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# BRINGING HOPE, PEACE AND JUSTICE

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ANNUAL REPORT 2021-2022



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# ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of land throughout Australia. We recognise Aboriginal people as holding the memories, the traditions and the culture of the lands we live and work upon. We pay our respects to their Elders past and present and acknowledge the Aboriginal and Torres Strait Islander children and young people as our future. We acknowledge that this land always was and always will be Aboriginal land.



# FROM THE COMMUNITY OF CHRIST MISSION PRESIDENT



**John Taylor**

**Mission President,**  
Community of Christ Australia

Saints Care is the benevolent arm to Community of Christ Australia and shares its vision and mission alongside the values of the church.

One of the Worldwide mission initiatives of Community of Christ is, Abolish Poverty, End Suffering. This aims to give contemporary expression to Christ's mission of compassion by serving the poor and hungry and aiming to counteract conditions that diminish the worth of persons. As the benevolent arm of Community of Christ in Australia, Saint Care complements and gives tangible expression to these aims. Although Saints Care is a separate legal entity from Community of Christ Ltd there is a close and ongoing relationship between the two companies. Currently all members of the Saints Care board are members of Community of Christ with all but two of the current board members serving in a voluntary capacity as a way of giving expression to their commitment to the mission initiative to Abolish Poverty, End Suffering.

The Saints Care team exists to support people by improving their wellbeing, connection to community and sense of worth. connection to community and a sense of worth. A year of COVID and natural disaster challenges has put demand on Saints Care's ministries, teams and people, however, not once did the services close their doors and we are so grateful for this.

I would like to acknowledge the wonderful work our Saints Care teams have performed this year, the passion, adaptability, resilience has been extraordinary to witness.

# FROM A SAINTS CARE BOARD DIRECTOR



**Julie Crittenden**

**Saints Care Director**  
and Chief Financial Officer

2021-2022 has been another year like no other. Saints Care, like others, had to weather a lot of changes and innovatively adapt to restrictions on various activities at the time due to the ongoing COVID-19 pandemic.

Change has been the informal theme for the year, and with change came both positives and learnings for the organisation.

This year we farewelled a long-standing manager of our Youth Services and thanked her for her contribution to the organisation for 21 years of service. This then opened up a new door where we welcomed a new manager who has transformed the service and brought in a lot of opportunities, expertise and growth for the programs, staff and organisation. As a board we have been thrilled with the work of the youth services team and feel privileged to have the dedicated staff apart of our organisation.

We also farewelled and would like to extend thanks to Ben Smith who provided strong leadership to the organisation for the past 5 years whilst serving as chair of the board and fulfilling CEO responsibilities. Ben resigned to take on new opportunities closer to his family home. The learnings in 2022 provided an opportunity for the board to reflect on the organisations structure and future direction. We are excited about the opportunities that have opened up as a result of this reflection and look forward to being in a position to share this in 2023.

**The future of Saints Care looks bright with key focus's on:**

- Quality practice
- Growth
- Community impact

On behalf of the board we would like to thank all of our employees, volunteers, donors, community partners and stakeholders, funders and most importantly our clients who are the heart of our work.

# OUR APPROACH



Saints Care is a not-for-profit organisation, supporting vulnerable people across varied communities.

We encourage and initiate compassionate services that focus on abolishing poverty and ending suffering. This is done by showing worth for all people through inclusivity and a person-centred approach. Our service identifies needs, provides meaningful opportunities, and promotes capacity building.

We provide meaningful community engagement with genuine connection as our people walk alongside others to have their voices heard.

The base of all our services comes from a trauma informed approach ensuring our services, interventions, spaces and environments are safe for all.

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2020-23 Strategic Plan:



# VALUES AND MISSION

## VISION

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We dream of and work for a world that is just and peaceful. Where people live in healthy relationships and strong communities, feel wholeness and find meaning.

## MISSION

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To facilitate initiatives that bring hope, justice and peace to the vulnerable.

## VALUES

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### Worth of all persons

we value each person with equal regard, without prejudice, giving honour to each unique life experience.

