



**St Pat's**

St Patrick's  
Community  
Support Centre



# Annual Report

2024

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An architect's render of St Pat's new Engagement Hub on Beach Street, which is set to open in 2025.

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# Our Vision, Mission and Values

## Our Vision

A community where people live securely and reach their potential

## Our Mission

To lead bold action in our community to reach our ultimate goal to end chronic homelessness

## Our Values

**Leadership**

Enabling our people to take bold action to address complex social issues.

**Dignity**

People feel respected and empowered.

**Justice**

Everyone is treated equitably, with honesty and fairness.

**Hospitality**

People feel welcome, secure and valued.

## Acknowledgment of Country

St Patrick's Community Support Centre acknowledges the Wadjuk and Bindjareb people as the traditional owners of Noongar Boodja, the land on which we live and work.

We recognize their ongoing connection to these beautiful lands and waters and acknowledge that sovereignty was never ceded.

We pay our respects to Elders past and present and extend that respect to all First Nations people who work with us and seek support from our service.





# St Patrick's Community Support Centre

St Pat's is a not-for-profit specialist homelessness support service and community housing provider which has been working side-by-side with vulnerable people in the south metropolitan region of Perth for more than 50 years.

To achieve our mission to end chronic homelessness we work in partnership with government and human service agencies, businesses and the broader community to provide a range of place-based supports. Our services and programs are designed to break the cycle of poverty and disadvantage and include housing, specialist supports and services, health care, crisis intervention, emergency relief and social inclusion activities.

Our collaborative, integrated and person-centric approach allows us to be there for people at every stage of their journey out of homelessness.

## Our Reach

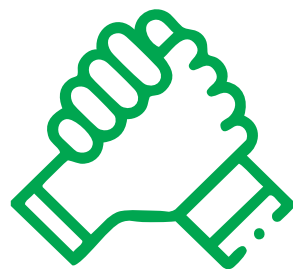
St Pat's provides a mix of place-based specialist support services, healthcare, intensive case management and mobile outreach so we can meet people where they are on their journey.

We also lead the HEART consortium, a rapid, mobile outreach program which covers all of Perth's metropolitan region. HEART is delivered in partnership with the Department of Communities, Uniting WA, Indigo Junction and Wungening Aboriginal Corporation (up to June 2024).

St Pat's provides a mix of community and social housing options in the greater Fremantle area for individuals, families and young people.



# 2024 by the numbers



1,500+

People received support



534

People housed in St Pat's accommodation

52%

Identified as men

40%

Identified as Aboriginal and/or Torres Strait Islander

1%

Identified as non-binary

47%

Identified as women

## Our Impact

St Pat's implemented an Impact Measurement Plan in 2022, to help us better understand the difference our services and programs are having on people's lives.

To measure our impact St Pat's collates data and feedback and conducts annual surveys with our clients, residents, staff and external stakeholders.



### Our Key Benchmarks

Despite a challenging year with increased demand for our services, we continued to perform well against our benchmarks.

- St Pat's contributes to people having the practical resources and personal skills they need to successfully manage their lives.
- St Pat's contributes to creating a community where people are well - physically, spiritually and mentally.
- St Pat's fosters people's participation in, contribution to, and value by the community.

### Key findings from our FY24 Impact

#### What our clients said:

- Safe, affordable housing is a growing concern among people accessing support when compared to the previous year
- There is increasing difficulty in finding the right kind of supports to suit people's different circumstances
- The majority of people felt St Pat's were able to connect them to appropriate supports, in a reasonable timeframe, or support them in accessing help via other providers
- Most people said St Pat's helped connect them with activities that were meaningful to them

#### What our staff said:

- It has been increasingly difficult to find safe and affordable accommodation for people seeking assistance
- More staff reported difficulty finding the right kind of service to suit people's unique situations
- The vast majority of staff felt that St Pat's valued their opinion and said they were treated with dignity and respect

#### What our partners and external stakeholders said:

- St Pat's maintained a high rating from external stakeholders who all reported we are doing a good job of providing services and supports to clients and we play a valuable role in the social service system.





St Pat's Senior Leadership Team



# CEO Report



By Michael Piu Chief Executive Officer

**As CEO, I have immense pride in our team and how they continue to deliver high quality housing and support to vulnerable people.**

We have strengthened our collaborative ways of working, embarked on new partnerships and remained bold, brave and responsive to the emerging needs of our community.

In September, St Pat's expanded our services in Perth's southern corridor, partnering with the City of Kwinana on a new assertive outreach service. Underpinned by the HEART framework, which has proven so effective in engaging with people experiencing rough sleeping across the metropolitan region, the team have already achieved astounding outcomes for people experiencing chronic homelessness.

We also officially launched our Djenabidet Kalleep Aboriginal support service, which has gone from strength to strength and helped to embed cultural safety and lived experience

across our organization. These learnings are being shared outside St Pat's, including at the annual Western Australian District Court Judges' Conference, and at the Australian Homelessness Conference 2024.

This year also represented an opportunity for St Pat's to consolidate the rapid growth our organization has experienced in the past few years, with a focus on building the capacity and capability of our organisation to meet the seemingly intractable challenges facing our community. This included the creation of two new positions; the appointment of a Philanthropy and Fundraising Manager, to build on our efforts to better connect with and develop our supporter base, and a Director of Housing, to oversee the delivery of our Housing Growth Plan.

St Pat's vision is to create a community where people can live securely, in safe, appropriate housing, and to support this we will continue our vital work to grow and diversify our housing stock.

For the FY25 our focus will be on St Pat's Redevelopment, the biggest project in our 50-year history, as well as the implementation of our new service model. As we enter this new chapter, I am excited about the opportunities it will bring for St Pat's, our team, the homes and services we provide and the people we support and I can't wait to walk with them on this journey.



Nicola Forrest AO and the team from Minderoo Foundation visited St Pat's in June. Minderoo are a Leadership Partner in St Pat's Redevelopment project.





Dr Pat Colgan at the Fremantle Long Table Dinner in November.

## Chairperson's Report



Dr Pat Colgan  
Chairperson

**Greetings from St Patrick's Community Support Centre. It is hard to believe another year has passed by, but as it has been so eventful we did truly need each and every day.**

At the close of financial year 22/23 we took-up an ambitious financial challenge; to raise \$22m over 23/24 to enable the major redevelopment of our "home" site. This was essential to meet growing demand and create modern facilities that will greatly enhance our client's well-being and an enduring escape from homelessness.

With the tireless input of our hardworking staff and enthusiastic volunteers, the support of our Patron the Hon Wayne Martin KC and

the palpable commitment of our Committee Chair, Mr. Leo Crohan and a formidable list of Contributors —We Made It!

It is appropriate to share with you our major benefactors.

Our Principal Partner was clearly the State Government of WA. Not only with most generous financial support but the enthusiasm of the Minister, the Hon John Carey MLA, truly encouraged and drove our effort to succeed.

Major Donors included the Minderoo Foundation, Lotterywest, The Congregations of the Sisters of St. John of God and Presentation Sisters, Anonymous Keystone Partners, The McCusker Charitable Foundation, Richard Lockwood, the Osboine Family, Sea Corporation Pty Ltd, The Catholic Women's League of Western Australia Inc, The Leeuwin Estate Charitable Foundation, the Ungar family and many Anonymous Benefactors and Fellows.

