St Patrick’s Community Support Centre acknowledges the traditional custodians on whose land we operate and pay our respects to elders past and present and future.

**Vision**
To build a community where all people can live secure and independent lives

**Mission**
To actively engage with disadvantaged and vulnerable people - providing sustenance, accommodation and support services that enable and empower them to live independent lives and reach their potential

**Values**
St Patrick’s is committed to serving individuals and the community within a framework of the following values. We will demonstrate these values in the delivery of all our services.

- **Christian Values:**
  Believes we are all brothers and sisters and that every person has an intrinsic worth and equity, that must be respected.

- **Empowerment:**
  Enable individuals to reach their potential.

- **Respect:**
  Respect and support the freedom of the individual to make choices and promote independence and empowerment.

- **Community Focused:**
  Be a key service provider in the heart of the community.

**STRATEGIC OBJECTIVES 2015-2018**

1. Provide quality, efficient, client centred services, either independently or via partnerships
2. Increase the quality, scope and viability of accommodation and support services provided
3. Diversify funding sources including opportunities for commercial activity
4. Achieve increased understanding and awareness of St Patrick’s amongst key stakeholders
5. Enhance organisational capacity with a focus on continuous improvement
About

St Patrick’s Community Support Centre provides a range of integrated community services to assist vulnerable and disadvantaged persons towards self-sufficiency and the best quality of life. The service primarily caters to clients who are homeless or at risk of becoming homeless, and provides access to a range of high quality support services including housing, health, welfare and emergency relief, activities, education and training, a day centre including meals and facilities 365 days a year, and specialist services for youth, families, women, single men, those with mental health and substance misuse issues, and rough sleepers.

St Patrick’s aims to provide holistic and joined up services both through its internal offerings and partnerships with other specialist government and non-government agencies. Its broad range of holistic services is delivered by a team of around 40 professional staff alongside around 150 volunteers.

The diversity of projects managed directly or in partnership by the organisation includes:

- Crisis and transitional accommodation for men, women, youth and families
- Specialist services for young people (including families)
- Welfare and Emergency relief services (including specialised services for families)
- Social, legal and financial counselling services
- Specialist programs and collaborations to address complex issues
- Specialist Family Support
- Medical and allied health services

Highlights & Achievements

It’s been a busy year with lots happening across all service areas as we continue to grow and meet service gaps across the south metropolitan areas of Perth as well as expanding certain programs metropolitan wide.

- In March the Governor General, His Excellency the Honourable Sir Peter Cosgrove and his wife, took a tour of our facility, assisted with the serving of lunches and spent a valued hour talking to our clients, volunteers and staff.
- Our Crossroads program in partnership with the Aboriginal Alcohol and Drug Service undertook a highly successful art project called Art in the Parks that engaged with vulnerable people in a park in Perth’s CBD.
- The South West Metropolitan Partnership Forum (SWMPF) was recognised for their innovation and collaboration by the Institute of Public Administration Australia (IPAA) winning two Achievement Awards in 2016 for Best Practice in Collaboration between Government and Non-Government Organisation, and Innovation in the Not-for-Profit Sector.
- St Patrick’s partnered with RUAH Community Services to run the first ever Fremantle Registry Week that involved mobilising staff and teams of volunteers in counting rough sleepers over two consecutive nights.
- A record 500 hampers donated over the Christmas period.

We held our a very successful NAIDOC week event with the most participants ever attending including, local Aboriginal people, clients, staff, volunteers, other agencies and the public all participating.

The mayor of Cockburn, deputy mayor of Fremantle and a number of other dignitaries attended our annual client Christmas party event and assisted with the serving of the meals.

We raised $10,000 in our first-ever Sleep Out Under the Stars, a major fundraiser held in partnership with Notre Dame University.

Work towards the establishment of our new Oral Health Clinic got well underway with tremendous support from many donors.

In June 2016, the South West Metropolitan Partnership Forum launched an online service directory, the result of significant dedication by members of the Social Planning Working Group.

The Fremantle Family Support Network was established and recruited 17 partner agencies into the network.
Chairman’s Report

At the conclusion of 2016 St Patrick’s has completed three years of its current five year strategic plan and it is pertinent to stand back and assess how we are “running to plan”.

Our Mission challenges us to “empower people to live independent lives and achieve their potential” and the strategic plan further identifies five primary Strategic Objectives to achieve this. Briefly, the plan directs us to provide quality and efficient services, increase our accommodation and support services, endeavour to diversify our funding sources, achieve greater awareness of St Patrick’s within the Community and finally to enhance and improve organisational capacity.

On both formal and anecdotal review we are achieving very well against these objectives.

The meals and day services have continued to be the mainstay of our relationship with clients. In spite of mounting costs and substantially increased duty of care issues, we have maintained these services 365 days/year. Additional takeaway hampers and negotiable vouchers available to those who cannot attend. However this service is constantly under threat due to the ongoing costs and security issues and we need to remain vigilant and innovative if it is to be continued long into the future.

The diversification of resource is progressing even in this difficult market. However we are well positioned to make substantial advancements in our range and quantity of services grow we’ve also been working hard to ensure that our services remain integrated and seamless from a client perspective. This means that as soon as our workers meet a new client, he or she is continually supported so that they can access our own internal programs or programs offered by one of many visiting services. The transition to a more independent and fulfilling life can be a difficult one and our workers are there to ensure that our clients are fully supported as they embark on this journey.

For many of our clients St Patrick’s is a place of connection and “family’ and this is something that all our staff and volunteers should be proud of. For many people coming to St Patrick’s it is a place where they are warmly welcomed and will not be judged, where they feel safe and secure. Our client surveys reflect this valuable sense of belonging and St. Pat’s important place in the greater Fremantle community as a place of refuge and hope. For our staff there is no greater sense of achievement than to hear a story of someone getting their life back on track or hearing from a past client or lodger to let us know that they are doing ok.