### Empowerment

we seek to ensure that all people experience dignity and self-worth, and discover liberation in the ability to transform their lives.

### Integrity

we are accountable to those whom we serve, and commit to engaging competent staff and following quality management practices. We exhibit the highest professional standards in the delivery of services, carrying out our work ethically.

### Compassion

we openly express empathy and caring as an expression of the servant ministries of Jesus Christ and the call to love our neighbour.

### Community

we celebrate life together and acknowledge that people are more whole when they are in community with one another.

# HISTORY & SERVICES

Saints Care is the benevolent arm of Community of Christ, a faith community committed to the provision of Christ-like service that ends suffering and fosters justice and peace.

Established in 1997, as a non-profit company, Saints Care complements the church's purpose and values through compassionate ministries. Saints Care's vision is to help create a world that is just and peaceful, where people live in healthy families and strong communities, feel wholeness, and find meaning.

The service-ministries of Saints Care are focused on providing direct relief and capacity building.

## Unity, Diversity and Worth of all Persons:

Both Community of Christ and Saints Care value diversity and inclusion. Community of Christ has an LGBTQIA+ congregation and ordained ministers as well as representation from culturally diverse communities in Australia.



## THE SERVICES OF SAINTS CARE ARE



### Food Pantry WA

Providing emergency and much needed food relief for the vulnerable.



### Tuesday Connect QLD

Providing emergency and much needed food relief for the vulnerable. Also providing opportunities of community connect through programs.



### Youth Rezolutions

Supporting young people 16-25years who are at-risk or experiencing homelessness in Western Sydney.

### Oblation Aid

### Independent Accommodation



## FOOD PANTRY – WA

The Woodlands Food Pantry is a program of Saints Care's congregation, compassionate ministries and is managed by the Community of Christ Perth congregation.

Every Wednesday morning it offers a welcoming environment for social connection over morning tea and provides free hampers to help people struggling with the rising cost of food. In the past year the Food Pantry has become more widely known with the number of regular patrons growing and many new people coming along. Each week at least 35 people access the assistance offered and it's now assisting some 60 people on a regular basis. In the course of a year over 1,500 hampers are provided to help people maintain their essential needs.

Food Pantry is grateful to have a dedicated team of eight regular volunteers from the community and Community of Christ congregation. A number of other people donate time, food and money to support the program. The Local Member is now an active supported and her office has become a collection point for food donations. The local Church of Christ and Uniting Church denominations also offer food and financial support. Our Coordinator Sonya Overstone continues to lead the program with passion and enthusiasm. Each week the food purchased from Food Bank and a local supermarket are supplemented by donations from a market gardener, local donors and the Coles Second Bites program. A local coffee merchant volunteers to help maintain our outdoor garden while catering for the taste preferences of volunteers and community alike. Our lawns contractor maintains the property at no cost as his way of supporting Food Pantry. It seems more and more people are offering to help us in this important program.

It is our hope this program will remain a place of welcome, safety and support in the months and years to come.







## COMMUNITY CONNECT – QLD

The Community Connect is a program of Saints Care's congregation, compassionate ministries and is managed by the Community of Christ Brisbane congregation.

Community Connect is delivered by 5 volunteers who hold strong connections with their community and are passionate about supporting those facing vulnerabilities.

### The program was run over 4 school terms:

Term 3, 2021 – 25 hampers delivered every week  
Term 4, 2021 – Aldi food vouchers delivered every 2 weeks

25 families were supported on an ongoing basis throughout the year.

Term 1, 2022 - Aldi food vouchers delivered every 2 weeks  
Term 2, 2022 - 25 hampers delivered every week

An 'opportunity table' is also provided where people can collect donated household items for a small donation. The funds donated help keep the program running.

One of our key volunteers who delivers the hampers was unwell during terms 4, 2021 and term 1, 2022. Therefore, instead of delivering food hampers we were issuing food vouchers. To ensure we were still providing human connection we had 10 older vulnerable women, who we met with each fortnight in a friendship group. We shared morning tea and at the conclusion provided each with a \$50 ALDI food voucher. This was a highlight for this group who were also rather isolated and in need of friendly social interaction. They became and remain good friends.