With the finances secure and Development Approval in hand, St Pat's opened the new year with a new Development Committee of industry experts to smooth the path to selecting partners for the exciting task of preparing the site and executing the redevelopment.

Throughout all of this, delivery of essential services continued unabated, new staff and leadership employed, new strategies were decided and expansion in our outreach provinces of Rockingham and Mandurah was enabled by improved funding for staff and premises.

With all these positive changes, we also had to farewell two stalwarts.

Our Parish Priest and Board President, Fr. John Sebastian OMI, was transferred to a new parish in South Australia. Loathe to see him depart, we sincerely thanked him and wished him well, as we welcomed his replacement Fr Meno Basti OMI.

With all the challenges facing him in the new parish, Fr. Basti embraced his role with St Pat's and quickly grasped the importance of our outreach to people experiencing homelessness and disadvantage.

Adding to that, we farewelled Mr. David McLean, a mainstay of the Board for many years. David joined the Board as a link to that other great Catholic institution in Fremantle- the University of Notre Dame Australia- and later remained with us even though his daily work took him to more distant climes. We miss you David and thank you for wise counsel over so many years.

The Board has been very fortunate to appoint Mr. Nic Osboine. Nic is a resident of Fremantle and comes from a family already very supportive of St Pat's and indeed, Nic was generously serving on the strategic new Development Committee when we poached him for the Board. He brings valuable industry expertise to our skill set.

I wish to thank Michael Piu our CEO for his continued global oversight of the people, governance, finances and culture of St. Pat's while steadfastly working to improve the service to our clients and our status within the Community and Sector.

To our executive, managers and staff I thank you for your loyalty, hard work and compassion for your patrons. You are an extraordinary bunch.

Volunteers!! All praise and thanks to you, for without your generosity, commitment and damn hard work we could not get it done. So please stay with us and continue to support those amongst us that need you.

And so once again to all our supporters and on behalf of our clients a heartfelt and genuine Thank You!

## Board Members

**We wish to thank the following Board Members for their professionalism, contributions, and support throughout 2023-2024**

**Fr Meno Basti OMI**  
President (Parish Priest)

**Dr Patrick Colgan AM**  
Chairperson

**Danielle Cattalini**  
Board Member

**David McLean**  
Board Member

**Emily Townsend**  
Board Member

**Lisa Yensch**  
Board Member





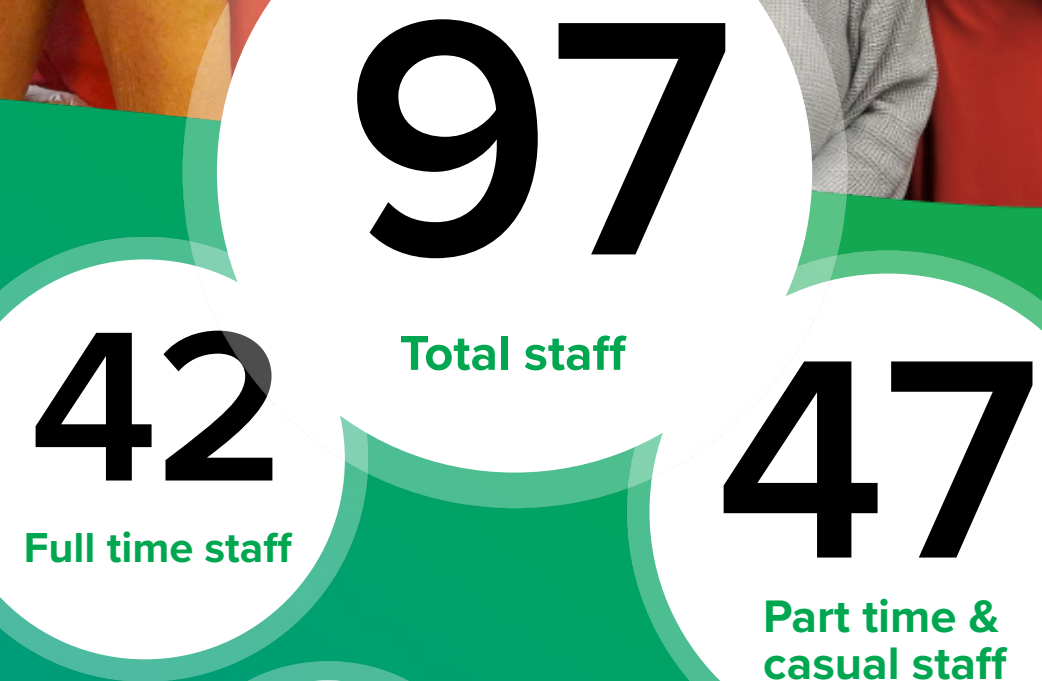
# Our People

**This year St Pat's continued to prioritise building a strong organisational culture. Leadership programs were rolled out to managers, team leaders and frontline staff to support us in building a strong and resilient workforce.**

As the organisation grew, we strengthened our internal support for staff with the creation of a People and Culture Advisor role. We also created a new Fundraising and Philanthropy team and appointed our first Director of Housing to oversee the growth of our housing portfolio.

During FY2024, St Pat's made significant strides in enhancing the capacity and capability of both our staff and systems. Key initiatives included

- Research and analysis phase of a customised Client Relationship Management System (CRM)
- identifying and selecting a new financial management system aligned to the organisations growth
- Transitioning to SharePoint, supporting our document management, team collaboration and communication across the organisation,
- and a comprehensive review of our housing policies and procedures aligned to current best practice.







Corporate Services Support Officer Jaron Green was recognised for his work at the Not-for-Profit Technology Awards in May

# Celebrating our Volunteers

The work we do wouldn't be possible without our volunteers.

From preparing meals to providing health care, they dedicate their time and energy to helping us deliver vital services and support to their fellow community members.

In the FY24 our volunteers contributed about \$652 613.75 in value to our organisation across these key areas:

- Health Clinic
- Oral Health Clinic
- Day Centre Reception
- Day Centre Kitchen
- Donations Depot
- Community Store
- Op Shop



## Client Resident Pathways Project

St Pat's Client and Resident Pathway Project (CRPP) was a 12-month initiative funded by Volunteering WA.

The CRPP was a targeted program for St Pat's service-users, clients and residents, who had the potential and desire to volunteer but lacked the confidence, skills and support needed to enter our generalist volunteer program.

With a focus on empowering people through choice, flexibility and ongoing support, the program successfully supported people to becoming Volunteer-ready.

CRPP helped our organization identify and overcome those barriers which might prevent people from volunteering, including long-term unemployment, poor mental health and/or discrimination due to previous incarceration, all factors that reduce opportunities and confidence to enter traditional volunteering or work pathways.

# Awards

The outstanding work of our team was recognised through a number of awards this financial year, including individual gongs for staff who've demonstrated excellence in their field.

St Pat's Corporate Services Support Officer Jaron Green was awarded Best Accidental IT Person in Australia at the Not-for-Profit Technology Awards in May.

The award recognises a volunteer or staff member who has positively impacted the lives of others by taking responsibility for their organisation's IT system, despite it not originally being a formal part of their role.

It was the culmination of a journey for Jaron, who has transitioned from being a client and resident at St Pat's to managing our in-house IT systems.

On receiving his award, Jaron said he felt "like Cinderella".

"I want to thank everyone at St Pat's but mostly my manager who plucked me out of obscurity and gave me an opportunity," he said.

"They're [St Pat's are] my family and I hope to do more in the future. This is awesome!"



