so he can become a top tradesperson. Picking a wood work elective at school was his next step, toward achieving his goals of a stable home and an adult work life.

**Name has been changed*

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.

JNI

Jansen Newman Institute provides training in counselling, community services and psychotherapy and education. JNI is part of Torrens University.

We are proud that our graduates are skilled practitioners who care beyond what is expected. They inspire change by helping others be heard, and through this, make a true difference in the broader community.

In 2019, Centre 360 was able to provide a placement for a student to assist the facilitator of the 'Helpful Play' program to undertake a literature review for this new project.



THE GREENLIGHT MOVEMENT



The Greenlight Movement continues to be a high quality service provider to its community, helping disadvantaged & at risk youth improve their lives through positive mentoring experiences and supervising learner driver hours in our vehicles.

One client said of their experience:

I enjoyed learning from my mentor with how lovely and genuine she is as a person. She has really taught me to feel less annoyed at people who do stupid things on the road. She has put in the effort to actually help me, not just get my hours up, but also being helpful with tips and teaching me in general. I enjoy spending this time learning with her and appreciate that the most.

CASE STUDY: MIRNA



Mirna* was 17 when she arrived in Australia, after fleeing persecution in her native country of Iraq. Later completing her year 12 certificate, Mirna's next goal was to get her driver's licence. She took a job at a fast food restaurant and diligently worked nightshifts to save up for expensive driving lessons. However, Mirna and her family had concerns of her safety after work, as she would often be finishing her shift in the early hours of the morning and public transportation back home was limited.

Mirna was referred To Greenlight Movement through a youth services organisation, and was paired-up with a female mentor who was not only culturally sensitive, but extremely caring and nurturing of Mirna's overall development. During the course of the year of working together, they would practice Mirna's English, chat and share stories of their families, along with Mirna's mentor giving guidance and advice on any current challenges that Mirna was facing at work and at home.

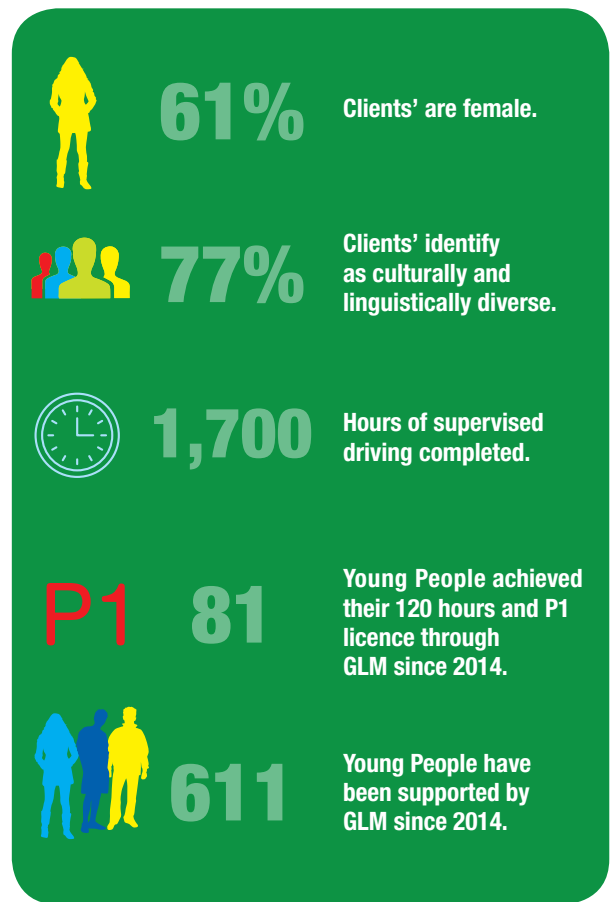
Mirna passed her NSW P's test first try and was absolutely over the moon with her achievement. Mirna used money she had saved from her job to purchase a car, and was so proud to finally be able to drive herself to and from work.



Mirna reported that the special mentoring relationship she had through GLM helped her to feel welcome in Australia and foster a sense of belonging. Not only was she able to learn how to drive, but also build confidence to create her future in Australia.

**Name has been changed*

This year, Greenlight Movement completed a 15 month partnership with CORE Community Services in the Liverpool/Fairfield LGA; ran a series of Driver Education workshops at two local high schools in Western Sydney; and engaged with over 255 young people around safe driving practices & responsibility on the road.