This year we also developed new partnerships with Centrelink at Chermside who were referring those in need of food support.

### A few words from our clients:

*"I am so grateful for the help and friendship I find here"*

*"You are very friendly here"*

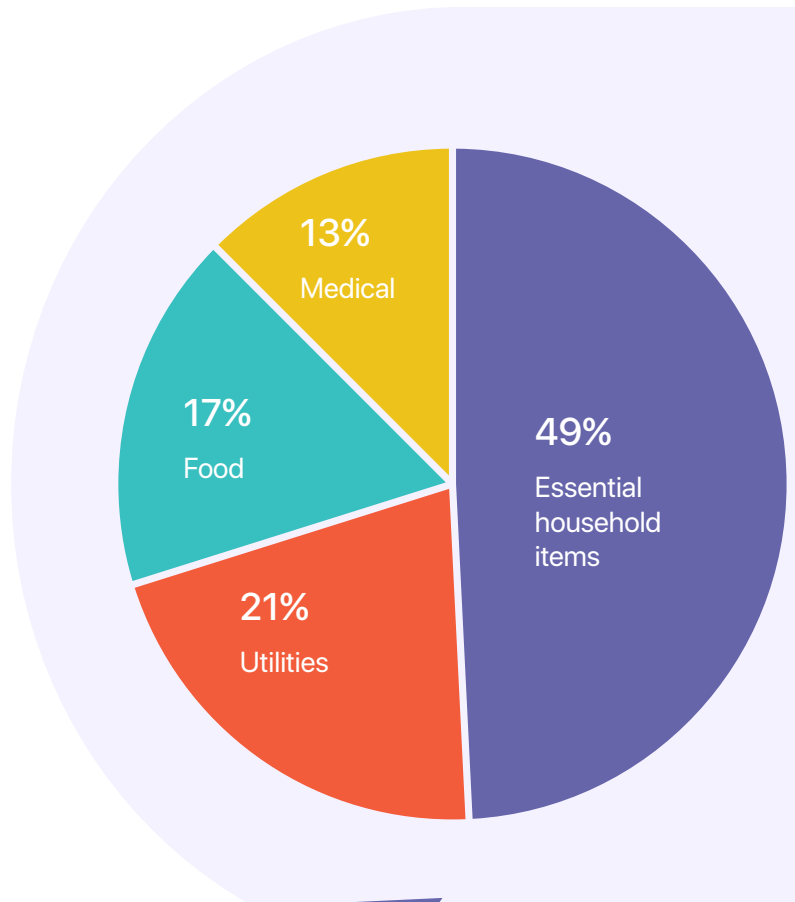


# OBLATION AID AND INDEPENDENT ACCOMMODATION

## OBLATION MINISTRIES

Oblation ministries is the provision of financial relief and support to the poor and needy conducted under the auspices of Community of Christ Australia Mission Centre through Saints Care. It is provided under two distinct categories:

- Emergency or one-time needs
- Extended assistance



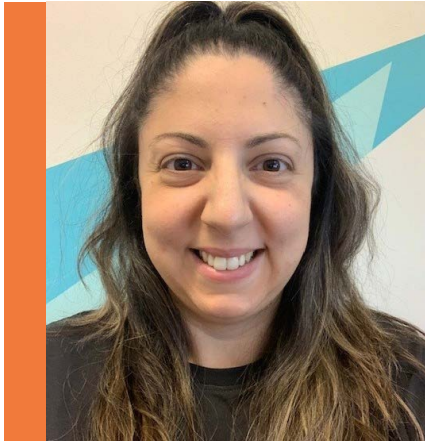
## INDEPENDENT ACCOMMODATION

Saints Care supports disadvantaged people with low-cost rental independent living accommodation at two locations. In Queensland, a single storey unit complex of 8 units in Brisbane, known as 'Murlali', and a villa in Coffs Harbour, New South Wales. All units were rented during the year except for a period when a Murlali tenant moved out and we refurbished the unit before reletting.

Murlali is located next to the Community of Christ Brisbane congregation building from where the Community Connect program is run.