Djenabidet Kalleep's Pauline Boscato and Brett Goring with St Pat's CEO Michael Piu and COO Traci Cascioli at the NAIDOC Perth Awards

St Pat's Djenabidet Kalleep team were recognised as Runner Up for Program of the Year at The NAIDOC Perth Awards 2024.

This was an extraordinary achievement for a new program which was only officially launched in October of 2023.

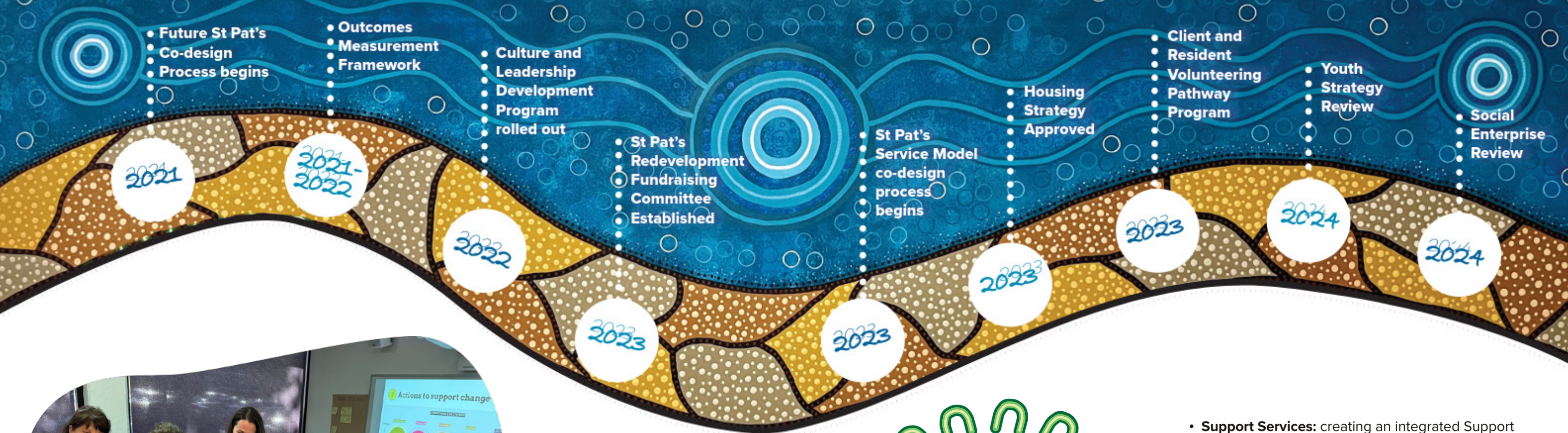
St Pat's Oral Health Clinic, Palmerston Association and Prof Lisa Wood from the University of Notre Dame received national recognition for the Palmerston Oral Health Program.

Delivered by volunteer dentist Dr Richard Slattery, the program was awarded the 2023 Excellence in Research and Evaluation: Therapeutic Community Research Award by the Australasian Therapeutic Communities Association for providing free dental care to more than 80% of residents at one of Palmerston's residential rehabilitation facilities.



Volunteers from CIVMEC served more than 100 lunches and desserts at our Christmas Party.





## Service Design

In 2021, St Pat's embarked on a journey to imagine a future for our organisation, then design and implement a service model which would help us deliver on that vision.

This initial work included focus groups, seeking the best forward-looking practices, whole-of-staff workshops and engagement with clients. The project resulted in recommended design principles, strategic service design of four key initiatives and an indicative roadmap for achieving these.

Building on the work of this initiative, St Pat's Strategic Service Design project was developed in the FY22 over a six month period, working with an internal design team with support from an external agency, Innovation Unit, using a co-design process involving staff, clients, volunteers and the leadership of St Pat's.



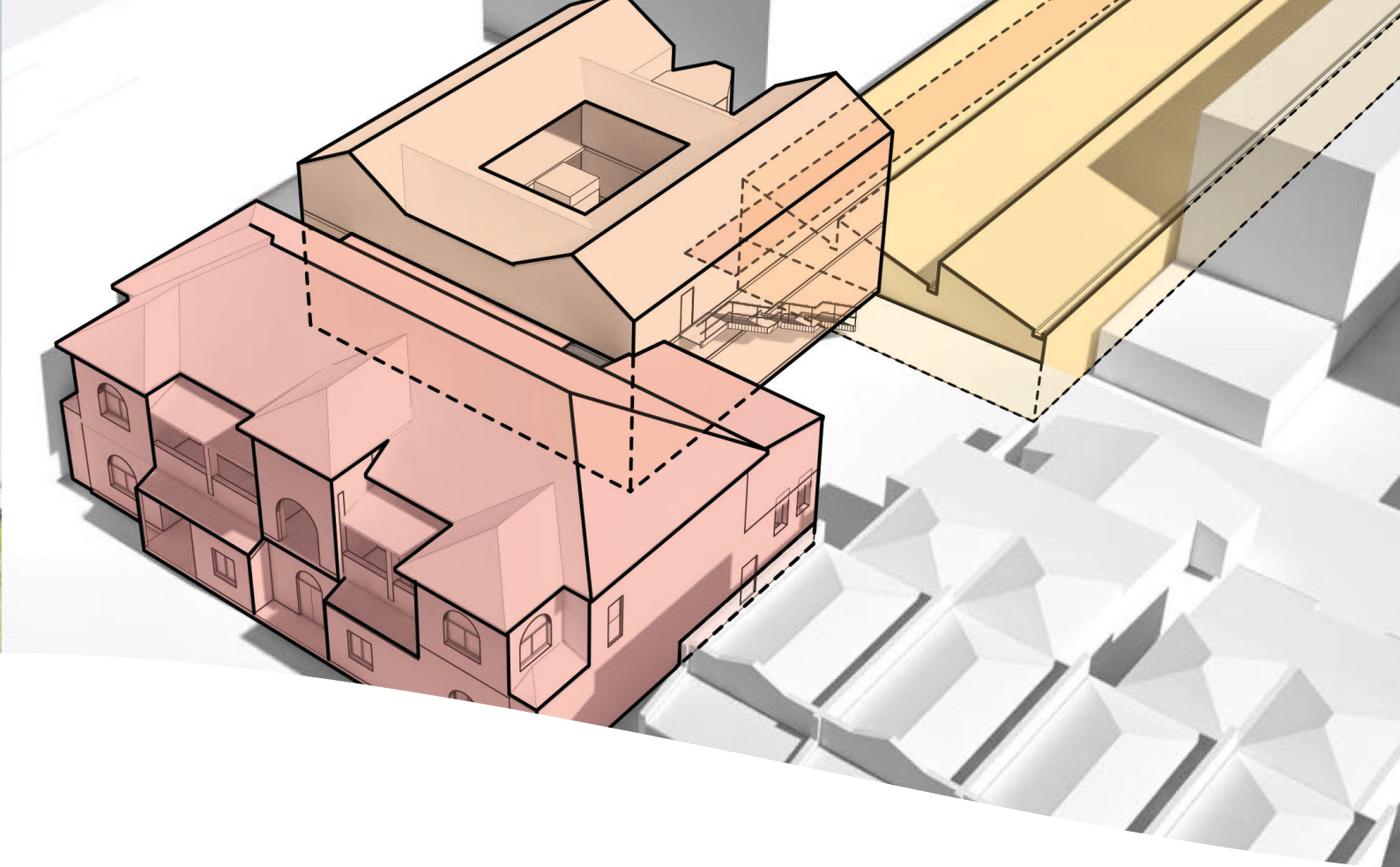
### In the FY 2023-2024

St Pat's worked with Innovation Unit to develop its service delivery model, with implementation teams formed from among our staff to progress work aligned to the following four pillars:

