

2017 Annual Report



St Francis
SOCIAL SERVICES

WE ARE ST FRANCIS SOCIAL SERVICES

We are a community services organisation that, since 1978, 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 are the most disadvantaged and marginalised within our community.

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.

CONTENTS

Message from the Chair	4
Message from the CEO	5
Centre 360 Youth and Family Service	5
STRIVE	6
Teen Triple P Parenting Workshops	6
Herbert Smith Freehills Scholarship & Mentoring Program	7
TeamUp Mentoring Program	7
Centre 360 Case Work	8
Greenlight Movement	9
House of Welcome	11
Community Connections	12
Empowered to work	13
Move to Granville	13
Ride for Refugees & 'Sleep in Your Car'	14
Archibald Prize project	14
House of Welcome Case Work	15
Statement of Profit & Loss	16
Balance Sheet	17
Looking Ahead - CEO	18
Thank You	19

FROM THE CHAIR



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

St Francis of Assisi

St Francis was all about action, his example of living with the lepers beyond the walls reminds us to ensure our lives are lived practically and with compassion for others, especially for those from the periphery.

It gives me great pleasure that each day I read of, hear of and witness the work of St Francis being lived out here, centuries later, through the staff and volunteers at St Francis Social Services. Despite the many challenges that face our small organisation; the ability of our staff to innovate creatively and practically to ensure the needs of our clients can be met will never cease to amaze me.

In April 2016, we welcomed the first CEO of St Francis Social Services. Lyn Harrison has certainly hit the ground running. I acknowledge the significant changes she has carefully put the organisation on course towards achieving.

Firstly, there was the appointment of the Leadership Team. All three Managers have been instrumental in assisting Lyn to introduce the accountability processes required to accurately articulate the outcomes our staff are working so diligently to achieve.

Any change is challenging, but over this year, change has been significant. Midway through 2016, Lyn brought the Board and staff together to devise the strategic plan for the organisation over the next three years. This whole of organisational approach has set out a plan that gives me great confidence in our long-term future.

Out of plans come many actions. I thank our members of the Board who have increased their roles by volunteering for our new Governance, Finance and Fundraising Committees. I welcome new staff and thank those who have taken on additional roles into their already busy schedules to see us implement a Reconciliation Action Plan and firmly embed our purpose and organisational culture.

A highlight for the year was the relocation of the House of Welcome in March. With the assistance of the Parramatta Diocese and Holy Family Parish, we have taken up a larger premises in Granville so that our team can increase our accessibility and capacity to meet the needs of people seeking asylum.

While Greenlight Movement has faced difficulty in achieving funding, the positive effect of this program on the lives of young people it supports cannot be overstated. I congratulate the persistence and innovation being applied through our volunteer Business Working Group and our GLM team in their attempt to achieve sustainability.

Finally, I thank our supporters and volunteers, without whom the work detailed throughout this report simply would not be possible. This year, due to government changes in policy as well as the House of Welcome relocation, we have had to reach out to you more frequently. I thank you for responding to our appeals and for continuing to work with us to make it possible for those on the periphery to make meaningful connections with community.

Fr Nick Lucas



2016 – 2017 has been a year of highs and lows and there have been moments of great celebration and moments of despair. Changes to Federal government policies in regard to people seeking asylum and a more competitive sector has made funding more challenging than ever. We refuse to be disheartened and remain resolute in our commitment to support those on the periphery of society.

A major accomplishment was the development and launch of our three year strategic plan. This plan aligns our work to mission, strengthens our governance, diversifies funding opportunities and targets three areas for growth. We look to: expand our Greenlight Movement Program to emphasise the gateway to employment; strengthen our work with Aboriginal young people and families with a focus on education engagement; and develop the House of Welcome catering social enterprise to offer solid employment opportunities to our clients. A copy of our 2017– 2019 strategic plan is available on our website.

A particular highlight of the year was the relocation of the House of Welcome to a new, larger site at Granville. This opens up so many more opportunities to provide services for people seeking asylum. I would like to express my deep gratitude to the Parramatta Diocese and the Holy Family Parish for welcoming us and financially supporting this great initiative.