This year St Pat’s started working on preparing for accreditation under the Standard for Culturally Secure Practice. The work carried out to meet this standard will contribute to further strengthening our organisation through embedding best practice and systems improvements throughout the organisation.

Another piece of work happening behind the scenes this year has been the many hours in planning and raising money for our soon to be launched and much needed oral health clinic. The clinic will be a first class facility located within our Centre, and we are all waiting with great anticipation to see our first clients through the doors.

This year also saw the establishment of the Family Support Network, located in Cockburn. This is a brand new service for families to support parents and adults through times of difficulty. The FSFN has only been operating for six months but has already seen 18 partner organisations come on board and helped dozens of families towards positive outcomes.

This is also a good opportunity to thank our many donors and supporters whose generous donations and in-kind support makes what we do possible every day in so many ways. Whether it’s food, money, clothing or your time that you’re able to donate, each donation enables us to reach more people in need.

As another year closes once again I reflect with pride on the work that is carried out every day by our dedicated staff and passionate volunteers who contribute to improving the lives of our community’s most vulnerable people. Thank you for working together to help create a more equitable, positive future.

Steve McDermott
CEO

A word from the CEO

The data is irrefutable – homelessness is increasing in our community. Currently there are 105,000 people experiencing homelessness every night in Australia, and many more living in insecure housing, one step away from being homeless. The reality of what this means can be seen every morning at St Patrick’s as people come, though our doors, for a warm shower, a cup of coffee or maybe just a place to sit or have a chat. While the numbers are growing, the demographics are also changing. Decades ago, most homeless people were single men – while today the fastest growing demographic among the homeless is senior women. In line with this, St Patrick’s services continue to change and evolve reflecting a greater need for more tailored services for women, young people and families. As our services grow we’ve also been working hard to ensure that our services remain integrated and seamless from a client perspective. This means that as soon as our workers meet a new client, he or she is continually supported so that they can access our own internal programs or programs offered by one of many visiting services. The transition to a more independent and fulfilling life can be a difficult one and our workers are there to ensure that our clients are fully supported as they embark on this journey.

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Steve McDermott
CEO

Our board (from left to right): Anthony Coyte, John Cleary, Pat Colgan, Robyn Sutherland, Father Tony
Our People

OUR STAFF

Our dedicated and hard working staff who are working closely with clients and the community in the delivery of programs are well supported by our back of house team that provide the administrative, finance, human resource management, business development and community relations functions across the organisation. We could not do the work we do without the committed volunteers working behind the scenes in cooking meals, sorting clothes, fundraising, driving and cleaning. Not to mention the many professionals who also volunteer their services in areas such as counselling, allied and complimentary health services and hairdressing. St Patrick’s prides itself on having a great team that works hard and are passionate about making a difference to those who find themselves in need of our services.

Executive
Steve McDermott
Michael Piu
Victor Crevatin

Day Centre
Traci Cascioli
Stella Lindsay
Gary Sheppard
Glenda Dunne
Elaine Reynolds
Angus Diggs
Claudio Torchia (left in 2016)
Michael Robinson
Patrick Sochorec
Maureen McGlynn (left in 2016)
Beverley Woods

Health Clinic
Debbie McLeod
Annalisa Reynolds (left in 2016)

Fremantle Family Support Network
Bev Jowle
Deanna Thomas
Laura Roche
Sue Nikkison

Emergency Relief
Amanda Kiely (left in 2016)
Bridget Viney
Janette Iwanow

Hannick House
Bridget Sapina
Prue Penny

Housing Services
Chris Stent
Bruce Campbell
Les Johnson
Sandia Bheewoo
Rubenna Patavadoo

Youth Place
Lea Notte
Casey Free
Jessica Kruk

Street to Home
Heather Thompson
Sally Featherstone

Sisters Place
Helen Cattalini

Crossroads Team
Amanda Crow
Nicola Shaw
Joana Clinch

Mental Health Housing Support Service
Rohan Jayawardene

Fremantle Family Crisis Accommodation Referral Service
Sepideh Ahmadpour

South West Metropolitan Partnership Forum
Karin MacArthur (left in 2016)
Jenni Gordon

Corporate Services
Kim Hocking (left in 2016)
Varnya Bromilow
Melanie Watkins
Rhian Chin (left in 2016)
Lyn Levy
Shelley Kissing
Nicki Keffords

Administration
Anh Phan
Soma Macleod
St Patrick’s approach is to work within a holistic integrated model providing wrap-around services to meet the complex social needs of clients. To achieve this we offer a range of services and programs to single men, women, families and young people managed directly or in partnership across the following four key areas:

**OUR VOLUNTEERS**

St Patrick’s has around 150 volunteers who help us deliver our services across the organization. These individuals are an invaluable asset for St. Patrick’s. Managing the recruitment, induction, training and supervision of our volunteers is a big task. This year we restructured our volunteer program so volunteers report to line managers within their assigned area. So far it seems to be working well and we hope this new framework provides a stronger team environment as well as cutting out some duplication of process.

Our volunteers work in these and other vital areas of St. Patrick’s:
- Our meals service in our Day Centre
- Sisters’ Place women’s refuge
- St. Pat’s Rack Op Shop in Adelaide Street Plaza
- Reception and complimentary health services at our dental and health clinic
- Clothing assistance at our Day Centre
- Christmas donation sorting and hamper creating
- Graphic design and photography

“I had you guys believing in me and I felt that the minute I met you all. You have all told me I did this all on my own and always had it in me which maybe true but I needed the belief and encouragement you guys showed me.”