# FROM THE YOUTH REZOLUTIONS MANAGER



**Michelle Comito**  
Youth Services Manager

2021-2022 has been a huge year for Youth Rezolutions (Youth Rez) with many exciting changes and growth experiences. The previous manager of Youth Rezolutions resigned, and I was appointed in the role on 2nd August 2021. We thanked the previous manager for her many years of service and wished her all the best for her next chapter. This was a big change for the current team at the time, however they welcomed me with open arms and embraced the opportunity of change and growth.

Youth Rezolutions went through a full-service review and restructure to better align with our contractual agreement but also the needs of our clients and communities. As Youth Rezolutions handed over the management of the transitional houses in Castle Hill back to Mission Australia, who held the funding for this delivery, Youth Rezolutions was then able to concentrate on building capacity and outcomes through the activities Youth Rez was always funded to do. Youth Rez did not lose any funding while handing the Castle Hill properties back to Mission Australia and Youth Rez still holds connection to the Castle Hill properties through offering case work support from a living skills perspective and is continuing to develop and strengthen the relationship with Mission Australia.

**A new look, new feel, new skills and new opportunities were the themes of the year as Youth Rezolutions redesigned the brand to better align with Saints Care and really took time to learn the needs of young people and how we can match our services to meet those needs. As a result, we were able to produce:**

- A new marketing brand for Youth Rez, moving from Orange to Blue and a better tie to Saints Care
- A brand-new website that encompasses all aspects of Saints Care
- Brand new Youth Rez locations which are now known to be called Hubs. Castle Hill Hub, Doonside Hub, both getting a renovation to provide a welcoming and safe space for young people.
- Brand new IT system to move our work to a paperless system
- Welcomed new staff to the team. Budgeted for an additional Caseworker position and developed a brand-new position of an Intake & Compliance worker.
- As the lead service we rejuvenated the Hills Youth Services Network with regular meetings and new members
- Developed a new service framework which now includes the following services; Case Management, Brokerage Program, REZ Mentoring, REZ Skills, Groupwork, Outreach and REZ Pop Ups

As a Government funded Specialist Homelessness Service (SHS), Youth Rez is embarking on the journey to gain accreditation through ASES (Australian Service Excellence Standards), which will help to provide quality business practice and client services. Youth Rez has been working through the ASES process and aims to accomplish accreditation by the end of 2023.

2021-2022 has been a busy and impactful year and we look forward to the future of Youth Rez and the lives of young people they will help change for the good.

# YR HUBS



Old Castle Hill office

During the restructure of Youth Rezolutions we said goodbye to the office located at 29 Castle St, Castle Hill.

We opened our doors to our new Youth Rez Castle Hill Hub.

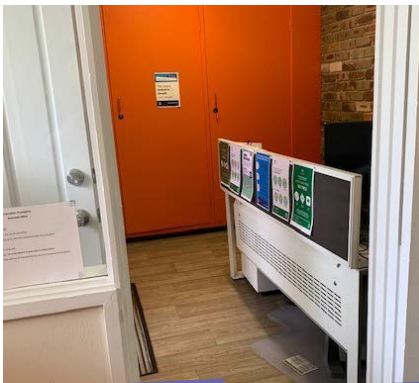


New Castle Hill office

With prime location right across the road from Castle Towers and Castle Hill Metro, you can now find us at 30/10-12 Old Castle Hill rd, Castle Hill.

Our new Hub has a great meeting and group room, a smaller counselling room, two staff offices, one gender natural bathroom and an open kitchenette.

We held an open day at our Castle Hill Hub on 24th March 2022 where we welcomed 14 people from various community services who had the opportunity to meet our team and learn about our services.



Old furnished Doonside office

Our Doonside Hub went through a full renovation to ensure we were providing a fit for purpose venue for the community.

Our Doonside Hub now has clear signage outside to make it easier to find us as well as to help community members know who we are.



New Doonside Hub

The hub now includes:

- A new meeting and group room which holds many of our courses
- smaller counselling room.
- Staff office
- Kitchen space
- Welcoming reception space
- 2 gender neutral bathrooms

We held an open day at our Doonside Hub on 30th March 2022 where we welcomed 40 people from various community services and Councillor Carol Israel from Blacktown Council who met the team and learnt about our services. We were very appreciative to have Uncle Wes present who delivered a Welcome to Country and smoking ceremony.