- **Support Services:** creating an integrated Support Services model structured not by how they are funded but how they might best work for the people we support, with an emphasis on place-based approaches and practice excellence
- **Aboriginal Services:** continued focus on developing high quality Aboriginal Support Services, including embedding Aboriginal Leadership across St Pat's, and strengthening St Pat's internal advisory groups to build culturally secure service delivery
- **Lived Experience:** implementing a strategy to better support and develop St Pat's Lived Experience workforce
- **Housing First Outreach:** combining St Pat's diverse outreach services into integrated teams utilising Housing First principles, following clients from their time on street, to securing housing and making a good life
- **Transforming Housing:** focusing St Pat's housing provision to fill the greatest sector gap: housing designed for the needs of people exiting chronic homelessness

In the Financial Year 2024, many of these plans were put into practice across the organisation and we were able to see our vision become a reality.





# St Pat's Redevelopment

**In July 2023 we set ourselves the ambitious target of raising \$22 million to commence the build-phase of a new Engagement Hub and housing for people experiencing homelessness, by the end of the financial year.**

This project, which has been more than a decade in the making, will see us transform our Queen Victoria and Beach Street properties in Fremantle into a purpose-built Engagement Hub, 28 new one-bedroom apartments and sensitively rejuvenate our heritage-listed building into a staff Collaboration Hub.

## Our Partners

St Pat's is very proud to acknowledge our Redevelopment Project Major Partners:

### Principal Partner

- Government of Western Australia

### Leadership Partners

- Minderoo Foundation
- Lotterywest
- Congregation of the Sisters of St. John of God

### Keystone Partners

- The Congregation of the Presentation Sisters (WA) Incorporated
- Anonymous

### Ambassadors

- The McCusker Charitable Foundation
- Richard Lockwood

### Benefactors

- Osboine Family
- Sea Corporation Pty Ltd
- Anonymous (1)

### Fellows

- The Catholic Women's League of Western Australia Inc
- The Leeuwin Estate Charitable Foundation
- Anonymous (2)

### Donors

- Mr P Collins
- The Churack Family
- Mr A and Mrs R Cowden
- Mr M Beech
- Mr A Mostyn
- Anonymous (2)

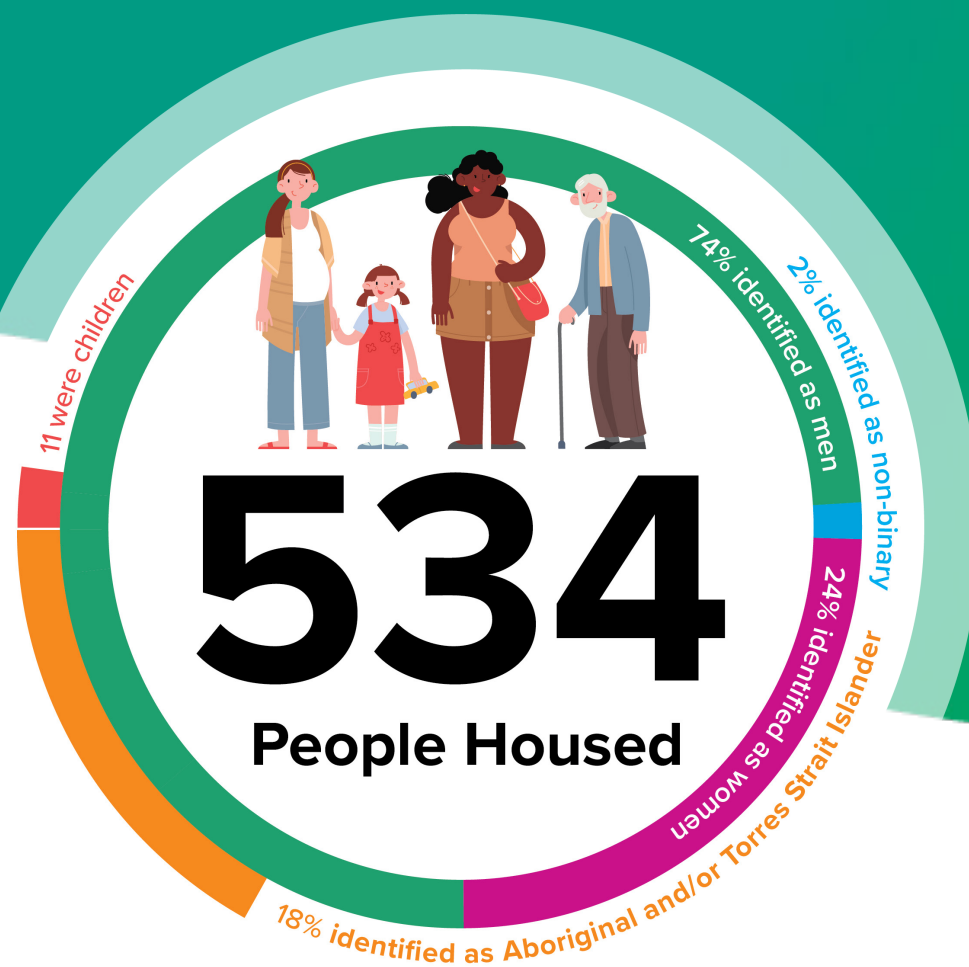
**In the first half of 2025, St Pat's aims to commence construction of the new Engagement Hub.**

## Next Steps

**St Pat's is focused on raising the remaining funds to fit out our new Engagement Hub, including provisions for a second dental chair and furnishings.**

Once work on the new Engagement Hub is complete, we will begin work on the 28 apartments and the transformation of our Queen Victoria Street building into the base for our service delivery and staff .





Residents at Hampton Road taking part in a pottery-making session. St Pat's provides health and wellbeing activities including visiting services, which residents can access.

# St Pat's Housing

We have a vision to grow the number of safe, appropriate homes we provide to better support people to successfully exit homelessness and thrive.

## Director of Housing

In the FY24, St Pat's appointed its first Director of Housing, Cynara Miles, to drive the implementation of St Pat's Housing Strategy including identifying opportunities to diversify our portfolio of high-quality housing options to meet people's changing needs.



## St Pat's Housing Strategy 2023-2028

### Objective 1



#### Increase the stock of housing

In the FY24, we continued our work to boost our housing stock through new builds and increased access to existing housing. We are also progressing with our development to build 2-bed townhouses for single-parent families in Kwinana as well as the St Pat's Redevelopment, which will include 28 new apartments in Fremantle.

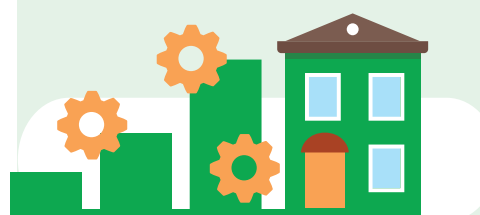
### Objective 2



#### Build a diversity of housing types to meet people's needs

In late 2023 we began an evaluation of our existing housing stock and have been scoping the changing housing needs of people exiting homelessness through tenant surveys, mapping trends using data from internal and external sources, including the By-Name-List and housing wait lists, and by consulting with our sector partners and people with lived experience.