Another wonderful development was the establishment of the Humanitarian Hub, a centralised volunteer website for the recruitment and training of volunteers. This is in collaboration with the Asylum Seekers Centre, Jesuit Refugee Service and RACS. Together we have formed NAPSA (NSW Alliance for People Seeking Asylum).

With 22 staff and 148 volunteers we are a small organisation doing great things. My sincere thanks and gratitude to the very supportive and actively involved St Francis Social Services Board, my hard working and dedicated Leadership Team and the amazing staff and volunteers.

Allow me to share with you part of the prayer of St Francis:
Where there is hatred, let me sow love;
where there is injury, pardon;
where there is doubt, faith;
where there is despair, hope;
where there is darkness, light;
where there is sadness, joy;

Lyn Harrison



When one in 4 Australians between the ages of 12 - 24 experience mental health issues and only one in three access the support they need, it's necessary for services to think creatively about how they can reach young people.

Jodie Kidd, Executive Manager
Centre 360 Youth and Family Service

Our experience has shown us that in order to work most effectively with young people, our program focus must maximise accessibility and flexibility while strengthening supports in all areas of a young person's life.

While primarily a counselling service providing therapeutic assistance for individual young people and their families, our team have worked with community partners to create opportunities for young people to access the mental health support they need and maximise the capacity for the significant others in their lives to provide support.

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 attending therapeutic sessions are removed.



Centre 360
Youth and Family Service



201

201 clients received Counselling and Case Work.



8%

8% of Counselling and Case Work clients identified as Aboriginal and Torres Strait Islander.



78

78 parents participated in Counselling.

I can better communicate my feelings with my mum and we now have a better understanding of how to engage with one another.

I felt better at controlling emotions but felt overall happier.

Teen Triple P Parenting Workshops

▶ 26 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 provides an entry point for parents who may need additional support from our counselling and family therapy programs.

The program is ideal for parents of adolescents who are displaying mild to moderate behaviour problems at home, at school or with peers. It 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.

Super professional and helpful at every level. It was great to have this level of support, a major confidence booster.



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.

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

We are grateful to Coca Cola Australia Foundation for making the STRIVE Adventure Therapy programs possible.

I was really nervous about horse riding as I have never been on a horse before, but I remembered the breathing activities in STRIVE and stayed calm and was able to overcome my fear. I can't wait to go horse riding again.

Herbert Smith Freehills Scholarship and Mentoring Program



Whilst at teppanyaki, I felt like I was sitting amongst my friends and family. Everyone there was connected and interested in each other rather than being distracted and on their phones.

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.

Thanks for helping. You helped to pick up my self-esteem and improve my life with my social, physical and mental capabilities. It was a good trip with a few bumps and now I am happy. Thank you.

TeamUp Mentoring Program

Funds provided by the Property Industry Foundation have enabled us to continue to offer the TeamUp Social and Wellbeing Mentoring program. Throughout the year, 12 young people were matched with trained volunteer mentors who committed to meeting with the young person on a fortnightly basis to foster connection through social activities. A further 7 mentors were recruited and trained. This program has become an integral part of our transition out of service providing additional support to young people when therapeutic sessions are no longer required.

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 to facilitate social, emotional and living skills workshops with residential clients to assist in their successful transition out of residential rehabilitation.

Headspace Partnership



As a member of the Headspace consortium, Centre 360 Youth and Family Service offers Family Therapy sessions free of charge one afternoon a week at Headspace Bondi Junction.

CASE STUDY: CASSIE



Cassie was referred to the Strive program in 2016 by the Head of Wellbeing at her high school.

Cassie was facing difficulties at school and in her social life. She has struggled all her life with Asperger's but at 14, she was particularly finding her anxiety levels rising around crowds and loud

noises. She was starting to find it too difficult to leave her house and as such was missing out on opportunities that would benefit her in future.