# YR COVID IMPACTS

Unfortunately, we were still battling the COVID-19 pandemic this year. However, Youth Rezolutions was able to adapt and continue service.

Youth Rezolutions navigated the pandemic to ensure staff and clients were safe, whilst remaining connected. With staff working from home Youth Rezolutions implemented ways to ensure clients were supported, connected, and valued. This was achieved through providing clients with virtual support through zoom, facetime and Microsoft teams.



# YR CASE MANAGEMENT

Youth Rez Case Management program offers a unique focus on living skills and housing.

Our Case Management service went through a service review and a new model was developed. This model is evidence informed and is based on a trauma informed and person centred approach.



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## Our model includes the following:

- An intake and triage process using the evidence based HEADSS assessment.
  - A thorough living skills assessment based of the Kasey evidence-based tool
  - Using the Personal wellbeing index (PWI) tool to measure wellbeing and outcomes
  - Case planning
  - Reviewing
  - Exiting
  - Client Feedback
- 

This year our 4 caseworkers provided casework support to 70 young people with 473 support periods. Our caseworkers found that we were working with individual young people longer due to the COVID pressures and demands. Some of the challenges faced were:

- Helping young people understand the covid restrictions and laws.
  - Helping young people with increasing fines due to breaches of covid law
  - Increasing domestic and family violence
  - Increasing mental health concerns and challenges
- 

## HEAR LUCAS STORY...

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Youth Resolutions caseworker met Lucas in a time when he was feeling at his lowest. Lucas had no family support, limited friends and was struggling with his mental health. Lucas came into our service as he was getting kicked out of his friend's place where he was sleeping on the couch. Our caseworkers were able to listen to Luca's experiences and hear from him what his challenges were. Our caseworkers were able to understand the past trauma Lucas had experienced and was able to develop a support plan that made Lucas feel safe. With strong advocacy our caseworker was able to help Lucas find a place to live as well as help build up his independent living skills to maintain the tenancy. Finding a place to live was only the beginning for Lucas however it opened up the door for Lucas to be ready to engage with mental health supports and look at work and studying interests. Lucas now tells us "if it wasn't for my caseworker at Youth Rez, I don't know where I would be now".

\*name changed for privacy

# YR BROKERAGE

Our brokerage program is a vital service that assist young people to maintain tenancies and housing situations. It's a lending hand that comes at a time of real need.

The brokerage program went through a review to ensure we were meeting the needs of our young people and community. The program now includes the following areas of brokerage support:

- HOME bundle: helping the establishment of a young people into their new home
- Mini HOME Bundle: a top up of essential home items
- Family HOME Bundle: supporting young families with the establishment of their new home
- Escaping Domestic Violence: assisting a young person who is imminently escaping DV
- Transport Assistance: Opal cards or Uber vouchers to get to important appointments or locations
- Health Assistance: to assist with paying for vital health assessments or prescriptions
- Education & Employment: for young people who require assistance with certain fees or equipment
- Food relief: assistance to pay for groceries



## What was provided this year:

Service	Number Provided
Home Bundle	48
Mini Home Bundle	66
Food Vouchers	226
Opal cards	60
Mobile + Sim	8
Other (uber/birth certificate/script medication/drivers knowledge test/criminal history check)	8

This year due to covid we found that food vouchers were the most needed brokerage assistance. Not as many young people were moving houses or gaining new tenancies due to covid restrictions and so our HOME and mini HOME bundles were lower than normal.

# YR REZ SKILLS

This year we developed our new REZ Skills program, which aims to help young people with linking into education & employment.

Youth Rez has partnered with RTO's such as, CPR Kids, License 4 Work and TCP Training and delivered the following courses this year:

- White Card Course
- CPR Kids Course – for young parents.