Greenlight Movement partner acknowledgement:

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



House of Welcome (HoW) is passionate about providing opportunities for refugees and people seeking asylum that enable their self-determination, empowerment and participation in the community. Changes to the Status Resolution Support Services (SRSS) have meant that many people seeking asylum are unable to access a financial safety net. The team at House of Welcome remain responsive to the changing policy environment, and works creatively and strategically to develop programs that meet client needs and use resources in the most effective way.



The House of Welcome



Employment

House of Welcome has always been pragmatic and adaptive in the ways it responds to the challenges in the sector. 2019 saw the launch of the 'Truth Be Told' program, where participants from the House of Welcome employment program, Empowered to Work, are trained and mentored by the Refugee Council of Australia in best practice methods to tell their stories. With professional guidance and care, they have been empowered to speak their truth to the public and draw our communities together.



Case Work

The impact of the SRSS cuts/eligibility to join the program are impacting on the immediate welfare needs of clients, in particular food, financial and housing security. Currently only 1,700 people in NSW remain on the program. The number of casework appointments has increased by 44% since the last financial year, with an increase in need for crisis support around acute mental health, accommodation and domestic violence. With the generous contributions of over 72 foodbank partners, House of Welcome was able to meet some of the basic needs of clients.



Catering

The Catering Social Enterprise (HoW Catering) continues to satisfy thousands of customers across Sydney. HoW Catering provides employment opportunities for clients as chefs, food delivery drivers and wait staff, providing local work experience and references.

The enterprise is based on the principles of building capacity, confidence and employment opportunities. Many barriers have been identified in securing employment in Australia, including lack of local experience and references. Under the mentorship of head chef Rui Olim, clients' are gaining experience cooking in a commercial context, creating fusion feasts and building strong and transferable skills.



We love your food! It is absolutely delicious and your catering manager is so friendly, flexible, responsive and easy to communicate with. I highly recommend you to anyone looking to make their guests very happy.

(customer quote)



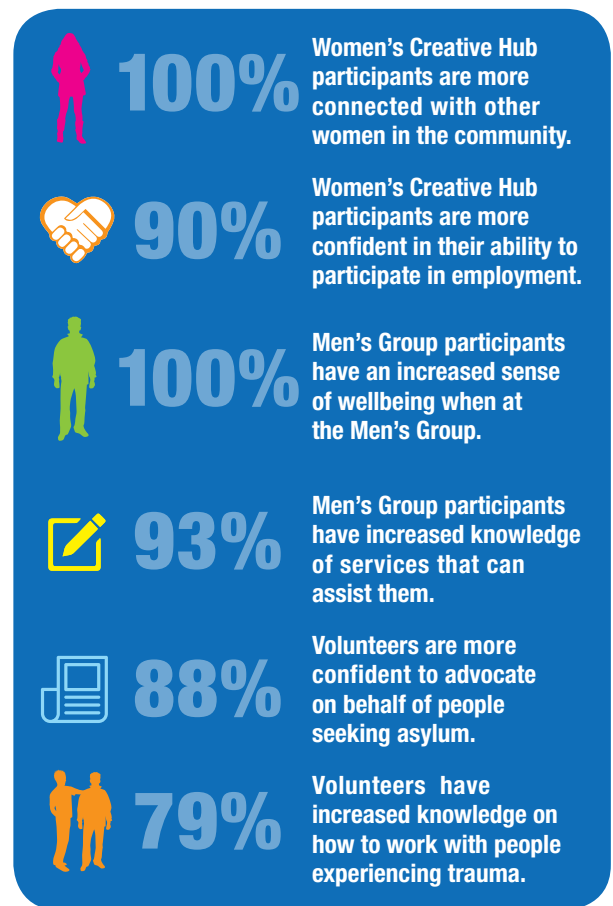
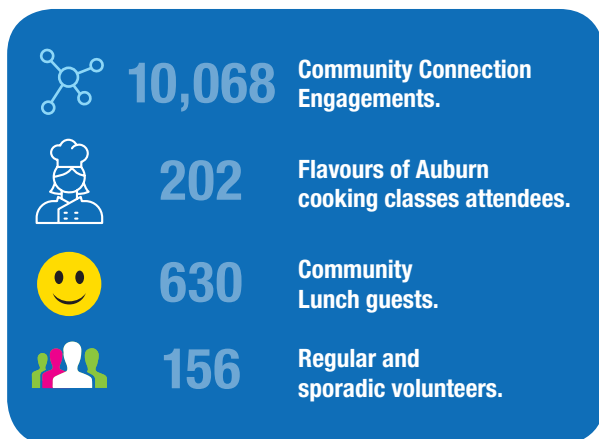
The HoW Catering team is ready to share their culinary creations at your next occasion. Specialising in high quality cultural fusion inspired cuisine, they can tailor menus to suit anything from corporate boardroom lunches to private functions.