“Thank you so much for being there and for the amazing work you do in the community for people who most need it. My much-loved son is a recipient of your kindness and for this I am so grateful.”

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Our traditional service area covers the south metropolitan area of Perth, but in more recent times we have expanded in certain program areas to metropolitan-wide service provision. Our main location is 12 Queen Victoria Street, Fremantle, where our Day Centre is situated.

**OUR WAY OF WORKING**

St Patrick’s approach is to work within a holistic integrated model providing wrap-around services to meet the complex social needs of clients. To achieve this we offer a range of services and programs to single men, women, families and young people managed directly or in partnership across the following four key areas:

**SPECIALIST SUPPORT SERVICES**
**MEALS AND DAY CENTRE**
**SPIRITUAL SUPPORT**
**HOUSING**
**SPECIALIST PROGRAMS & COLLABORATIONS**

Our Day Centre provides a safe, non-judgemental and inclusive environment where people that are homeless or at risk of homelessness can attend for a range of essential services including, meals, health, basic hygiene needs, welfare and recreational services.

Busy as ever, the Day Centre was a bustle of people and activity all through 2015/16 with a number of exciting developments, including two new visiting services—Jacaranda Financial Counselling and Orange Sky Laundry; the construction of our very own oral health clinic; and even a special visit from the Governor General!
This year we provided **31,745** meals
An average of **222** people attend the centre on a weekday
An average of **84** people attend the centre on a Saturday or Sunday
Our showers and toiletries were accessed **8,367** times
Over **7500** bags of donated fruit and vegetables were provided and ….
… a lot of free cups of tea and coffee was consumed

In addition to providing affordable meals every day of the year the Day Centre provides recreational, social activities, emergency relief and a host of visiting welfare services provided by partnering agencies including: Street Law, Jacaranda Financial Counselling, Centrelink, Housing Authority, Partners in Recovery, Moorditj Djena Aboriginal health service.

Christmas

Our Christmas party and Christmas day lunch were both successful again this year, providing meals and entertainment to 130 and 120 clients respectively. The mayor of Cockburn, deputy mayor of Fremantle and a number of other dignitaries attended the Christmas party event and assisted with the serving of the meals. In addition, 300 Day Centre clients received a Christmas food hamper ($20 value) and a voucher ($20 value) combination with a further 100 clients receiving the Christmas hamper only. The contents and funding for the Christmas gifts were raised through donations.

Polling day for federal elections 2016

Another successful polling day was held on 27 June for the federal elections. The general feeling among the AEC organisers was that the turn out this year was the best that we have had yet for a polling station at St Patrick’s, ensuring that the homeless in Fremantle and the surrounds have an opportunity to input into how our country is governed.

Social and Recreation

The sewing group (137 attendances) and pool competition are entirely organised and run by a group of very dedicated clients for the other clients and are very popular providing entertainment and in the case of the sewing group, a useful mending and altering service.

Visiting Services

Collaboration is essential in being able to provide a holistic wrap around service. St Patrick’s has a strong focus on developing collaborations and partnerships and we are very fortunate in the Day Centre to welcome a number of visiting partner agencies including: Challenger TAFE (computer literacy classes), Notre Dame University, School of Health Sciences (weekly exercise group), Streetlaw (legal services), Housing Authority, Centrelink, Black Swan Partners in Recovery, and MCOT (Mobile Clinical Outreach Team). This year we welcomed as new partners, Jacaranda Financial Counselling and Orange Sky (mobile laundry service).

Intake and Emergency Relief Program

The Day Centre is home to St. Patrick’s emergency relief program. This vital service provides tangible, immediate assistance for those in need.

Supports included food, chemist, transport and clothing vouchers, assistance with bills and accommodation and advocacy and referral for a variety of needs. Often the first point of contact and the listening ear in a time of crisis, our emergency relief workers perform an essential role in assisting, referring and introducing existing and new clients to the centre. Immediate crisis support continues to be a high demand area of the service with the number of people seeking assistance on a daily basis continually outstripping our resources.

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OVER THIS 12 MONTH PERIOD 2490 FINANCIAL AND /OR MATERIAL ASSISTANCE WAS PROVIDED TO 1235 MEN (70%) AND WOMEN (30%) THROUGH OUR INTAKE AND EMERGENCY RELIEF PROGRAM.

An oral health clinic on the horizon

Our staff have been very busy this period planning for and coordinating the construction and fit out of the new Oral Health Clinic. St Pat’s very own purpose-built, fully equipped clinic that will provide free and accessible dental and oral hygiene services to clients with health care cards who may otherwise have difficulty affording and accessing mainstream dental services. The clinic will open in August and more information will be provided in the next report.
St. Patrick’s health clinic offers a diverse range of healthcare services with a clear emphasis on preventative health. These services include:

- Nursing
- Chiropractic services
- Physiotherapy
- Counselling
- Massage
- Hairdressing
- Podiatry
- Optometry

The appointments were provided free of charge, thanks to the generosity of our volunteer practitioners and health partners - Silver Chain, Murdoch University Chiropractic, Optometry Association WA, and Moorditj Djena.

“I hadn’t had a haircut in more than 3 years. I left feeling like a million bucks!”

For those involved in the choir, the choir is a very important part of their life. It helps people to connect with others, to build confidence and to find support and joy. In addition to benefiting the participants themselves, our choir is also dedicated to bringing happiness to others, and include in their schedule, weekly visits to an aged care facility to engage in sing-a-longs with the residents, as well as a number of community performances. This year’s performances included Act Belong Commit’s Sing for Health Mass Choir event; Western Australian Association for Mental Health’s conference, Music to Open Your Mind; St Patrick’s Sleepout and many more.

