



ANNUAL REPORT

2022 - 2023

With artworks from clients and residents

CONTENTS

MISSION AND VALUES	3
WELCOME	4
OUR IMPACT	6
ADVOCACY	7
10 YEARS OF ACHIEVEMENTS	8
OUR CLIENTS	10
TYSON'S STORY	12
CAMPUS OF CARE — OUR NEW SERVICE HUB	14
OUR STAFF AND VOLUNTEERS	16
OUR OP SHOPS	20
SCHOOL PARTNERSHIP: WESLEY COLLEGE	22
THANK YOU TO OUR SUPPORTERS	23
OUR FINANCES	26
REGISTRATION AND LEGISLATION	30
CONTACT	31

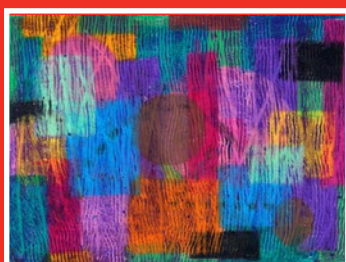
Acknowledgement of Traditional Owners

Sacred Heart Mission acknowledges the Traditional Owners of the various lands on which we operate. We pay our respects to them, their culture and their Elders past, present and emerging. We acknowledge that sovereignty was never ceded. Sacred Heart Mission commits to providing accessible and culturally appropriate services to Aboriginal and Torres Strait Islander people.



Statement of Inclusion

Sacred Heart Mission believes that the diversity of abilities, genders, sexualities, relationship identities, bodies and cultures in our community enriches us all and should be celebrated. Everyone is welcome at our table.



Artwork on cover

Patricia Robertson, Journey to Social Inclusion participant:
Moon Rain (oil pastel and fork)

You can find further artworks, kindly contributed by Sacred Heart Mission's clients and residents, throughout this annual report.

EVERYONE IS WELCOME AT OUR TABLE.

Sacred Heart Mission was founded in 1982 by the local parish priest and a group of parishioners from the Sacred Heart Church in St Kilda West, responding to the needs of the St Kilda community by providing a meal and companionship.

Since then, we have evolved into an innovative organisation, with the purpose of providing support, care and nurturing to alleviate and prevent homelessness, poverty and social isolation regardless of race, religion, sex or age.

We recognise everyone is unique. No matter where they are in their journey, we are here to support them.

We take a highly collaborative approach, with many services being provided in partnership with other agencies. We are sustained by strong connections, a deep pool of generosity and support from the community.



VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

VALUES



WELCOME

We welcome and actively engage people in order to build relationships based on respect and trust.



COMMUNITY

We enable people to feel supported by and connected to the broader community.



CHALLENGE

We challenge the unjust social and economic structures that cause disadvantage, social exclusion and homelessness.



ACCOUNTABILITY

We measure the impact of our work so we can develop the evidence to address deep, persistent disadvantages.



INNOVATION

We ensure our services remain contemporary, creative, responsive and effective.



A MESSAGE FROM OUR CHAIR AND CEO

In the past decade, following our 10-year strategic plan, Sacred Heart Mission has evolved into an evidence-based and well-respected not-for-profit organisation focused on addressing the impact and underlying causes of social exclusion and disadvantage.

Joining Sacred Heart Mission as the new CEO in December 2022, Hang continues to be inspired by how lives are changed through engagement with us. All our services work towards strengthening people's sense of connection and agency by fostering social inclusion, independence and building life skills, which are key to ensuring people can maintain their housing in the long term and recover from homelessness.

We thank our incredible community of staff, volunteers and supporters for their work over the last decade. Together, we have made outstanding achievements to meet the needs of the most vulnerable people in the community. The Mission would not

be what it is today without the hard work, passion and dedication of every one of you.

With that achievement, we are now embarking on a new journey to develop our next strategic plan, 'Strategy 2030'. Our next chapter will see us grow our impact to reach more people and communities in need. The evidence shows us that disadvantage, poverty and homelessness is not only increasing but becoming more complex across Victoria and indeed the country. We will go where the need is.

Internal and external stakeholders, including staff, volunteers, clients, key partner organisations and our board of directors are actively involved in this process, and we look forward to releasing the next strategic plan in 2024.

In other exciting news, Project 101 – our multi-stage redevelopment – is finally completed and we opened our Campus of Care at the corners of Robe and Grey Streets in St Kilda in June 2023. Everyone is greatly enjoying being back together again in our beautiful new spaces.

The campus includes our redeveloped Women's House and the Wellness Place as well as an administration building and 14 independent living units located in the former Sacred Heart Primary School, now known as 99 on Grey.