### Objective 3



#### Develop operational and organisational capacity, capability and systems

We've been investing in our staff through training and development, to ensure we have the right skills to manage a diversified housing portfolio, and undertook a review of our systems, processes, policies and procedures.





Support Services Manager Kim Rawson and Engagement and Inclusion Manager Tania Payne contribute to overseeing St Pat's range of homelessness services for people experiencing rough sleeping and chronic homelessness.

# St Pat's Homelessness Services

Led by St Pat's Chief Operating Officer, Traci Cascioli, St Pat's Homelessness Services engage with people experiencing, or at risk of homelessness, through a mix of place-based supports, crisis intervention, assertive outreach and intensive case management.

In the FY24, our teams reached out across the Perth metropolitan region in response to an increasing number of people in outer suburbs experiencing homelessness, as a lack of affordable housing pushes people further out of urban centers.

We also continued to see a high number of working families, people over 55 and women accessing our services driven by cost-of-living pressures, family and domestic violence and a lack of affordable housing.

## Engagement Hub

Our Engagement Hub, aka the Day Centre, is run by a highly skilled team overseen by our Engagement and Inclusion Manager, Tania Payne. It plays a vital role in community engagement and inclusion.

Located in Fremantle, it is where people at risk of, or experiencing, homelessness, can access holistic, integrated supports including:

- Freshly prepared meals
- Showers and toiletries
- Allied Health Care
- Oral Health Care
- Emergency Relief
- Social Engagement Activities

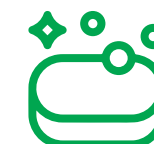
In the FY24, the Day Centre provided



19,860  
Meals



1,400+  
Emergency  
Appointments



5,223  
Showers &  
Toiletries



610  
Dental  
Appointments



2,300+  
Health  
Appointments

Volunteer Greg in the kitchen, stirring up something delicious for lunch.





# Highlights

July 2023 to June 2024

## Oral Health Program

St Pat's Oral Health Clinic has been working in partnership with Palmerston Association to deliver oral health care to residents of The Farm, Palmerston's residential AOD rehabilitation program.

Between June 1st 2022 and May 31st 2024, a total of 64 sessions were held at St Pat's Oral Health Clinic, providing 81 people with an estimated \$107,972 in pro-bono dental treatments.

Delivered by volunteer dentist Dr Richard Slattery and evaluated by Prof Lisa Wood at the University of Notre Dame Australia, the program was awarded the 2023 Excellence in Research and Evaluation: Therapeutic Community Research Award by the Australasian Therapeutic Communities Association.

## Aboriginal Justice Open Days

St Pat's hosted the Department of Justice WA's Aboriginal Justice Open Days at our Day Centre.

These open days provide a one-stop shop for people to access support for everything from obtaining proof of ID and birth certificates to learner's permits, fines help & legal advice, job skills, registering to vote and more.

More than 120 people were assisted by the open days this financial year.



Dr Richard Slattery treating a patient at St Pat's Oral Health Clinic.

The Hon John Carey MLA with our team in April.

The Department of Justice's Aboriginal Justice Open Days were a resounding success.

## Funding Boost for homelessness services

St Pat's hosted the Hon John Carey MLA, Minister for Planning; Lands; Housing; Homelessness, for the announcement of a major funding boost to 120 key homelessness services.

This increase assisted frontline services to better-meet demand and deliver essential support to people experiencing homelessness.

As a result, St Pat's was able to expand our Housing First Housing Initiative team in the southern corridor.

## Library Connect

St Pat's Library Connect Program was launched in 2020 in response to the changing needs of our community.

Delivered in partnership with the City of Fremantle, Library Connect embeds a qualified support worker within the accessible, safe and welcoming space of the Fremantle Library, providing an avenue of support for people who may be uncomfortable accessing help through traditional welfare pathways.

The first two years of the program were independently evaluated by researchers from the University of Western Australian and the University of Notre Dame Australia.

It found that 64% of people were reaching out for help from Fremantle community services for the first time.





St Pat's has partnered with the City of Kwinana to provide HEART outreach to people experiencing rough sleeping in the Kwinana region. The Member for Kwinana, Premier Roger Cook MLA, was on hand to help us open our new office in September.



# Support Services

Over the past few years, St Pat's Support Services have grown rapidly, in size and reach, to flexibly respond to needs in the community.

Led by our Support Services Manager, Kim Rawson, the team includes:

- Place-based interventions
- Brief interventions including rapid, mobile assertive outreach for rough sleepers
- Longer term support and case management
- Housing and Accommodation Support, to help people maintain their housing
- Specialist services including mental health and youth supports, for young people aged between 15 and 25

St Pat's partnered with the City of Kwinana to provide assertive outreach support to people experiencing rough sleeping, with the member for Kwinana, Premier Roger Cook MLA, opening our new office in Kwinana in September 2023.

St Pat's is also continuing to invest in support for people in the Rockingham and Mandurah regions, with the creation of our Southern Corridor Team.

Encompassing assertive outreach, Housing First Support and Aboriginal Support Services, the team is led by our Southern Corridor Team Leader, Natalie Graham.

We also continued building the capacity and capability of our teams, including a review of our youth homelessness services.

## HASP

The Housing Accommodation Support Program works alongside our housing team to make sure people have the right supports in place to maintain their tenancies.

## HEART

The Homeless Engagement Assessment Response Team is a rapid, intensive assertive outreach service which responds to rough sleeping hotspots across metropolitan Perth. Led by St Pat's, it is delivered in partnership with the Department of Communities, Uniting WA, Indigo Junction and Wungening Aboriginal Corporation (up to June 30th 2024).

## HFHI

The Housing First Housing Initiative is a coordinated, flexible response to people experiencing homelessness. With teams in Perth, led by Ruah Community Services, and the south metropolitan corridor, led by St Pat's, its focus is on supporting people to obtain and maintain housing.

## MHHSP

The Mental Health Housing Support Program helps people transitioning from mental health facilities in Fremantle and Rockingham to rebuild their lives.