To view sample menus and enquire, please visit:
stfrancis.org.au/house-of-welcome/catering or call 9727 9290

Community Connections



Volunteers are the heart of House of Welcome, and without the participation, compassion, good humour and commitment of volunteers that give their time so generously, we would not be able to welcome and serve our clients in the manner that we do. Volunteers participate across ten programs and activities, from our community development projects through to providing administrative support to the team. Clients' value the sense of connection and belonging that comes with participating in community programs.



Housing

Changes to the SRSS program is having a direct impact on clients' capacity to maintain their tenancy and to access private rental market housing. Most significantly, House of Welcome is experiencing an unprecedented demand to assist clients with crisis accommodation and to address homelessness (both rough sleepers and overcrowding). HoW continues to receive support from a number of Orders and some community housing providers, maintaining the housing portfolio at 22 properties.



83%

Occupants have increased knowledge of Australian occupancy processes.



84%

Occupants have increased knowledge of responsibilities as an occupant in Australia.



50%

Occupants have increased confidence in finding services in their local area to support them.

CASE STUDY: IBRAHIM



Ibrahim arrived to Australia by himself, with little knowledge of the systems and services in the community. He quickly found himself homeless and sleeping rough in a park in the city. A community member informed him about House of Welcome, and he attended the service and met with a caseworker. The caseworker was able to link Ibrahim up with emergency accommodation, and he then moved into House of Welcome transitional accommodation and began receiving some financial assistance and foodbank to meet his basic needs. With the new found stability and Ibrahim's committed engagement with the Empowered to Work employment program, in a few short months Ibrahim was able to secure casual employment and earn enough money to support himself.



22

Properties managed.



95

Occupants housed per night.



9

Families and single clients transitioned to private accommodation.

Humanitarian Hub

The NSW Humanitarian Hub is the first collaborative project of NAPSA (New South Wales Alliance for People Seeking Asylum). Launched in 2017, the Hub supports the volunteer programs of the Asylum Seekers

Centre, the House of Welcome, the Jesuit Refugee Service and the Refugee Advice and Casework Service. The Hub is funded through the Vincent Fairfax Family Foundation, The Caledonia Foundation and The Sidney Myer Fund. Representatives from the four organisations and the three funders presented on the Humanitarian Hub at the 2018 Philanthropy Australia Conference in Melbourne.



The Hub provides a central, online resource for the recruitment and training of volunteers across the four organisations. During 2018/19 the Hub processed 98 volunteer applications and provided 20 volunteer workshops, training 208 current and prospective volunteers. Training covers core subjects such as working from a human rights approach, setting professional boundaries and cross-cultural competency. The Hub is currently developing an online e-Learning system for our volunteer workforce.



NAPSA group from the Philanthropy Australia conference September 2018. It is (L-R) Carolina Gottardo (JRS), Lyn Harrison (SFSS), Frances Rush (ASC), Kirsty Allen (Sidney Meyer Fund), Tanya Jackson-Vaughan (RACS) and Ruth Johnstone (The Caledonia Foundation).

STATEMENT OF COMPREHENSIVE INCOME

St Francis Social Services

For the year ended 30 June 2019

	2019	2018
Income		
Church Body Donations	329,373	417,972
Donations	805,101	836,326
Fundraising Income	33,177	40,154
Government Grants	601,316	558,426
Non-Government Grants	300,379	477,804
Operation Activities	209,986	152,310
Other Income	157,910	98,153
Total Income	2,437,241	2,581,146
Expenditure		
Building Maintenance	283,270	252,914
Client Support Services	263,507	233,783
Financial Costs	59,589	67,030
General Expenses	40,972	39,283
Greenlight Movement Expenses	25,511	5,988
Insurance	16,583	14,409
IT Costs	103,554	98,772
Membership Fees	2,532	4,058
Motor Vehicle Expenses	67,424	43,284
Staff Costs	1,776,043	1,754,736
Volunteer Costs	14,727	14,013
Total Expenditure	2,653,712	2,528,270
Current Year Profit/(Loss) Before Income Tax	(216,471)	52,876
Total Comprehensive Income for the Year	(216,471)	52,876

The accompanying notes form part of these financial statements.