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Youth Rez will be expanding the REZ Skills program to deliver on an ongoing basis the following suite of courses:

- White Card Course
- CPR Kids Course
- Forklift Course
- Senior First Aid Course





# YR OUTREACH

## Youth Week & Youth Homelessness Matters Day 2022

This year Youth Rez developed and delivered the SNAP Run + Outdoor Cinema event to raise awareness on youth homelessness and celebrate Youth Week.

This event was supported by Hills Shire Council, Uniting, NSW Health - High Street Health and Youth Action.

The SNAP Run + Outdoor Cinema was held at Castle Hill Showground in April 2022 and included a colour run with obstacles however due to rain that part of the event was cancelled. The event still went ahead with the outdoor cinema, activities, food trucks and stalls. Approx 50 people attended even though it had been raining earlier in the day.

The film that was aired was 'All Together Now' which touched on themes of youth homelessness. The team were also able to run a range of activities testing the knowledge youth homelessness and how to gain support. Young people walked away with new knowledge of the issue and where to gain assistance. One young person stated: *"I think there should be more events like this, because I had no idea youth homelessness was in the Hills"*

## CHRISTMAS



For Christmas 2021, we ran an appeal to accept donations of gifts and food hampers for our clients.

Thanks to our amazing donors, our service was able to put a smile on our clients faces with the following donations:

- Castle Hill RSL – Approx 20 Children & Youth Gifts
- Doonside Anglican Church – 5 Food Hampers
- Community of Christ West Pennant Hills - \$1000 donation to purchase gifts/hampers
- Spanish Adventist Church - \$700 worth of vouchers + Over 200 children & youth gifts

The team were so overwhelmed by the donations and were able to share some special moments with clients as they handed them out.



What did you find most helpful from the service?

**The support I had from my caseworker, I knew if I ever had any questions I could always come to her for help she was very supportive and trustworthy**

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from a young person in the case management program

# YR GROUPS + REZ POP UPS + MENTORING

## GROUP PROGRAMS

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Due to COVID restrictions and precautions our service was not able to deliver group programs. Instead, the team dedicated time to reviewing and updating our Living Skills program so that we could launch a new and modern version.

Our new version of the Living Skills Program now includes interactive tools, activities and online interaction. The team look forward to bring it back out into the community, schools and support accommodation houses in term 3, 2022.

## REZ POP UPS

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REZ Pop ups is a new initiative that was developed this year, however, will launch next year. The team highlighted that it would be beneficial to gather essential mobile services and provide them in community areas for young people to access. This will look like partnering with mobile services such as:

- Threads Together (clothing van)
- Orange Sky (mobile laundry)
- StreetMeds (mobile medics)
- Mobile hair dressers

We look forward to launching this service next year!

## REZ MENTORING

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REZ Mentoring is a new element to our service suite. We appointed a new Program Lead within the team who has been undergoing researching, building an evidence base and developing an effective mentoring program for young people.

REZ Mentoring will launch next year and will support young people who may no longer need intensive caseworker however could benefit from a mentor to help them connect to community and build soft living skills.

*Youth Rez will be partnering with Universities to target university students as the mentors and will provide a thorough training program that will include:*

- Child safe learning
- Responding to reportable allegations
- Cultural awareness training
- LQBTQI+ awareness training
- WHS training
- Mentor orientation
- Youth Mental Health First Aid
- Accidental Counselling

We look forward to the launch in 2022-2023!

# YOUTH REZOLUTIONS OUTCOMES

## YOUTH REZOLUTIONS OUTCOMES 2021-2022

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### How many we reached:

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**367** individual young people supported  
**473** support periods provided



### Culturally:

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**29.49%** of young people, who accessed our service identified as Aboriginal and Torres Strait Islander  
**20.34%** of young people, identified from a culturally diverse background



### Housing:

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**93.75%** clients who gave feedback, felt they can manage and sustain own accommodation because of the service



### Life Skills:

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**100%** clients who gave feedback, said they feel more confident in their independent life skills because of the support of this service



### Health:

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**72.73%** of clients who provided feedback, felt better about their mental health after engaging with our service



### Education & skills:

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**61.54%** of clients who provided feedback, said that they had learnt new skills because of the support of this service



### Employment:

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**50%** of clients who provided feedback, felt more confident in gaining employment



### Satisfaction:

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**97.62%** clients who gave feedback, said they would recommend this service to others

# SAINTS CARE WORK FORCE

2021-2022 was the year of change and a reboot as we evaluated the needs of our communities and how we can best set ourselves up to meet those needs.