## Southern Corridor

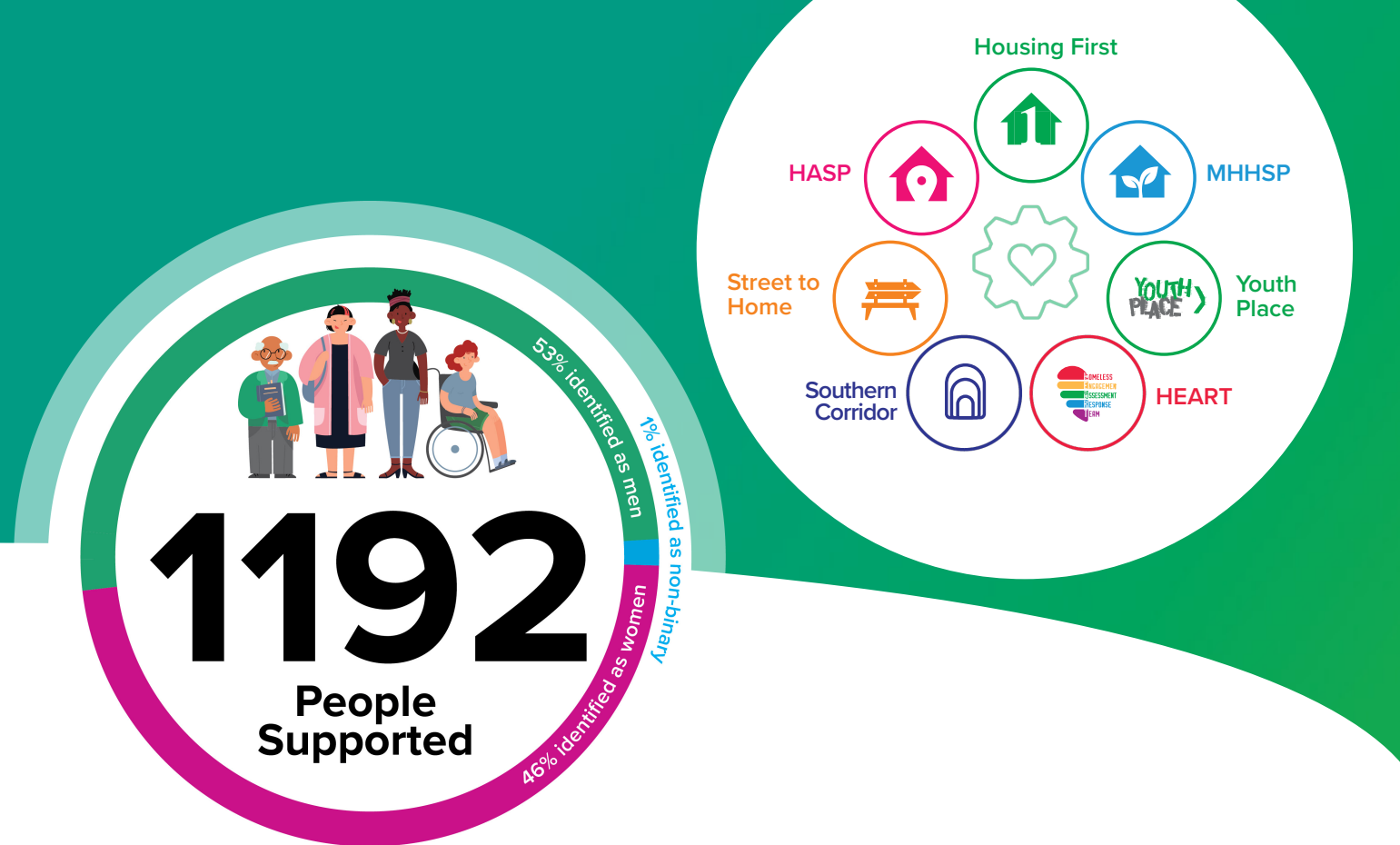
St Pat's Southern Corridor team provides assertive outreach and Housing First case management support to people experiencing homelessness in Rockingham and Mandurah.

## Street to Home

Street to Home is an integrated support service for people experiencing rough sleeping in and around Fremantle.

## Youth Place

Our Youth Place program assists young people aged 15 to 25 facing homelessness with housing and ongoing case management.







Palmerston's AOD Outreach Worker Sebastian has become an invaluable part of St Pat's Street to Home team.

## Two Agencies, One Team

In March 2023, St Pat's proudly partnered with Palmerston Association to establish a new Alcohol and Other Drug Outreach Program, to better-support people experiencing homelessness to address their AOD-use.

Accidental AOD-overdose or poisoning is the leading cause of death for people rough sleeping, but there are significant barriers which prevent people from accessing support via traditional services. Conversely, AOD-use can impact people's ability to obtain, and maintain, housing, further entrenching people in homelessness.

The AOD Outreach Program embeds an experienced worker from Palmerston within St Pat's Street to Home Team, to deliver low-barrier, flexible and person-centred AOD support and counselling to people rough sleeping. Clients can self-refer, drop-in to St Pat's Engagement Hub or be referred by other services.

Taking a "two-agencies, one team" approach to service delivery, the program integrates the specialist knowledge and expertise of both organisations.

In its first year, the program has highlighted the critical need for brief interventions in helping people tackle AOD-use, in particular its success in relapse-prevention. Clients can reach out for help in the moment, in a way which is safe, not intimidating and removes the pressure of commitment.



## Youth Strategy

St Pat's Youth Place program, a partnership with Youth Futures, continued to experience concerning numbers of young people needed Emergency Relief and Housing Support.

St Pat's teamed up with the Imagined Futures collective impact partnership to commission a Regional Snapshot to help build a better understanding about the profile of young people, including at risk young people, in the local government areas of Cockburn, Melville and Fremantle.

Conducted by Pauline Logan Consulting, the Regional Snapshot provided insights into the issues, needs, responses and emerging initiatives and drew on demographic information, research and consultations by YACWA for the City of Cockburn, City of Fremantle and City of Melville to inform their respective Youth Strategies.

St Pat's is using the Regional Snapshot to ensure that our Youth Place program meets the increasing needs of young people experiencing homelessness, hardship and disadvantage in our region.



## Sally's Story

When St Pat's met Sally and her two young children, they were living in a shed on a friend's property.

Sally had just been discharged from hospital, where she had received treatment for complex mental health issues including Post Traumatic Stress Disorder. Like many people dealing with long-term mental health challenges Sally had turned to substance use to cope, but with the right treatment plan in place she was determined to build a better life for herself and her children. She just needed a little help.

With St Pat's support, the family were able to move into transitional housing where Sally worked hard to get their lives back on track. And a few months later, we were able to help her secure a long-term home with the Department of Communities.

Finally able to breathe, and with her children happy and healthy, Sally was able to access more of the support she needed to help her maintain her health and housing long-term, and set and achieve some personal goals of her own, including returning to study.

Sally recently let us know that she's graduated with an honours degree in psychology. She is determined to use her knowledge and experience to help and support other people who may be doing it tough in our community.





# Djenabidet Kalleep

We were proud to officially launch the Djenabidet Kalleep (Footpath Home) service in October 2023.

An Aboriginal Support Service led and delivered by mob, for mob, the team provides culturally appropriate support with an emphasis on safety, truth-telling and shared lived experience.

Djenabidet Kalleep was designed from the ground up, with guidance from First Nation's staff, people with lived experience and St Pat's Aboriginal Reference Group of Elders from our community. It provides outreach, lived-experience peer navigation and culturally appropriate and specific health connections to improve outcomes for Aboriginal people in our community experiencing homelessness across the south metropolitan region.



## The Djenabidet Kalleep logo was created by artist Turid Calgaret

“The feet at the centre of this story symbolizes one’s journey through life, which is the focus of Djenabidet Kalleep.

The brown and blue wavy lines around the feet are journey lines, with the dots representing chaos that surround the journey.

The big green circle and dots represents the St Pat’s Community Support Centre and the outer ring are the Djenabidet Kalleep team who sit, yarn and guide our mob who need assistance,”

Turid.

## Try, Test and Learn

The Future St Pat’s work identified a desire from our staff and service-users for lived experience volunteering and employment pathways.

### Peer Navigators

Djenabidet Kalleep’s Aboriginal Peer Navigators are the first lived experience-specific positions at St Pat’s. Our learnings from this position are helping to inform the development of St Pat’s Lived Experience Framework and have already improved our capacity to understand the challenges, and strengths, of the people we support.

“When people walk through the door, they can see, hear and feel a connection. They know I’ve walked that journey, and that’s what breaks down those barriers so then we can sit down, have a proper yarn and get to work.”

Brett, Peer Navigator, Djenabidet Kalleep





St Pat's Can-ager Bev, at the Return-It Depot in Cockburn.



