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## **Who We Are**

The Station Ltd was established in 1978 by community members concerned about the plight of the homeless population in the inner city of Sydney. It is particularly designed to meet peoples' immediate needs for basic facilities and offers an environment that enables service users to make informed and considered decisions about their longer-term plans. It is the only service of its kind in Sydney.

It is however acknowledged that a significant proportion of our client group require multi-faceted assistance. The Drop in Centre provides a wide range of services to meet most, if not all of their basic survival needs.

The Department of Community Services under the Supported Accommodation Assistance Program (SAAP), Dept of Family & Community Services, Dept of Health and Ageing and NSW Health currently funds The Station Ltd.

## **Our Vision**

To provide a range of services for people who have difficulty attaining and sustaining adequate and secure accommodation, health status, personal autonomy and dignity due to a range of factors including, drug and alcohol problems, psychiatric, psychological, physical or intellectual disability, and unemployment.

## **Organisational Profile**

The service goals of The Station Ltd are to provide people who are homeless with genuine choices to secure appropriate accommodation whilst maintaining good health, self-respect and social dignity. The Station Ltd takes on an advocacy role on behalf of people who are homeless and works to raise awareness and counter negative attitudes about homelessness within the general public.

The Station Ltd works under a service philosophy, which states that people have the right to be valued as individuals; make choices in their own life; have the right to dignity, respect, privacy and confidentiality.

The Station Ltd provides a drop-in facility and a housing support program. The drop-in centre allows access to laundry facilities, showers; including towels and toiletries, breakfast and a lunch, lockers and a mail service. The Housing Support Program includes: assistance in acquiring independent accommodation, outreach support, assistance in accessing Department of Housing, medium term accommodation, boarding houses and private market accommodation, assistance with budgeting, acquisition of furniture, connection of utilities and living skills. Other services provided by The Station Ltd include assistance with mental health and drug and alcohol issues, emergency relief assistance, referral to appropriate treatment services and advocacy.

## Chairperson's Report

The staff and management continue to provide an accredited high standard of assistance to the homeless of Sydney within the current funding allocation, even though the number of persons accessing the services and programmes provided by The Station has increased substantially over the last twelve months.

If this substantial increase in client numbers continues The Station's current allocated funding will not be adequate to effectively meet the identified needs of the homeless people presenting for assistance.

The Station will continue to liaise with our funding bodies to highlight the plight of homeless people and the support needed to assist them to be integrated back into society. Likewise The Station will continue to lobby the government for the extra funding needed to operate over seven days.

With staff support and assistance successful outcomes have been achieved for a number of residents of our Transition house which was set up less than a year ago. To date four residents have now moved out of the Transition house into their own accommodation with two others in the process of reassessment. A great result for The Station Ltd and the clients.

In the next twelve months, The Station Ltd, as an accredited service by Quality Management Services, will be updating its accreditation. This will result in its accreditation meeting the guidelines of the Australian Service Excellence Standards (ASES).

The Board of Management are appreciative of the on-going funding for core service delivery received from both State and Federal government, the donations from the many donors and the input and assistance of the many volunteers who freely give their time to our organisation.

Finally to the Board of Management members, the Chief Executive Officer, Mekonen Lemma and his staff, thank you for your hard work and commitment over the last twelve months.



**Skaidrite Roper**  
**Chairperson**

## **Treasurer's Report**

As the Treasurer during the 2011 Financial Year, I am pleased to report that The Station Ltd is in a sound financial position and we are able to keep providing much needed services to the homeless men and women of Sydney.

Thomas Davis & Co audited The Station Ltd's financial affairs this year and this audit confirms that sound financial management practices are in place to monitor spending and to ensure the efficient use of The Station Ltd's resources.

The Grant Revenue for The Station Ltd has increased this financial year in line with CPI inflation. Total assets as at 30<sup>th</sup> June 2011 were \$195,476 and unspent liability of \$91,142 with retained profit of \$104,334.

Discussions on financial matters, resource allocation and the provision of effective services to our clients continue to occupy the Management committee meeting.

I take this opportunity to thank the Committee Members, the Volunteers, the CEO Mekonon Lemma, and the Station's Staff for their dedication and continued support of The Station Ltd.

**Barry Jackaman**  
**Treasurer**

## **Chief Executive Officer Report**

I am pleased and grateful to report that we had another year of hard work and productive service to our clients.

This year we were busy working with our volunteers to provide over 19,625 meals and 12,873 breakfasts to our service users. In addition, our dedicated staff worked hard at preventing homelessness and meeting basic and emergency need, through our welfare, housing support, drug & alcohol services and emergency relief.