With new management coming onboard this year we were able to develop a strategic plan around staff training, support and service frameworks.

- 8 Board Members
- 10 Staff employed by Saints Care
- 5 Employees who are shared staff between Community of Christ and Saints Care
- 2 Social Work Students
- 50+ Volunteers

## Specific staff participated in the following training courses:

- Wellbeing and Emotional Awareness when working with Complex Trauma
- Trauma Responsive Leadership
- Tools and Techniques for Managing Anxiety
- Senior First Aid Certificate
- Love Bites Facilitator Training
- Applying a Trauma Informed Approach
- Emergency Control Organisation Warden Training
- Foundations of Clinical Supervision Training
- Fire Warden Training



**Anna Lo Bartolo**  
Youth Caseworker

## WORKER PROFILE

I have been working for Saints Care for about 1 year and my role is Youth Caseworker. The role involves so much more than just casework which is a big reason why I enjoy it so much. I get the opportunity to work one on one with clients, deliver programs to groups, and take part in both Youth Rez, and community run events. I've helped clients to find employment, move into their own house for the first time, and start to implement healthy habits into their lives and it's these outcomes that drive me each day. Being in a position where I can advocate for and support young people with key steps toward their independence is such a privilege and it's why I love this work.

# FINANCIAL SNAPSHOT

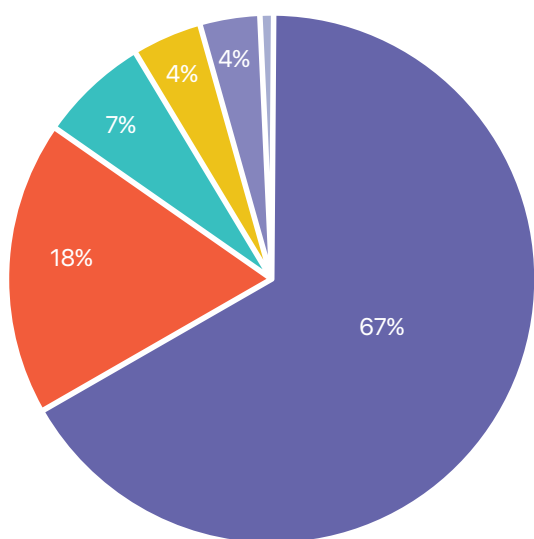
## FINANCIAL UPDATE FOR THE YEAR TO 30 JUNE 2022

This year we yielded net income of  $-\$0.75\text{m}$  compared to previous years result of  $\$1.66\text{m}$ . FY2022 result essentially reflects the poor return due to prevailing market conditions from our investment portfolio of approximately  $-5\%$  compared to  $18\%$  for FY2021. We remain comfortable with the overall positioning of our portfolio and currently foresee no major changes to our underlying asset allocation and investment strategy but will continue to monitor portfolio performance during a challenging market period.

## REVENUE SOURCES

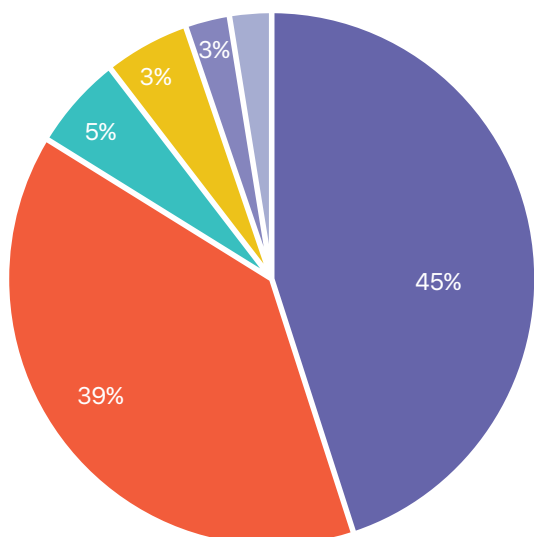
Revenue decreased from  $\$2.18\text{m}$  in FY2021 to  $\$1.45\text{m}$  in FY2022. Government grant and investment income (despite the substantial decrease in investment income in FY2022) represented the main sources of revenue. These were followed by management fees, rent, donations and other income for both 2022 and 2021 financial years.