# Social Enterprise

**Social enterprise is an area which holds significant potential for assisting St Pat's to further our vision for people to live securely and reach their potential.**

In the FY24, we focused on building a foundation for long-term financial viability, underpinned by sustainability and social inclusion, and are currently conducting a review of our social enterprises to ensure they are all aligned under one strategy that meets the purpose and goals of our organization.

## St Pat's Op Shop

**St Pat's Op Shop contributes to our local circular economy, giving a new life to people's vintage and retro fashion and accessories.**

Along with much-needed income, our Op Shop team repurposes and recycles materials to make new items, drastically cutting down waste and create unique pieces of fashion for people at an affordable price.

## St Pat's Community Store

**St Pat's Community Store provides a place for people to access what they need, in a way which respects their personal choice and dignity.**

Open to everyone seeking a bargain, the store is set up like a traditional Op Shop where people can purchase quality clothing, shoes, homewares, furniture and more.

In the FY24, the Community Store gave away \$60,000 worth of items to people in need.

## Housing Success

**St Pat's innovative Housing Success Project sets people up for a good start.**

Launched in late 2023, the project seeks to alleviate the stress and cost of setting up a new home and offers everything from furniture, cookware and basic essentials to homewares, furnishing and settling in packs for children.

Run by our Community Store team, the project also provides training opportunities to people that have been out of the workforce for extended periods by providing training, volunteering activities and social engagement.



## Return-It

**Our Containers for Change WA Cockburn Depot, powered by our partners at Return-It Australia, celebrated an amazing milestone, with 40 million containers diverted from landfill.**

By returning their used 10c recyclable containers to our Cockburn Depot, members of our community have been able to return proceeds to St Pat's in the 2024 Financial Year, which we use to fund essential services and support for people experiencing homelessness.





# Imagined Futures

Auspiced by St Pat's, the Imagined Futures (IF) Partnership brings together **commonwealth, state and local government departments, not-for-profit agencies, businesses, philanthropists and community members across the local government areas of Cockburn, Fremantle and Melville.**

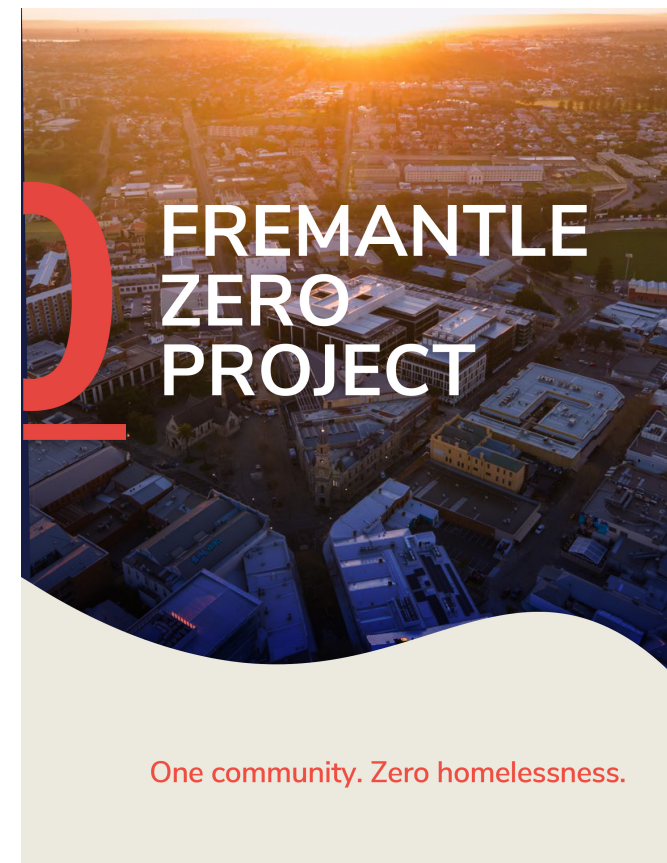


The partnership's approach is informed by the principles of collective impact and IF is recognized by the WA Government as the District Leadership Group for the South West Metropolitan Region.

Read more about Imagined Futures' work in their Annual Story.



Imagined Futures  
Annual Story  
2023



waaeh western australia alliance  
to end homelessness



## South Metropolitan Region Homelessness and Housing Plan

Organisations and leaders from across our region came together to develop the **South Metropolitan Region Homelessness and Housing Plan.**

The plan guides a whole-of-community approach toward improving outcomes for people experiencing, or at risk of experiencing, homelessness in the southern metropolitan region.

The plan, which came out of nearly 50 meetings with a broad range of stakeholders, will assist with the implementation of the State Government's All Paths Lead to Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030 at a local level, helping to drive place-based initiatives to help reach a target of zero homelessness in WA by 2030.

## How to find the right support at the right time



Fremantle, Cockburn & Melville



## Where is the Door?

**Where is the door?** is a project initiated to help people better navigate community services in the local government areas of Cockburn, Fremantle and Melville.

The project is responding to an increased need from community members, due to rising interest rates and higher costs of living creating increased stress for individuals and families.

Many people find themselves looking for support for the first time and do not know where to start. Yet, the earlier people seek help, the more options are available and the easier it is to stop problems from worsening.

Where is the Door? provides resources for community members and service providers alike to find the right support, at the right time, in their local area.

[www.whereisthedoor.org.au](http://www.whereisthedoor.org.au)





St Pat's premier event, the Freo Long Table Dinner, was a resounding success in 2023, raising more than \$75,000 for our services and programs thanks to our event partners, The National Hotel.

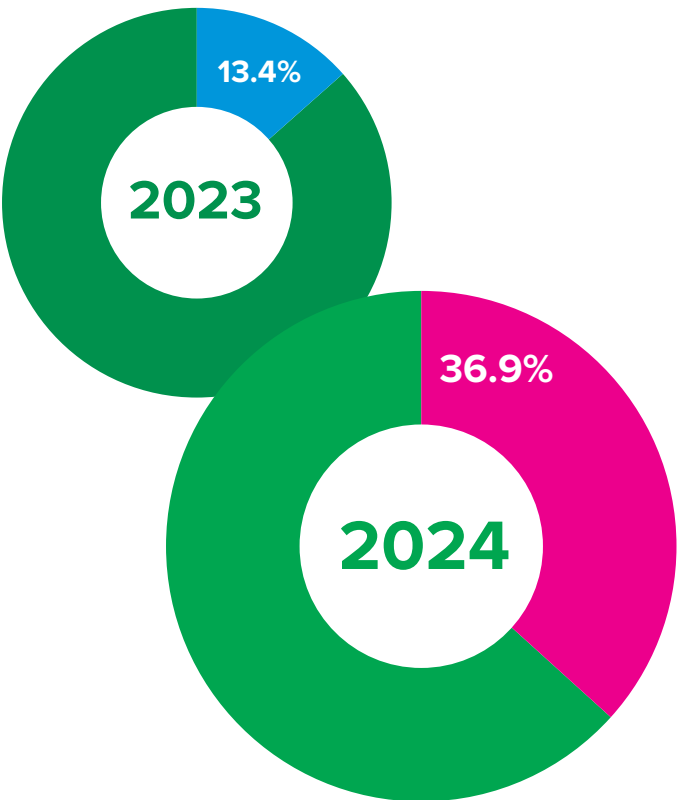
# Fundraising and Philanthropy

In the FY2024 St Pat's invested in a dedicated Fundraising and Philanthropy team, to ensure we continue to have strong and sustainable revenue base that supports our program and service delivery across the organisation.