In 2015/2016 clients attended rehearsals with the Starlight Hotel Choir 2481 times.

“By Tuesday afternoon two choir sessions and a performance at a retirement home, I feel very positive. I also feel a sense of achievement that I have made other people happy.”

Ian - choir participant
CLIENT AND COMMUNITY ENGAGEMENT

At St. Patrick’s we want to ensure that we’re providing the best possible services for our clients – services that are needed, effective and responsive to client needs.

In order to ensure we’re doing this, we consult regularly with our clients through a variety of means including St Pat’s Chat, surveys and focus groups.

ST PAT’S CHAT

St Pat’s Chat – a consumer feedback group has continued successfully and is providing an effective means of communication between the organisation and our clients. This group is held monthly for any interested Centre clients. Clients are encouraged to provide feedback on current services, make suggestions on new services, have their say on the way the policies affect them and generally contribute to the continuous improvement of our Day Centre programs. Meetings are minuted and reviewed at meeting with St Patrick’s management and senior executives, and suggestions for change/improvements are actioned where practicable, and feedback is provided in turn to clients.

Additionally, we are seeing a lot more evidence of clients wanting to become involved in keeping the Centre clean and tidy, assisting other clients (for example, with computer skills), and generally helping to make improvements to services.

CLIENT SURVEY

In 2015 St Patrick’s engaged a consultant to work with the organisation to gather data and feedback from clients, volunteers and staff with the purpose of providing St. Patrick’s with the tools, data and analysis to inform its strategies towards continuous improvement and to assist with developing some benchmarking.
Nothing is more important than having a bed to sleep in and a roof over your head. For many in our community, however, this “luxury” is just a dream.

St Patrick’s has an expanding range of low cost housing options for people who are homeless or at risk of homelessness. The service is designed not only to provide a safe and secure place to live, but to assist clients in their transition from homelessness to independence. We work to address our clients’ key issues and teach the critical skills necessary to live an independent lifestyle in the future. Currently, all of our accommodation is transitional in nature, both short and medium term. We also retain a commitment to some of our elderly lodgers who would not otherwise be able to maintain independent accommodation.

St Patrick’s accommodation and support service includes Hannick House, the Fremantle Family Crisis Accommodation and Referral Service and a number of transitional housing accommodations within the greater Fremantle area.

The data for 2015-2016 reveal that of those seeking assistance

- 88% were male (123 people)
- 12% were female
- 17% were 30-34 years
- 14% were 25-29 years
- 11% were 40-44 years
- 14% identified as Aboriginal
- 41% diagnosed with a mental health condition (59 people)

The main reasons for seeking assistance were reported as housing crisis (11%), housing affordability stress (9%), unemployment (8.2%) and financial difficulties (8%).

Housing Services

HOUSING FOR MEN

One of St. Patrick’s largest programs is adult housing services. We operate eight different residences for adult men at different stages of housing need. These establishments provide vital links with St. Patrick’s broader support services for clients and offer clients safe, clean accommodation as well as an important sense of community.

David’s Journey

David (not his real name), a long-time lodger that recently moved out from housing services has been a role model for other clients and also has given back to St Patrick’s. David was on the streets, having had a difficult time and needed accommodation. He found accommodation with housing services at St Patrick’s. Over time he took on the role as head lodger, and became one of our most well-regarded and respected head lodgers. Always willing to help out, David had a way with lodgers when they needed help and also people skills when dealing with problems. He stayed on with St. Patrick’s as head lodger for over six years and we were sad to see him leave. He transitioned into independent accommodation on exit and represents a real life success story. David is notable not only for his contribution to the St. Patrick’s community, but also for his efforts in giving back to St Patrick’s by helping out with Fremantle Registry Week. He has since moved into his own Housing Authority unit, and still helps out in St Patrick’s when he can.

Hannick House

Hannick House is supported crisis accommodation program providing 11 single rooms for males 21 years and over who are homeless or at risk of homelessness. This is not only emergency accommodation but also a holistic program to assist residents to make important lifestyle changes. Clients participate in a 12 week program that supports them to move into more independent living arrangements.

Whilst participating in the program, clients are intensively case managed and referred to services such as financial counselling, AOD and specific counselling, Centrelink support, housing options through Housing Authority, Access and Foundation, Street Doctor, Alma Street and other psychiatric support. After 12 weeks, residents who successfully finish the program are referred to Housing Services for medium to longer term accommodation. During this support period, caseworkers have engaged with approximately 72 clients who are self-referred to the program. Incidences of client referrals form hospitals have increased particularly over the last 12 months. Approximately 30% of clients are walk-ins who have accessed the centre for alternative support and approximately 10% have been through the program before. Hannick House provides a welcoming, supportive atmosphere as clients build lives of greater independence, sustainability and fulfillment. Trust, harmony and cooperation are vital components of the support process and clients work closely with case workers to set and achieve goals. A large component of the program is currently focused on independent living where life skills, self care and management is taught and provided to all residents who have struggled.

Weekly group cooking classes are run weekly to encourage and teach clients to cook for themselves, make healthier choices and also better their physical health. Clients are encouraged to pick meals and run the group with support, giving them confidence and self-esteem.

The clients’ self-determination is paramount: nothing is done for the client but if they feel unable to carry out some of their planned actions alone, they will be supported.

Over 2015-2016, approximately 100 men completed the Hannick House program.
St. Patrick’s Annual Report 2015-16

Specialist Support Services

The average age for all individuals interviewed was 45 years. The youngest were two 23-year-old men, and the oldest was a 66-year-old man.

All youths (under 25) surveyed had been victims of violence while homeless.