Cassie completed the 7 week in-school STRIVE program and the group facilitator thought it would be useful for Cassie to access counselling at Centre 360 Youth and Family Service. She attended sessions regularly and in April 2017, Cassie accepted the nomination for a Herbert Smith Freehills scholarship. She was beyond thrilled when presented with the award.

At first, the regular mentoring outings were a challenge, but the safe and warm environment created by the HSF mentors convinced her to attend. Over the year, the change in Cassie has been significant- not only has she been leaving her house, she has participated in all but two mentoring events. Furthermore, she has learned to manage her anxiety to the point where catching public transport no longer prevents her from participating.

This year Cassie had to complete Year 10 work experience, something she expressed early in the year that she didn't want to do, but during her time with her mentor she became more confident and willing to try new experiences. She decided to participate, her diligence resulted in her being offered her first paid employment position.

Cassie will apply to continue accessing the Centre 360 Youth and Family Service through the TeamUp mentoring program. She has acknowledged that having a mentor and doing activities away from home have really helped her with her social anxieties, enabling her to try new things. We are so proud of Cassie's bravery in overcoming anxiety.



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: ISATU



Isatu lives in medium-term housing and was referred to Greenlight when she was 19 years old by her case worker because her primary goal was to get her driver's licence for work.

When first interviewed for the program, Isatu came across as a shy and timid young person who had little work experience and a limited social network. She lived in an isolated part of the western suburbs.

As an Aged Care student, she realised that having a licence would open up employment opportunities - she would be able to apply for jobs that required home visiting.

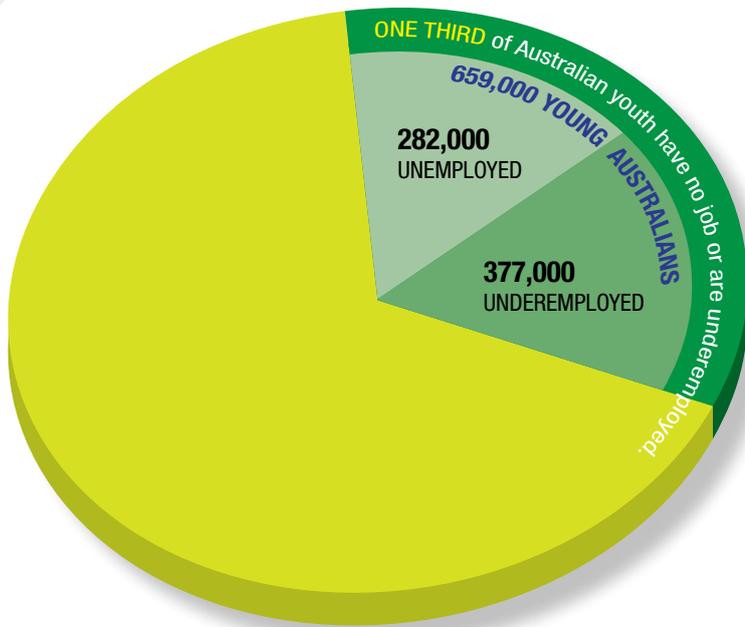
Isatu passed her NSW Provisional licence test first time in early 2017. She is now working fulltime in Aged Care, after having been offered a role by the same organisation she was on student placement with.

Isatu's mentor mentioned that over the course of working with her, he noticed that there was a direct correlation between her general confidence growing and the advancement in her driving skills. We are incredibly proud of Isatu's achievement, her compassionate and friendly nature will be highly valued in the field of Aged Care.



Q: How has GLM helped you achieve your goals?

A: When I started with Greenlight, my goal was to get my Ps and that was it. I didn't think that my confidence would grow just from doing lessons. My mentor helped me become more assertive by believing in myself and now I feel a stronger person. I was confident in my job interview and I now can use my Ps to drive the work car. I can't wait to get my own car!



61% of job seekers aged 15-24 DO NOT have a driver's licence.

This compares with 20% of jobseekers 25-55 who do not have a driver's licence.

25% of unemployed young people cite transport issues as a key reason for not being able to find a job.