This year I would like to thank our volunteers namely Amex Group team, Brett Spork, Megan McInnes, Tony Fong and Kelvin King. I would also like to thank Meghan Carruthers for her support in the last few years.

Last but not least The Station Ltd wouldn't be as successful as it is without the dedicated staff and very supportive Board Members.

I thank each and every one of them.

**Mekonon Lemma**  
**CEO**

## **Activities during 2010 – 2011 Welfare**

The statistics presented in this report are a selection of the information collected through the year.

- 25,383 Males attended the centre
- 2,535 Females attended the centre
- 6,504 Clients used the showers
- 4,235 Client used the laundry and dryers
- 750 Toiletries items were distributed
- 223 Had Hair cuts
- 240 Art session attendance
- 140 Tooth brush were distributed
- 480Kg Of laundry powder were used
- 250 Cans of Deodorant were used
- 190Lt Of shampoo were used
- 110Lt Of hair Conditioners were used
- 213 Consults were conducted by Community Outreach Medical Emergency Team (Comet)
- 162 Consults were conducted by the Psychologist (Comet)
- 1,480 Consults were conducted by Centrelink
- 673 Assistance were conducted through the Emergency Relief Program

**Richard Thompson**

### **Housing Support Program**

The housing support program has again seen an increase in demand for housing and accommodation related assistance over the duration of this year. The Station Ltd's housing support team work closely with public and community housing providers in order to achieve the most optimal outcomes for our service users.

This program aims to provide the assistance and support our clients need to obtain and maintain stable accommodation, this often involves assistance in an array of avenues such as support with issues related to health, income, identification and living skills.

Another key component of the housing support program is the outreach home visits aimed at enabling continued tenancy maintenance. The housing support workers completed 144 home visits over the past annual period, during which they were able to provide assistance and support, monitor clients' needs and address concerns more proactively.

In addition to this the housing support program entails provision of assistance with crisis and medium-term accommodation options to assist our clients with their more immediate needs.

During 2010-2011 there were a total of 2,911 housing related consultations conducted, 31 clients were housed through public housing, 25 clients were housed in the private market and 16 clients had their priority applications approved and have been placed on the housing pathways waiting list.

**Jackie De La Pena & Hannah Westcott**

### **Emergency Relief Program**

During the past financial year 2010-2011 the Emergency Relief Program permitted a great number of clients who are experiencing financial difficulty, especially those on low-income budget, to receive financial assistance. The combination of health concerns and financial hardship, unemployment and mental illness increases the difficulties of the clients who are coming out of genuine crisis. Our statistics illustrate how important it is in running this program by the large number of clients who access the service. The Station Ltd looks forward to maintain the Emergency Relief Program to continue to assist those who are experiencing financial hardship whilst maintaining their households.

The number of clients assisted in this reported period is as follows: 673 were the total number of episodes provided by the program; a total of 468 clients were assisted during this period, among those assisted, 130 were new clients.

**Graciela Luna**

### **Mental Health Service**

Service users continue to present with a great variation in mental health needs, many living with dual diagnoses, chronic mental health conditions, and other complex presentations. These particular individuals continue to experience an overwhelming incidence of chronic homelessness, rough sleeping, and impaired access to greatly needed treatment and assistance. The prevalence of co-morbidity, complex needs and chronic illness amongst this target group highlights the ongoing and urgent need for treatment services that thoroughly and appropriately address the needs of our service users.

The Station Ltd. focuses on fulfilling primary needs whilst simultaneously promoting access to support, treatment, services and facilities aimed at enhancing quality of life, reducing risk, maintaining general health, safety and wellbeing as well as meeting individual needs.

There continues to be an overwhelming need for mental health services among this client group and The Station Ltd. endeavours to offer mental health services that promote the support and treatment that may reduce the risk of psychiatric or psychological deterioration. The reinstatement of a weekly psychiatric clinic offered

through St Vincent's Mental Health Service, at the centre has been of great benefit to our service users in further developing accessibility of treatment and interventions to benefit our clients, there have been 94 psychiatric consults since the commencement of this clinic in January 2011.

Over the duration of this year there were 123 mental health service referrals and 26 referrals for acute psychiatric services. A total of 2487 consultations were recorded, with 1578 of these relating to service users with dual diagnosis issues and the remaining 656 concerning primarily mental health.

**Heather Fairfax**

### **Drug & Alcohol Service**

During 2010 and 2011 the number of clients at the centre has increased considerably. Despite this marked increase, The Station continues delivering its main philosophy and mission; providing for our clients basic needs such as food, health and hygiene. This could not have been possible without the dedication of staff members and stakeholders that provide weekly specialist services at the centre.