Specialist support services are those services that target specific groups that are harder to reach or have complex lives making it more difficult for them to come in to access services. They target Aboriginal clients and rough sleepers, families in crisis, those people with mental illness transitioning back into the community and young homeless people. Each program has been tailored to work more effectively with these target groups so they can access services they need or transition successfully into stable accommodation.

These services include the Fremantle Families Crisis Accommodation Referral Service, Crossroads, Youth Place, Mental Health Housing Support, and Street to Home.

FREMANTLE FAMILIES CRISIS ACCOMMODATION REFERRAL SERVICE (FFCARS)

The FFCARS program works with families who are homeless or at risk of homelessness. Families are provided with 12 weeks of fully-supported crisis accommodation in one of two houses in the greater Fremantle area. Our case workers work intensively with families to address ongoing issues, connect them with services and source stable housing.

Over 2015/2016 the FFCARS program achieved all of its key performance indicator (service targets). Over the year, the case worker has worked with eight families who were referred from different agencies to the program. The number of male clients referred was three and female clients were five. During the year, there were 21 children involved in the program. There was one client from a culturally and linguistically diverse background and one family from an Aboriginal background. Over the year, eight families were supported with accommodation, six established public housing tenancies and two others established private rentals.

During the year the service continued strengthening networks with key stakeholders and linking clients to mainstream services for ongoing support. Some of the services that clients are linked to include Alma Street, Community First, Anglicare Tenancy Support Program, Centrelink, Fremantle Street Doctor, Home and Community Care Service (HACC) providers, Palmerston Association Inc, Strong Families, Fremantle Multicultural Centre, and the Department of Child Protection and Family Support (CPFS). Financial counselling clients were linked to Fremantle Community Legal Centre and alcohol and drug rehabilitation consumers were linked to Next Step or Palmerston.

While in the program clients receive intensive case management focusing on behaviour change on a weekly/fortnightly basis, support with budgeting, creating resumes, seeking employment, and referrals to specialised services for counselling and mental health. Many families struggle with the need for their children to attend school so support is given to link them into local schools and organise transfers from previous schools.

A key achievement for the team was successfully housing eight families who received intensive case management – six of these were housed with public housing while another two were housed with private rentals.
**Youth Place**

Youth Place is a partnership between St Patrick’s Community Support Centre and Youth Futures WA as part of the homelessness accommodation support workers initiative. The program provides medium to long-term accommodation for young people aged 15 to 25 years who are homeless or at risk of homelessness.

During July 2015 to June 2016, Youth Place:

- Housed 17 Families (of which 11 were single parent families, two were couples and three were couples with children),
- Assisted 15 clients during their second phase of the program where they are transitioned into the Housing Authorities housing program called FRESH
- Liaised with Anglicare to successfully secure long term housing for seven clients,
- Supported three clients who were successful in gaining employment; one being part-time whilst two landed full time employment.

**Michelle’s family…in safe hands**

Michelle (not her real name) is a mother of three children. She is originally from New Zealand, however her and her children moved to Australia because she was experiencing domestic violence issues. Once in Australia, Michelle gained a contract job in marketing, however this contract expired and this left Michelle unemployed. Michelle attempted to search for employment however she found it difficult to secure a job. With no money, Michelle could no longer afford rent and her family was evicted from their home. When Michelle made a self-referral to St. Patrick’s, she and her family had been living in her car for two months.

In her self-referral, Michelle explained that she made contact with other services prior to communicating with St. Patrick’s, however they did not support her because she was not receiving Centrelink benefits. Michelle was not entitled to Centrelink benefits because she was not an Australian citizen and she was only receiving Family Tax Benefit. St. Patrick’s supported Michelle and provided her and her family with accommodation.

Through her stay at St. Patrick’s, Michelle’s children started to attend school and she was referred to a budgeting service and job seeking service to assist with her needs. Michelle’s support worker was able to provide Michelle with a kitchen skill-training course that was organised by UnitingCare West. Her support worker, through negotiations with Salvation Army, was also able to secure Michelle and her family with a unit once they left St. Patrick’s.

**Karen and Tom…back on track**

When Karen* and Tom* were first assessed at Youth Place in February 2014, the family had been living with some of Karen’s family members in severely overcrowded and unhygienic conditions, sleeping on mattresses on the floors of bedrooms. Due to the overcrowding within the property often led to relationship conflict not only as a couple but with other family members. This resulted in Karen suffering from depression to the point where she was sometimes unable to function in her day to day duties. Karen also confided some health concerns to the worker regarding her son, Andrew* due to a lack of interaction with his brother, Toby*. Andrew self-reported anger issues due to his childhood history. Andrew said his mother and father were in and out of the prison system, and he had therefore been left in the care of his grandmother for most his childhood years.

Karen and Tom were both unemployed at the time of assessment and on limited Centrelink benefits. Tom had a limited work history and training qualifications, outstanding fines and no drivers licence. Karen was a stay at home mother with some financial issues.

Karen and Tom had had trouble finding accommodation through the usual agencies as the family lacked experience in managing a tenancy of their own. They maintained regular contact with Youth Place on a monthly basis in the hope of securing a property.

In October 2014, we were able to offer the family a three bedroom property through our program. In October 2015, the family secured long term housing through the Housing Authority in Mosman Park, where they have resided ever since.

*Not their real names*
Street to Home

The heart of the Street to Home (S2H) program works with rough sleepers to support clients to identify and address issues impacting on their lives with the ultimate outcome to house people in safe and secure long term affordable housing. The Street to Home team consists of two assertive outreach workers and a housing support worker. The S2H team assists both clients and casual contacts and in 2015-2016 was able to assist 73 clients.