Over the last year, 122 young people were supported by the Greenlight Movement program through driving lessons, mentoring, workshop attendance and case management support.



Phyllida Grey

It's the beginning, it's the first step to realising you can achieve things in life.
Phyllida Grey
Greenlight Movement Mentor

Greenlight Movement partner acknowledgement:

We acknowledge our partners that make Greenlight Movement possible: **BP Australia** who provide the fuel for Greenlight Movement vehicles; **Mazda Australia** who provided the vehicles and **Bankstown Sports Club** for financial support for the program.

We gratefully acknowledge the support of our 30 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 not only what you're doing for them, it's an enormous sense of achievement for both of you.
Greg Timms
Greenlight Movement Mentor

- 122** 122 Young people participated in the Greenlight Movement.
- 30** 30 volunteer mentors were matched with a young person or enrolled to be matched.
- 26** 26 Young people achieved their Provisional Licence.
- 30** 30 Young people are currently working towards achieving 120 supervised driving hours.
- 29** 29 Young people are currently on the Greenlight Movement waiting list.

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.



34,675 safe sleeps a year can be provided to people in need.

The House of Welcome manages housing that can provide 95 people a night with safe and secure accommodation. The program mitigates homelessness and the negative effects of financial instability for people seeking asylum who have access to the least options. Individuals and families in the Housing Program are also linked with important wrap-around support services such as case work, food bank, employment training, community activities and financial assistance. In the financial year 2016 – 2017 the House of Welcome sheltered 107 individuals in safe accommodation.

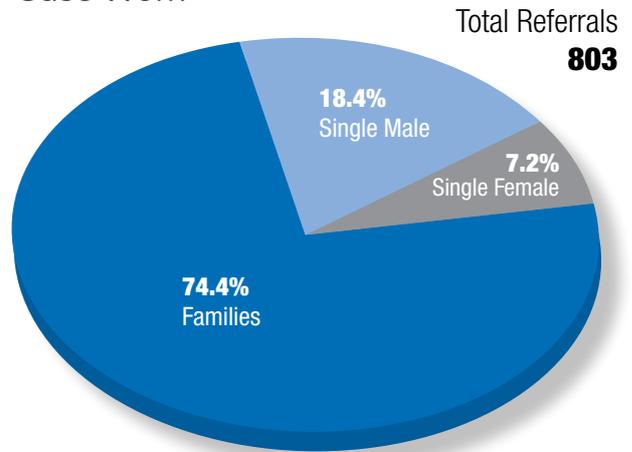
Clients in the Housing Program have also been supported this year through the Material Aid Program which picks-up donated household items and furniture from the community and distributes to people seeking asylum and their families. The House of Welcome delivered 73 generous material aid donations from the community this financial year.

I have a big family with my husband and 5 children, finding accommodation is very expensive. The House of Welcome provided us with a house and we are very happy.

Client of the House of Welcome

THE HOUSE OF WELCOME

Case Work



Case work involves assistance such as financial aid, Food Bank, advocacy, providing referrals and one-to-one 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. Case workers also support people seeking asylum who are not residing in House of Welcome accommodation. In 2016-17, 8 families received a Protection Visa, meaning that 29 individuals now have security through permanency in Australia.

-  **34,675** 34,675 safe sleeps can now be provided each year.
-  **\$94,962** \$94,962 given to individuals & families in 553 financial assistance distributions.
-  **4,830** 4,830 Food Bank distributions given to people in need.
-  **11,762** 11,762 engagements through Community Connection programs.
-  **523** 523 engagements through English classes.
-  **140** 140 people receiving direct case work.



Community Connections

Community Connections programs saw 11,762 engagements across the year 2016-17, including 300 connections with children and families in our School Holiday Activities program and 216 in the Social Activities program through four social outings.

I have been a long time with House of Welcome now. My family enjoys the social outings. My children enjoy going to the Vivid Festival, zoo and aquarium. They come out of our house and feel happy which makes me happy.