Liability limited by a scheme approved under Professional Standards Legislation.

STATEMENT OF FINANCIAL POSITION

St Francis Social Services

As at 30 June 2019

	Notes	30 Jun 2019	30 Jun 2018
Assets			
Current Assets			
Cash and cash equivalents	3	1,268,145	1,373,219
Trade and other receivables	4	26,944	22,963
Total Current Assets		1,295,089	1,396,183
Non-Current Assets			
Investments	5	221,706	191,075
Property, plant and equipment	6	75,772	128,539
Total Non-Current Assets		297,479	319,614
TOTAL ASSETS		1,592,568	1,715,797
Liabilities			
Current Liabilities			
Trade and other payables	7	174,618	71,006
Provisions	8	68,501	79,980
Total Current Liabilities		243,119	150,986
Non-Current Liabilities			
Provisions	8	5,690	4,581
Total Non-Current Liabilities		5,690	4,581
TOTAL LIABILITIES		248,809	155,567
Net Assets		1,560,230	1,507,355
Equity			
Retained Earnings		1,343,760	1,560,230
Total Equity		1,343,760	1,560,230

The accompanying notes form part of these financial statements.
Liability limited by a scheme approved under Professional Standards Legislation.

LOOKING AHEAD FROM THE CEO

Things to look ahead to are:

- ▶▶ The growth of the House of Welcome Catering
- ▶▶ The development and implementation of our Strategic Plan for 2020/22
- ▶▶ Aligning our Centre 360 Youth and Family Service and programs with the NSW Targeted Early Intervention Reforms
- ▶▶ Building upgrades to Centre 360

Maurizio Vespa – CEO

THANK YOU!

“I felt honoured and proud to tell my story. While I was speaking I was thinking of good memories from home. The hardest part of telling my story was when I was talking about separating from my mother but I want to inspire people with my words.”

Rabeeha.

(‘Truth be Told’ speaker)

THANK YOU!

Thank you to funders

Amelie Housing
Australian Antigonish Co-Operative Development Limited
Baptist Care
Baptist Community Services
BP
Buck Foundation
CCI Giving
City of Parramatta Council
ClubsNSW
Cumberland Council
Department of Industry, Innovation and Science
Dominican Sisters of Eastern Australia
and the Solomon Islands
Dooleys
Ecclesia Housing
Franciscan Friars
Grill'd Parramatta
Herbert Smith Freehills
Holy Spirit Missionary Sisters
Institute of Sisters of Mercy
Jesuit Refugee Service Australia
John and Elizabeth Lee
Keady Family Trust
Little Company of Mary
Loreto Normanhurst
Loreto Sisters
Marian & E.H Flack Trust
Marist Sisters
Mary Mackillop Foundation
Mary Ward International Australia (MWIA)
Mater Hospital
Maurice Blackburn
Mercy Foundation
Mercy Sisters
Michael Ward
Multicultural NSW
Mums4Refugees
New Leaf St George
Newleaf Community Housing
North Sydney Community Centre
NSW Community Building Grants
NSW Department of Family and Community Services
Parramatta Archdiocese
Parramatta Council
Presentation Sisters
Project Youth Inc.
Property Industry Foundation

Scanlon Foundation
Scully Fund
Sisters of the Good Samaritan
Sisters of St Joseph
Sonic Sight
St Francis Parish
St Patrick's Strathfield
St Vincent de Paul Paddington
Street Smart
Sutherland Council
Sutherland Rotary Club
Sydney Archdiocese
Sydney Catholic Schools
Sydney Water
The Franciscan Friars
The Jenour Foundation
The Lewis Foundation
The Marian & E.H. Flack Trust
The Sisters of the Little Company of Mary
Toyota Australia
UWS "the Academy" and "Reach at UWS"
Westpac
Woollahra Council

[A big Thank You to the 80 parishes, schools, community groups and individuals that ran food drives for us this year.](#)

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*)
Anna Coroneo
Carol Dettmann
Fr Paul Ghanem
Elizabeth Rogerson
Laurie Ferguson
Renee Dal Santo

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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Email: office@houseofwelcome.com.au
Website: stfrancis.org.au/house-of-welcome



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