Clients are not only assisted with accommodation but are also supported and assisted to link in with external services including but not limited to health services, alcohol or drug services, and a variety of support services.

The Mobile Clinical Outreach Team (MCOT) is an integral part of the Street to Home program, providing mental health support for clients who are not linked or able to access mainstream services. Approximately 50% of referrals forwarded to MCOT are from St Patricks.

MCOT provides support to 15 casual contacts on a daily basis. Casual contacts are provided support in a variety of ways inclusive of social support and the facilitation of appropriate external agency support. The assertive outreach team provides outreach services predominately in the greater Fremantle area, and when possible in the Cockburn, Kwinana and Rockingham areas. The Street to Home programme has successfully supported and housed over 30 clients through the National Partnership Agreement on Homelessness program with the continued support of the Housing Authority, Access Housing and Foundation Housing.

The Street to Home team continues to network and build good relationships with many support agencies, to name but a few - Strong Families, Walking alongside Families, Partners in Recovery, Access Housing and Foundation Housing, Alma Street mental health service, Freemantle Multicultural Centre.

The Street to Home team played a leading role in the success of the first Registry Week held in Fremantle alongside many support agencies. The team also participates and contributes to the 50 Lives, 50 Homes rough sleepers working group.

The CROSSROADS PROGRAM

The Crossroads program is led by St Patrick's and managed in partnership with 55 Central, who are based in Maylands. The service delivery model designed to work with rough sleepers is the first of its kind in Western Australia and is funded to provide a unique and innovative response towards tackling antisocial behaviour, alcohol and drug related harm for those who are homeless or at risk of homelessness in the Fremantle CBD, Perth CBD, and the Maylands commercial areas. The program involves significant client facing components employing three assertive outreach workers with one Aboriginal outreach health (AOH) project officer due to come on board in July 2016. The staff work with clients in their own environment including but not limited to parks, day centres and night shelters, providing vital provide harm reduction and support in a pragmatic manner that assists clients to link in with existing services, advocacy across health, housing and human services.

During the year the program has gone through a process of positive change and a new role has been created after lengthy planning between Crossroads staff and the management group. In particular, a new role of an Aboriginal health project officer was created. This role has been developed to address the health needs of those who are in the parks who have limited, or no contact with mainstream or Aboriginal health services in the metropolitan area.

Crossroads – along with the Street to Home Team – played a leading role in the success of this first Registry Week held in Fremantle, along with other support agencies. They are also a part of the 50 Lives / 50 Homes rough sleepers working group.

A new life for a grandmother

The Street to Home team met a 52 year old female who was homeless and had been couch surfing for many years, after fleeing domestic violence. She exhibited both physical and mental health issues. The client had experienced serious trauma over the past 20 years inclusive of physical and mental health abuse, with one son incarcerated and one daughter who had suicided.

The client was diagnosed with severe depression and anxiety coupled with post traumatic stress disorder. In the past the client had managed her depression and anxiety with alcohol misuse.

The loss of the client’s daughter had impacted on her greatly. It was paramount for the client to be housed independently to be able to maintain her relationship with her grandchildren. The client wanted to ensure her grandchildren remained with family and were not placed in care.

The Street to Home team advocated on behalf of the client to secure safe, long term affordable housing thus allowing her grandchildren to visit and have overnight stays, which is healing for both the client and grandchildren.

The client’s medical issues are now reviewed regularly by health professionals and the client continues to effectively use strategies to reduce alcohol misuse.

Snapshot data collected for January-June 2016:

- 93% of clients identified as Aboriginal and were from regional and remote areas of WA
- 79% reported their own drug use as a primary concern – alcohol was the primary drug of concern for the target group
C is a young woman from a remote community who frequented Wellington Square, Perth and was homeless. She didn't disclose her pregnancy until she was showing, at which point staff then registered her and looked at several maternal health support options. Her partner was incarcerated for domestic violence related offences against her. C was becoming increasingly vulnerable on the street; her mother had passed away a week before and she was emotionally vulnerable to alcohol and drug use at this difficult time. Consequently, a referral was made to Anawim Community Centre, where she was offered a room.

She went back up north for her mother’s funeral and on her return, the team worked with Anawim staff for support solutions. The team was asked to attend a case worker conference at the hospital to work with C to ensure a safe future for her child. C had a healthy birth and was transferred to a hostel that could cater for mothers with children. She has continued not to drink alcohol and still has the baby in her care as well as caring for her other daughter who had been living with relatives in their remote community.

Crossroads workers built a respectful rapport with C and continued to support her in maintaining a healthy lifestyle and linking in with all relevant supports so she can keep the children in her care.

**A stable life for Mum means better outcomes for the kids**

The Mental Health Support program assists people with severe, persistent mental illness who are homeless or at risk of homelessness, access and maintain long term stable accommodation and avoid homelessness. These clients are referred from specialist mental health units (Fremantle and Rockingham facilities) and are provided with support to live independently within the community. The program is part of the National Partnership Agreement on Homelessness.

During the year, the service continued strengthening networks with key stakeholders and linking consumers to mainstream services for ongoing support. The partnerships with the Housing Authority Fremantle and Kwinana were strengthened resulting in better housing outcomes for consumers.

**Over the year, 11 referrals from the Fremantle Hospital and Rockingham Hospital Mental Health services were accepted to the program. The numbers of male clients referred were 7 and female clients were 4. There were 3 clients from culturally and linguistically diverse backgrounds, one from an Aboriginal background and four families with children.**

**Treatment creates a more stable life**

A 45 year old single male with a severe persistent mental illness who was referred from the Fremantle Hospital Mental Health Inpatient Unit was supported to establish a Housing Authority tenancy. He has successfully maintained the tenancy for over 12 months with support. The consumer was homeless and living in a tent before he was hospitalised for his mental illness. The consumer has schizophrenia and is receiving treatment. He is on a Centrelink Disability Support Pension.