Client of the House of Welcome

► Women's Creative Hub



The Women's Creative Hub held 46 sessions, as well as market stalls and events, with a total of 2,858 engagements.

The Hub is a participant-designed and led initiative that exists to set up a safe and creative space for women from asylum seeker, refugee and new migrant contexts to build community connections, share and learn creative skills and traditions, build on their own capacity and resilience, access training and education, and enhance their wellbeing.

This year members of the Women's Creative Hub began selling their products created at the Hub at Bondi Markets. They also generated opportunities to showcase and sell their creative products at a diverse range of events, including at North Sydney Community Centre and Gosford Anglican Church. Thank you to our partners in this project: Community Migrant Resource Centre (CMRC); Auburn diversity Services; the Australian Asian Cultural Association and Enactus Macquarie; as well as the many community members and other organisations who have engaged with the Hub over the year and have given us so much support.

I learnt how to bead in another one of the House of Welcome's programs, and from there I taught myself how to make many more things. Now I'm selling a lot of my things and I love teaching people - I've always wanted to teach.

Chandra, member of the Women's Creative Hub

► Food Bank

With very special thanks to the many community groups, organisations, schools, families, friends groups and individuals who have donated food, household items and supermarket gift vouchers over the year – this has enabled the House of Welcome to provide 4,830 food bank distributions to individuals and families who are seeking asylum. The food bank brings volunteers and clients together, thus building connections and ensuring the dignity and respect for people accessing the service, it alleviates some of the financial strains for some of the most vulnerable people seeking our protection and is a connecting point for other House of Welcome services. Providing food security to clients allows them to focus on other areas of need and support.



St Michael's Food Drive

► Community Development thank you's

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, [Clancy College](#), [Mercy College Chatswood](#), [OLMC Mercy College North Sydney](#), [St Patrick's College](#), [Pymble Ladies College](#), [Mum's for Refugees](#), [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 Malleson law firm](#), [Henry Davis & York](#), [Addison Road Community Centre](#), [Cumberland Council](#), [Kiama for Refugees](#), [Chester Hill High School](#) and [North Sydney Community Centre](#).

Empowered to work

► **New Employment Coordinator Leonie Dyer Hired in Partnership with JRS**

Through funding provided by Cumberland Council's Stronger Communities Fund, the House of Welcome has partnered with the Jesuit Refugee Service (JRS) to hire a combined Employment Program Coordinator, Leonie Dyer, to enhance the combined capacity of our organisations to provide pre-employment training, supports and pipelines into employment through establishing networks of local businesses and supportive employers.

► **Work and Welcome**

Work and Welcome is a workplace giving program that provides an opportunity for people seeking asylum and refugees to complete a paid three-month work experience placement. This financial year House of Welcome clients have completed placements with Maurice Blackburn, Loreto Normanhurst, and St Patricks College Strathfield.

► **Head Chef appointed to New Catering Social Enterprise**

Head Chef Rui Olim has recently joined the House of Welcome to establish, develop and run our catering social enterprise, which creates connections through cultural & fusion-inspired cuisine made by people from refugee and asylum seeker backgrounds. We acknowledge the great work of our Community Development Coordinator, Suma Pillai, who has developed the program to date alongside our talented chefs and dedicated volunteers who have made this opportunity possible. House of Welcome Catering is taking catering bookings for corporate & private events, and employs House of Welcome client chefs who are seeking asylum.

Move to Granville

It has been an exciting year at House of Welcome as we have expanded our service capacity and community reach. In 2016-17 the decision was made to move the House of Welcome from our small premises in Carramar to the larger premises at 197 The Trongate, Granville, in order to increase our capacity to assist people seeking asylum by 30%. The new premises has given us 5 additional case work rooms to work privately with clients, a dedicated classroom to hold English lessons free from disruption, additional space for our Food Bank and a hall for community gatherings and advocacy training. We are grateful to all who have contributed to the move by donation and through helping us to cut costs by cleaning, painting and odd-jobs. A special thank you to Bunnings Villawood for their generous donation of both paint: and 12 volunteers to do the first round of painting; Holy Family Primary School staff and volunteers for their assistance with cleaning and prepping the building for painting; Loreto Normanhurst for the second round of painting; long-term volunteer Brother Joe for continual and ongoing help; Holy Family Parish; Most Reverend Vincent Long Van Nguyen OFM Conv STL DD; Bishop of Parramatta; and the Parramatta Diocese.