### 2021-2022 YEAR



Government Grants	\$968,997
Management Fees	\$95,753
Investment Income	\$257,924
Rent	\$60,621
Donations	\$52,875
Other Income	\$11,381

### 2021-2022 YEAR

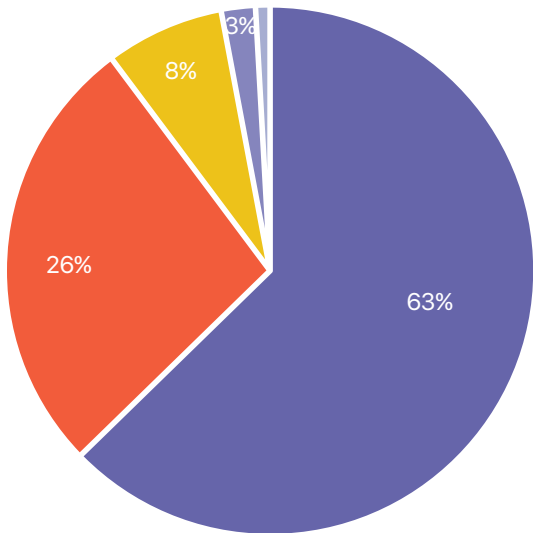


Government Grants	\$978,462
Management Fees	\$112,670
Investment Income	\$845,632
Rent	\$58,465
Donations	\$55,774
Other Income	\$125,918

## EXPENSES BY SERVICES

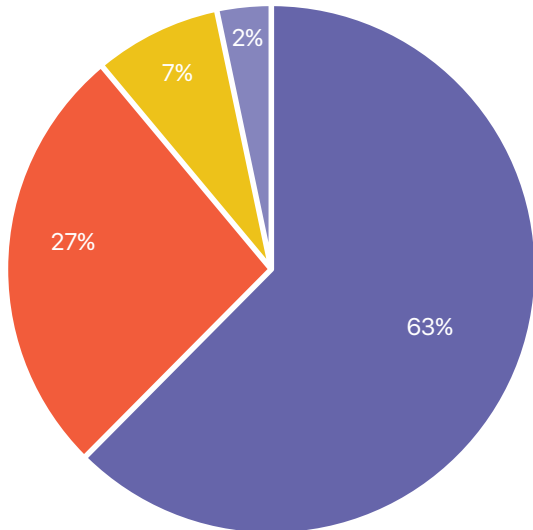
Overall expenses decreased by 3.6% in FY2022. Our Youth Resolutions program funded by the New South Wales Department of Communities and Justice represents the Youth Support Services division in the below chart and accounts for 63% of expenditure in both FY2022 and 2021. This was followed by Core, Congregation Compassionate Ministries, Independent Accommodation and Oblation Ministries.

### 2021-2022 YEAR



■ Youth Support Services	\$880,411
■ Congregation compassionate ministries	\$110,201
■ Independent accomodation	\$44,568
■ Oblation ministries	\$7,235
■ Core costs	\$357,790

### 2021-2022 YEAR



■ Youth Support Services	\$909,368
■ Congregation compassionate ministries	\$105,251
■ Independent accomodation	\$35,578
■ Oblation ministries	\$7,905
■ Core costs	\$395,068

## FINANCIAL POSITION

Saints Care maintained a strong financial position in FY2022 with net assets at \$11.1m. Of the \$11.4m total assets, \$10.8m are funds invested in Community of Christ Ltd.'s pooled investment fund that is managed externally by Koda Capital. \$2.5m of the \$10.8m invested is classified as current, we maintain a reasonable level of liquidity, monitor market conditions and ensure there is enough cash on hand to meet the day-to-day operational requirements.





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YOUTH REZOLUTIONS