Working with the housing and mental health team, the consumer has made significant progress over the year. His condition is now well managed and he has secured stable housing and regular volunteer work with a local charity.

The consumer has also re-established relationships with his family who live interstate.
St Patrick’s is committed to working in partnership with other agencies to solve long term complex problems and to trial new initiatives and innovative programs. The Sisters’ Place is an early example of effective partnership whereby St Patrick’s took over the management of this important service at the request of the founding committee of religious orders who established it, whilst continuing to work in close collaboration with those founders around the operation of the service – allowing each of the partners to contribute in their areas of strength, to the benefit of the community and in particular vulnerable homeless women.

In a similar vein, we are very proud of the collective work undertaken with community, government, not-for-profit, philanthropic and business partners through the South West Metropolitan Partnership Forum, a collective impact model which is led by St Patrick’s. In part due to the strength of collaboration demonstrated by the Partnership Forum, a Family Support Network was also established in Fremantle by the Department for Child Protection and Family Support, which St Patrick’s also leads. This is an important service that was also established in Fremantle by the Department for Child Protection and Family Support Network, which St Patrick’s also leads. This is an important service that

**The Sisters’ Place**

“The Mission of The Sisters’ Place is to relieve suffering and bring hope through providing dignified night accommodation to temporarily homeless women.”

The Sisters’ Place provides a safe shelter for homeless women who are sleeping rough on the streets and in the parks of Fremantle. It is staffed by volunteers, a group of around 20 women who give their time out of concern for homeless women. The volunteers collect the women from Fremantle in the evening, settle them into the house and stay overnight with them. The women are able to enjoy the comforts of a home, use the facilities and most importantly enjoy a safe sleep away from the dangers of the street. In the morning the volunteers take the women to St Patrick’s Community Support Centre for breakfast. This arrangement provides a link into the support services provided at St Patrick’s. There are many other homeless people that sleep rough. So each evening the van is equipped with blankets and warm clothing that are distributed to homeless people in the streets.

This is the first full year that The Sisters’ Place has operated from new premises provided by the Housing Authority. It has provided a wonderful, comfortable place and many improvements for both the volunteers and our guests.

During 2015-16, 953 safe sleeps were provided to 71 women. This brings the total of safe sleeps provided since its inception to 6293. During this time 3075 blankets have been distributed to people sleeping rough.

**SOUTH WEST METROPOLITAN PARTNERSHIP FORUM**

The South West Metropolitan Partnership Forum (SWMPF) brings together individuals and organisations who are concerned about complex social issues in the local government areas of Fremantle, Melville, and Cockburn. The membership includes approximately 80 organisations, including not for profit organisations, government agencies (local, state and commonwealth), philanthropic organisations, business, and community members. The SWMPF is an example of a collective impact model, which aims to bring about large scale social change through a community driven collective approach. In practice the Partnership Forum members collaborate on four different projects, a collaborative place-based intervention in Davis Park, a vulnerable and at risk youth program, the coordination of wrap around services project, and a social planning project.

**Key highlights**

The SWMPF was excited to receive two Institute of Public Administration Australia (IPAA) Achievement Awards in 2016 for Best Practice in Collaboration between Government and Non-Government Organisation, and Innovation in the Not-for-Profit Sector. In October 2015, the SWMPF Think Tank was inaugurated to address systemic barriers that are impeding the delivery of a seamless service to clients with multiple needs. The think tank works to develop innovative strategies and recommendations to overcome these hurdles, drawing on the expertise of a broad range of SWMPF stakeholders.

**“I will never forget about all of you…”**

Excerpt from a letter received from a woman who sought shelter at The Sisters’ place:

“I just want to thank you for everything you did for me. Thank you for the welcoming me, looking after me, and making me comfortable, and also for the good advice you gave me every single night. I’m so blessed to have good people like you. The last 3 months we spent together is the best thing ever, the good laughs, the memories we share and even the words of encouragement. I’m going to miss you all so much, but remember this is not goodbye, this is see you later. God bless you all and God bless this lovely place. Love you all so much! I will never ever forget about all of you.”
Vulnerable and at risk young people project

The vulnerable and at risk young people project has partnered with Palmerston to run its resilience building program, and sessions have been held weekly at Caralee Community School and South Lake Primary School, with very positive feedback from the children and teachers. Activities included decorating a dedicated meeting place, painting murals, hip hop dancing, boxercise, touch rugby, basketball and even circus performing. Members of the Caralee Idea Hunterz (a targeted group of young people between 8 and 13 years from Caralee Community School) have been learning traditional Aboriginal dance at Willagee Community Centre, resulting in some of the boys performing at the Seniors Forum in Fremantle and at the opening of the Rottnest Swim in Cottesloe. Children have also participated in the after school homework program, at the Willagee Library, which has been a collaborative project between the City of Melville, Melville Senior High School, and Caralee Community School.

Future directions

The focus of the next year will be on consolidating the collective impact approach across the four project areas, improving communication and sharing of information across the membership, and addressing issues of financial sustainability.

FREMANTLE FAMILY SUPPORT NETWORK

The Fremantle Family Support Network (FFSN) is a new service to St Patrick’s and is based in the Cockburn Integrated health Service. Employing a small team of staff, it provides a common entry point assessment for families, children and young people and then helps them link to the support services they need. Since establishment the network has seventeen partner agencies involved who all work together to support families in the Fremantle, Melville and Cockburn areas.

The service started taking referrals in January this year and all children, young people up to the age of 25 and families residing in the Fremantle district are able to access the FFSN and can self refer, be referred by a partner agency or be referred by another agency or organisation to the network.