Catering Team



Community lunch, Heba

Ride for Refugees & 'Sleep in Your Car'



House of Welcome staff and volunteers participated in the International Teams event Ride for Refugees 2016, a 25km bike ride to raise funds and support for people seeking asylum. The House of Welcome has been a project partner of this event for multiple years. Thank you to everyone who supported us and to International Teams for the opportunity!

In July 2016, Fusion Australia hosted a Sleep in Your Car event to raise over \$6000 to support the House of Welcome in providing housing for people seeking asylum. We are grateful to the over 80 participants who raised funds and gave up life's little luxuries to sleep in the boot of their car and increase awareness of homelessness.

Archibald Prize project

House of Welcome clients, staff and community members partnered with Persian/Australian artist and person seeking asylum, Atefeh Hekmat, to create a portrait entry to the Art Gallery of NSW's 2017 Archibald Prize. Clients, staff, volunteers and community members of the House of Welcome wrote personal stories of connection on the background of the portrait, after which Atefeh completed the portrait of Guo Jian, acclaimed Australian/Chinese artist and former refugee. The artwork celebrated the rich contributions made to our community by people seeking asylum, particularly through personal connections with members of the wider Australian community. Atefeh's artwork was purchased and donated by a generous benefactor and is now hanging proudly in the main hall at the House of Welcome.



CASE STUDY: JOHN & CASSIE



John and Cassie arrived in Australia in 2014. The couple arrived with little savings but managed to accommodate themselves for the first few weeks in Australia. Cassie was 5 months pregnant with their first child at the time. The family

were on the brink of homelessness when their money ran out and were provided with emergency accommodation through another service.

The family were referred to the House of Welcome where they were provided with accommodation, linked with a case worker and received financial and food support.

Once the couple were secure in their accommodation, the case work team were able to work with the family to address other urgent needs such as antenatal care and physical and mental health supports. The family attended the drop in centre every week for assistance and soon built a positive relationship with the House of Welcome team.

Once the family were engaged with the supports they required, Cassie and John further engaged with other House of Welcome programs. The couple participated in weekly community lunches where they prepared and cooked a meal from their home country. They attended English classes, the employment program, and participated in social activities. The family also attended a retreat to Bathurst with House of Welcome staff, volunteers and another family. They enjoyed new connections made in the serenity of the Blue Mountains.

After the birth of their first child, the family engaged with our mentor program where they were both connected to a member of the community with the aim of reducing isolation and forming new friendships.

The family have recently been granted a protection visa, they are renting their own home in the community and have started the next chapter of their lives, in Australia. It has been a privilege to journey with this family.

We have no family here in Australia, we don't know anyone else. The House of Welcome is like our family here.

Humanitarian Hub Launching Late 2017

The Humanitarian Hub is an online Hub that will share volunteer resources and improve collective impact between organisations working with people seeking asylum across greater Sydney.

The Humanitarian Hub is a collaborative project between four charities: The House of Welcome (HOW), The Jesuit Refugee Service (JRS), The Asylum Seeker Centre (ASC) and the Refugee Advice and Casework Service (RACS). We are grateful to the Vincent Fairfax Family Foundation, The Caledonia Foundation and the Sidney Myer Fund who provided the funding to make this project a reality.

The Humanitarian Hub will maintain a central database to match the skills and experiences of volunteers with the needs of our organisations, and incorporate core training to help build capacity and ensure our volunteers feel supported in the work they do. The Hub is due to launch in late 2017 with training rolled out soon after.