Led by Fundraising and Philanthropy Manager Annalisa Oxenburgh, our new team has developed key strategies for donor stewardship and spearheaded our annual campaigns, such as the Winter and Christmas Appeals.

They also led the all-important Capital Appeal Campaign in support of St Pat's Redevelopment.

As we move into the FY25 the team are undertaking a review of our current campaigns to assist us in maximising our non-grant linked income, which will allow us to remain innovative, agile and responsive as an organisation.



## Highlights

St Pat's fundraising and donations has increased from 13.4% of our total revenue in FY23 to 36.9% in the FY24, driven by a successful Winter Appeal and Capital Appeal Campaign.

# Partners & Donors

Thank you to our partners, donors and community for your support this year

## Our Partners

St Pat's would like to thank our program and service partners for their support.

- Australian Government Department of Social Services
- Blackswan Health
- City of Cockburn
- City of Fremantle
- City of Kwinana
- City of Mandurah
- City of Rockingham
- Dental Health Services - North Metropolitan Health Service
- Family of Sonya Rodgers
- Food Bank WA
- Fremantle Foundation
- Homeless Healthcare
- Indigo Junction
- Jacaranda Community Centre
- Lotterywest
- McCusker Citizenship Program UWA
- Mental Health Commission
- Minderoo Foundation
- Moorditj Djena
- Murdoch University Chiropractic Clinic
- Optometry Association of WA
- Palmerston Association
- Reclink Freo Street Games
- Ruah Community Services
- Shelter WA
- Silver Chain Group
- Sisters of St John of God Subiaco
- St Vincent De Paul
- Street Law Centre
- Street Smart Australia
- The University of Notre Dame Australia
- United Way WA
- Uniting WA
- Volunteering WA
- WA Police
- WA Primary Health Alliance
- Western Australian Government Department of Communities
- Western Australian Government Department of Premier and Cabinet
- Youth Futures
- Wungening Aboriginal Corporation

## Our Donors

In the last year generosity of our major gift givers, our individual donors, charitable trusts and foundations and our corporate philanthropic partners has supported the planned redevelopment of our Fremantle home, as well as the programs and services for some of the most vulnerable in our communities.

We humbly thank you for your commitment and friendship. We also thank those who have generously supported St Pat's through gifts in wills, leaving a truly lasting legacy.

### Charitable Trusts and Foundations

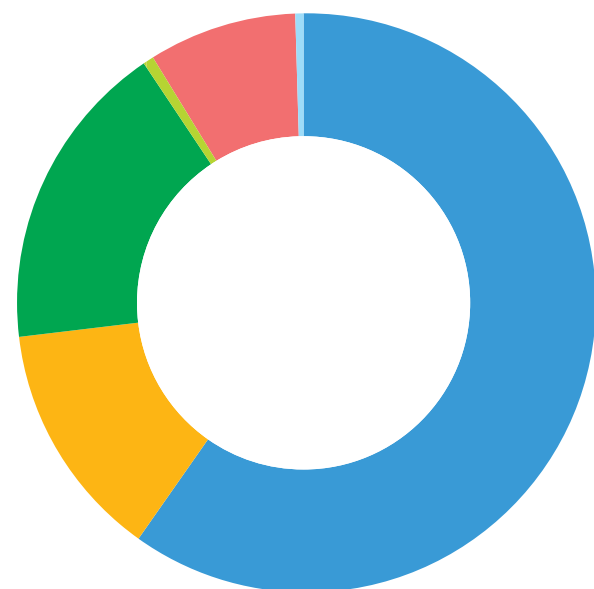
- Minderoo Foundation
- McCusker Charitable Foundation
- Leeuwin Estate Charitable Foundation
- Spinifex Trust
- Burton Family Foundation
- A number of other donors who donated anonymously

### Corporate Philanthropy

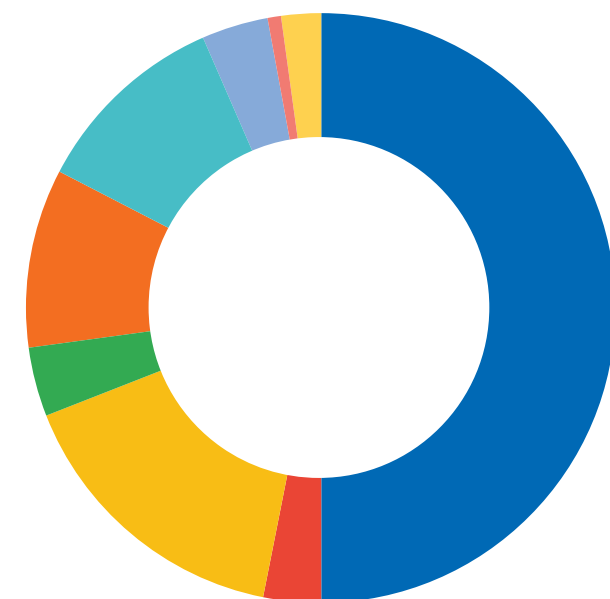
- ATCO EPIC
- CIVMEC
- White House Property Partners
- West Coast Pilots
- Fremantle Pilots



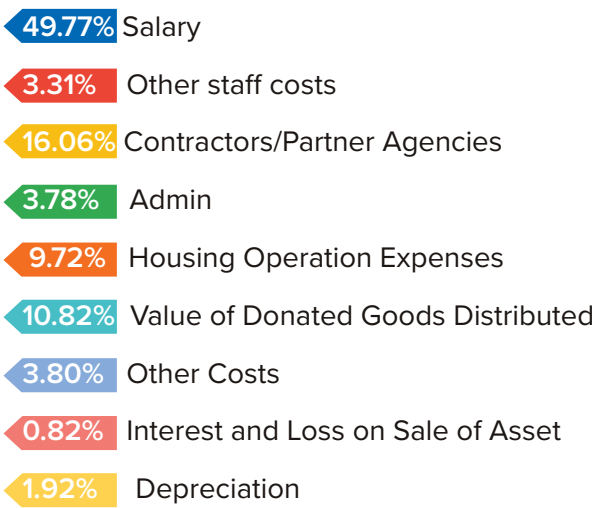
# Finances



## Revenue



## Expenditure



Revenue increased by **69.9%** from FY23

Change to St Pat's main income is derived from grant revenue, with 36.9% from donations and fundraising activities.

## Housing

Housing income refers to charges to residents, with all funds returned to cover property management, maintenance, rates & utility costs.

## Donated Goods

Donated goods is the estimated value of goods donated to St Pat's for distribution to people experiencing homelessness or resale through our Op Shops.

## Staff

We depend on a dedicated, professional team to progress our work to end chronic homelessness, and so it follows that majority of expenditure is on our people – including an increasing number of staff with lived experience of homelessness.

Investing in our people, processes and systems to deliver successful outcomes, which will hopefully provide opportunities for future funding as well as aligning our service delivery & processes with the WA Governments 10-Year Homelessness Strategy.

## Revenue

Revenue increased by **69.9%** from the previous year, noting higher Service Agreement and Grant funding, an increase in Housing income, and most particularly, the success of the Capital Appeal campaign.

## Expenditure

Expenditure increased by **29.5%** due to increased staffing needs and Lodging and Housing maintenance, reflecting the investments made to meet growing demands and the strategic initiatives of the organisation.





**St Pat's** | St Patrick's  
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