Alternatively, other agencies, health services or schools can refer clients. In its first 8 months of operation the network has provided services to 267 families and this has been increasing steadily. The team provide a ‘no wrong door’ policy and work hard to ensure the needs of families are met. From the data collected so far, 111 people self referred with the remainder being referred from external agencies. The reasons given for accessing services included domestic violence (18%), mental health (17%), general parenting issues (15.5%), and the need for family support (12%).

A recent call to the family highlighted that the family felt well supported by the services put in place. Mum advised that the FFSN was an "absolute life saver".

Future directions

The network is very excited to have recently recruited an Aboriginal community engagement officer who will work more closely with the Indigenous community to ensure vulnerable families have access to the support they need.

Early intervention – a family’s lifesaver

A local school referred a single mum with two sons aged nine and two years to the FFSN for support following a domestic violence incident that was impacting on the child’s behaviour in school. The family had previously lived in Queensland where they endured repeated family and domestic violence (FDV) from the father of the eldest child. The father was incarcerated as a perpetrator of FDV and as result enabled the family flee to Perth. However, the perpetrator was recently released from jail and followed the family to Perth where further incidents have taken place.

After meeting with mum, the family were referred to the Lucy Saw Centre for support in accessing family and domestic violence services. Staff at Lucy Saw were able to support the family in gaining a violence restraining order, securing their home, and provide counselling support to mum and her nine year old son and assist them to develop a safety plan to protect the family should further incidents occur.

Being new to Perth and also having a two year old son mum wanted some parenting support and was also keen to link in to local play groups and community services. FFSN referred the family to Meerilinga who will provide these services and support mum in implementing routines and boundaries for her young sons.

In addition to the above the FFSN were able to support the family’s application for free day care provision through Centrelink, enabling mum to take time to access the above support services and manage her own health and wellbeing.

A recent call to the family highlighted that the family felt well supported by the services put in place. Mum advised that the FFSN was an "absolute life saver".
Our generous regular donors have continued to give to support St Patrick’s work and we are pleased to have had a few new supporters come on board this year. The Fremantle community has really embraced the idea of giving locally and have got behind two fundraising events we held in March and May this year; the corporate bowling day and our Sleep Out Under the Stars event supported by Notre Dame University.

**Success stories**

- We raised $10,000 in our first-ever Sleep Out Under the Stars
- Christmas 2016 – we had a record 500 hampers donated
- We enjoyed great success attracting regular donors this year such as Pascoe’s Water and Gas who donate $1000 of groceries every month and some very generous individual donations that facilitated the establishment of our new oral health clinic

**Funders**

- Department of Child Protection and Family Support
- Department Social Services
- Lotterywest
- Australian government
- Department of Infrastructure and Regional Development
- One Healthy Community
- The Ian Potter Foundation
- Mental Health Commission
- Drug and Alcohol Office
- Department of Local Government & Communities

**Corporates/groups/supporters**

- Acteon
- ADEC
- ANFE Fremantle
- AOG Design
- Austal Pty Ltd
- Black Truffle
- Blossom Fine Foods
- Bread in Common
- Cattani
- Celeste Catering
- Centerlink Fremantle
- Coles Beeliar
- Collectables Society of WA
- Corpus Christi College
- Country Women’s Association
- Dalkeith Rotary Charitable Trust
- Dentsply
- DNA Kingston
- Emmanuel Catholic School Canteen
- Empire
- Food Not Bombs
- Food Rescue Fremantle Coffee Club
- Fremantle Workers Club
- Get Wet Ponds
- Henry Schein
- Holy Cross Church Hamilton Hill
- IGA Myaree, IGA Nedlands, IGA Swanbourne, IGA Cottesloe, IGA Mosman Park
- Iona Presentation College
- Kerman Charitable Foundation
- Knit and Natter Group at Regents
- Lions Club of Fremantle
- Lions Club of Jandakot Lakes
- Mediterranean Shipping Company
- National Dental Foundation
- Oz Harvest
- Pascoe’s Water and Gas
- Pasta Addiction
- Patrick Stevedores
- Peaches
- Perth Homeless Support Group
- Peter McKiernan through PMCK Associates
- Pirate - Antics of Mutiny
- Presbyterian Ladies College
- Rawsome
- Richards Gourmet Sandwiches
- Rocks Mosman Pharmacy
- Santa Maria College
- Scotch College
- Secondbite
- Seton Catholic College
- Shelter

**OUR GRATEFUL THANKS TO THE FOLLOWING FUNDERS, CORPORATE PARTNERS AND DONORS**

- IGA Myaree, IGA Nedlands, IGA Swanbourne, IGA Cottesloe, IGA Mosman Park
- Iona Presentation College
- Kerman Charitable Foundation
- Knit and Natter Group at Regents
- Lions Club of Fremantle
- Lions Club of Jandakot Lakes
- Mediterranean Shipping Company
- National Dental Foundation
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- Scotch College
- Secondbite
- Seton Catholic College
- Shelter
Total revenue for the 2015-16 financial year was $4,696,274. The net position at the end of the financial year was $328,371, this is slightly lower than the previous year. However, the organisation still retains a healthy financial position with $2,420,180 in total equity being carried forward with 89% of retained earnings held in cash or receivables.

The main revenue is from State government grants followed by rental income. Our staffing and direct material costs make up the bulk of St Patrick’s expenditure with administration costs accounting for only 7% of total spending.
At St Patrick’s we work to build a community where all people can live secure and independent lives. Our mission is to actively engage with disadvantaged and vulnerable people - providing sustenance, accommodation and support services that enable and empower them to live independent lives and reach their potential.