STATEMENT OF PROFIT & LOSS

	Jul '16 - Jun '17	Jul '15 - Jun '16
Income		
Government Grants	551,655	524,022
General donations	869,750	793,370
Contribution - Church Groups & Foundations	588,720	689,300
Operating Activities	262,529	217,136
Investment Income	49,069	88,540
Total Income	2,321,723	2,312,368
Expense		
Total Staff Costs	1,671,875	1,430,129
Office Supplies & Administration	132,283	95,861
Client Support Services	248,076	205,966
Depreciation - Motor Vehicles & Equipment	44,751	41,168
Insurance Premiums	14,783	13,907
Motor Vehicle Expenses	41,875	50,293
Property Maintenance Costs	56,547	48,369
HoW Client House Rents	79,244	85,615
Telephone & Internet	34,062	27,958
Utilities - Electricity, Water	15,958	67,969
Rent of Premises Paddington	179,059	180,904
HoW Centre Rent	525	40,000
Total Expenses	2,519,038	2,288,139
Net Surplus / (Deficit)	(197,315)	24,229

Independently audited by Pascoe Whittle Chartered Accountants

www.pascoewhittle.com.au

BALANCE SHEET

	30 Jun '17	30 Jun '16
Current Assets		
Cash	1,220,204	1,386,042
Receivables	6,376	5,261
Total Current Assets	1,226,580	1,391,303
Non-current Assets		
Investments	377,940	354,237
Property, plant & equipment	132,547	103,801
Total Non-Current Assets	510,487	458,038
TOTAL ASSETS	1,737,067	1,849,341
Current Liabilities		
Accounts Payable	126,346	68,597
Other Current Liabilities	97,262	58,489
TOTAL CURRENT LIABILITIES	223,608	127,086
Non-current Liabilities	6,104	17,585
TOTAL LIABILITIES	229,712	144,671
Net Assets	1,507,355	1,704,670

LOOKING AHEAD FROM THE CEO

2017 – 2018 promises to be another challenging yet rewarding year. We look forward to developing the following programs and initiatives:

- ▶▶ Expanding our work with Aboriginal young people and families
- ▶▶ Offering targeted counselling services with young mums
- ▶▶ Expanding the Greenlight Movement Program
- ▶▶ Developing a network of supporters in the western suburbs of Sydney to strengthen the House of Welcome

None of this could be possible without the dedicated and committed staff and volunteers.

The assistance provided by St Francis Social Services would not be possible without the generous support of our 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 you do to support our work and our clients. Thanks for all you do!

Lyn Harrison – CEO



St Francis Social Services Gala Dinner 2016

In August 2016, Herbert Smith Freehills generously hosted St Francis Social Services and our supporters for our inaugural fundraising gala dinner in celebration and support of all three programs of St Francis Social Services. The evening was

attended by 100 supporters who bid for prizes donated by over 20 organisations and individuals. We are extremely grateful to all who contributed to the success of the event which raised over \$43,000 for service delivery.



THANK YOU!

ANZ Staff Foundation
Archdiocese of Sydney
Australian Technology Park Community Grant
Bankstown Multicultural Youth Service
Bankstown Sports Club
BP Australia
Bunnings
City of Sydney Council
Clubgrants Wollongong
ClubsNSW
Cumberland Council
Diocese of Parramatta
Dominican Sisters
Eldon & Anne Foote Trust Donor Advised Program
Franciscan Friars
Grill'd
Herbert Smith Freehills
Holy Family Parish Granville
Holy Spirit Sisters
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
Michael Ward
Multicultural NSW - NSW Government
North Sydney Community Centre
NSW Government
Presentation Sisters
Property Industry Foundation
Scanlon Foundation
Scully Foundation
Sisters of Charity
Sisters of Mercy
Sisters of St Joseph
Sonic Sight
St Francis Parish
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
Anna Coroneo
Carol Dettmann
Fr Paul Ghanem (*Joined January 2017*)
Fr Philip Miscamble ofm (*resigned Jan 2017*)
Margaret Morgan (*Leave Jan 2017*)
Elizabeth Rogerson
Lucy Zhou (*Leave Jan 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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