During the past year we have seen many individuals requesting assistance with drug & alcohol issues, the most common presentation being alcohol related issues. However, treatments available to help to counteract the complex effects of these addictions have been able to provide some of our clients with avenues for assistance and support with their addiction. Many service users have been supported to make changes and work towards sustained recovery from their patterns of addiction. Our approach has been designed to treat the abuse pattern with personalized intervention for each client, and is offered within a holistic and harm minimisation framework. This is often provided alongside medical, psychiatric and social interventions.

The 2010-2011 NADA records have reported that the total of service contact episodes was: 1011; 164 clients within the guidelines of case management, among those clients 65 attended a detox service, rehab and/or received medical assistance. During this period were reported 105 new clients.

**Graciela Luna & Heather Fairfax**

### **Joint Physical/Mental Health Clinic from St Vincent Hospital**

From February 2011, the newly expanded Homeless Health team began a Monday morning clinic at The Station. We chose Mondays when we heard it was the day of hot breakfasts, which we considered might sweeten the prospect of seeing us in clinics.

Previously St Vincent's has run a Comet (Physical Health) clinic on a regular basis, though this had ceased in 2010. The current co-located clinic is a first. It involves two rooms running concurrently: one operated by an RN and Registrar attending to clients' physical health needs, and a second with a Psychiatry Registrar.

The take-up rate for both these services has exceeded expectations. Another successful aspect to the joint clinic day is the extent to which clients have been referred up and down the narrow staircase at The Station for review when relevant physical and psychological symptoms arise. Along the way we've developed many creative ways of describing and destigmatizing mental illness to a wary audience.

The fantastic and highly professional staff at The Station Ltd is the glue that holds their irreplaceable service together!

**Mirrilee Back**

**Tim Neate**

**Mike Scott**

### **Homeless Persons' Legal Service**

The Homeless Persons' Legal Service (HPLS) has been running a free legal advice clinic at The Station since June 2004. Between 1 July 2010 and 30 June 2011, there were 57 discrete advices provided and 33 ongoing casework files generated for clients of the HPLS legal advice clinic at The Station.

Each Monday from 10am-12pm lawyers from two Sydney law firms, Henry Davis York and HWL Ebsworth, volunteer their time and expertise to run the clinic. The sorts of things they help clients at the clinic with include outstanding fines and problem debts. HPLS lawyers have assisted clients to reduce their fines or to help them with Work and Development Order (WDO) applications to pay off the fines. HPLS lawyers have also assisted by representing clients in court for minor criminal charges, preparing applications for Victims' Compensation, and negotiating with Births, Deaths & Marriages, Centrelink, Housing NSW and other government agencies.

HPLS thanks The Station for its ongoing hosting and support of the clinics. HPLS and its volunteer lawyers would like to sincerely thank all the staff of The Station for their professionalism and assistance.

**Ben Fogarty**

**Senior Solicitor**

**Homeless Persons' Legal Service**

## Area Sydney East Community Team (Centrelink) Report

The Area Sydney East community Team continues to offer their service at the Station Ltd on schedule. The Centrelink Community Engagement Officer -formerly Community Contact Officer- is at The Station Ltd once a week to ensure customers, who are homeless or at risk of homelessness have equitable access to, and maintenance of income support payments and other services provided by Centrelink. This involves working with the staff of the Station and its customers.

The CCEO will continue to provide assistance and information so as to ensure an accurate understanding of customers entitlements and their obligations whilst improving their capacity to participate in education, employment and other opportunities that will assist them to become self sufficient.

**Denis Williams**  
**Team Leader ASECT**



## **Acknowledgments**

The Station Ltd would like to thank the following people and organisations for their invaluable assistance through-out the past year. We look forward to your continuing support

Bonds Australia  
Bovis Lend Lease  
Bowlersø Club of NSW Ltd  
Brand Promotions Pty Ltd  
City of Sydney  
City of Sydney RSL Club  
Clubs NSW  
Colgate-Palmolive Pty Ltd  
Country Energy  
Dexus Property Group  
Homeless Persons Legal Service  
HWL Ebsworth  
Henry Davis York  
IMAX Australia  
Keech, Norma  
Macquarie Bank  
Made In Italy  
Mrs J. Chapman  
Nadia Piave & Fortissimo  
NSW Bowling Club  
NSW Leagues Club  
NSW Sports Club Ltd  
Occidental Hotel  
Oz Harvest  
Rhys James  
Rotary Club Darling Harbour  
Silk City Tattersalls Club  
Sikh Youth Australia  
St. Phillip Anglican Church  
Sydneycare  
Sydney Swans Football Club  
Sydney Theatre Company  
The Grace Hotel  
Wash on the Rocks Pty Ltd