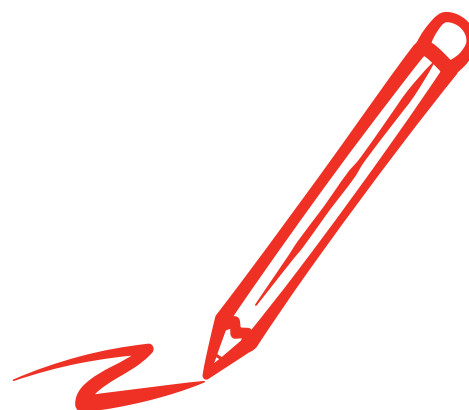
This building will provide housing to people aged over 55 who can live independently and have strong connections to the St Kilda community.

We would like to acknowledge our generous supporters who contributed to the development, and made this impactful project come to life.

We would also like to thank our staff, clients and residents and our St Kilda neighbours for their patience and flexibility throughout the development. We extend a special thank you to the Property, Facilities and Administration team and our board sub-committee for their hard work over the last few years getting this major project completed.

We look forward to creating the next chapter in the Mission's story with you and growing our impact.

Chris Stoltz AM, Chair and Hang Vo, CEO



WALKING TOGETHER IN COMPASSIONATE SERVICE

Some of the most significant times for me around Sacred Heart Mission are simply sitting beside someone at a bench, dining table or in the aged care home, welcoming and listening as people seek connection in their lives.

At the heart and spirit of our Mission and Parish community is the idea of walking beside one another in compassion, to empower people who often feel they have no one to support them out of their experience of disadvantage and homelessness.

Looking back on this last year, it has been one filled with enriching and faithful walking together.

I have many memories of witnessing the welcome to those seeking support at the Mission and joining us in worship and for a cuppa afterwards. This is heartwarming for us all, forming one community of life together. Our parishioners offer their supportive presence at funerals of clients and residents from across the Mission, especially when the person

has little or no family of their own. This has been a most powerful sign of walking beside the ones most in need of remembrance. To be able to offer dignity during transition is precious.

We are grateful to our school community of St Columba's Primary School and their staff, led by Principal Daniella Maddalena, for their support in a range of projects across the Mission, and to our Parish Leadership Group, of which our new CEO Hang Vo is a vital and enriching member. The group has continued to keep a steady, faithful eye on how we can serve those most in need.

Christine Mitchell, our Parish Ministry Leader, our Passionist Sisters community, my co-worker in Spiritual Care, Karen Englebreetsen, and our Parish Administrator Jane Hearnnes, all walk beside me in support of our Mission. I give my heartfelt thanks for their remarkable service to us all.

On behalf of the Parish, I wish to thank Chair Chris Stolz, Hang Vo,



staff and volunteers for their work over the last year and always. It is truly a privileged journey we share with you, and we give thanks for the transformative power of your gifts in addressing the entrenched disadvantage of those seeking a way out of homelessness and poverty.

May we all continue to walk beside each other in service, making a difference to those who are asking, "will you walk with me?"

Fr John Petrus
Parish Priest



Leslie Holding, Rooming House Plus Program resident:
Ancient Mansion (acrylic paint and felt tip pen)



OUR IMPACT IN 2022-23

509



Number of people we supported to obtain or maintain stable housing

412



Number of people we helped to find and settle into temporary accommodation

230



Adults provided with accommodation and support (Bethlehem, Rooming House Plus Program, Sacred Heart Community)

529



Presentations at the Women's House

1,666



Therapy appointments, attendance at group activities and 'pop up' events at the Wellness Place

1,766



Number of recorded times Pathways Workers at Sacred Heart Central provided support*

25



Women provided with crisis accommodation through Homefront

92,822



Meals served during the year for clients

**Pathways Workers at Sacred Heart Central have at least 10-15 significant conversations with clients each day. For confidentiality reasons, we only record conversations if we receive clients' consent.*

374



People receiving support from Sacred Heart Mission's outreach programs (including GreenLight, GreenLight Plus, J2SI, General Supportive Housing Program, Women's Supportive Housing Program)

292



Clients receiving aged care services from Sacred Heart Local

OUR ADVOCACY

Advocacy is at the heart of everything we do at Sacred Heart Mission, to not only respond to deep and persistent disadvantage but also address the underlying causes.

Sacred Heart Mission seeks opportunities to amplify voices of our clients and community and we work collaboratively with other organisations to undertake our advocacy efforts.

We maintain strong relationships with peak bodies, including (but not limited to) the Victorian Council of Social Service, Catholic Social Services Victoria and the Council to Homeless Persons, informing their submissions to both state and federal governments.

As we see the number of people experiencing chronic disadvantage rising in the current climate, and accelerated by the cost of living crisis and Australia's housing crisis, we will continue to advocate for the most vulnerable people in our community to create an inclusive, fair and compassionate community, which enables everyone to realise their full potential.

OUR ADVOCACY ACTIVITIES AT A GLANCE

Federal Budget 2022-23	In our Budget response, we called for an urgent raise of income support payments to lift people out of poverty, and for actions to address energy poverty in Australia.
Victorian state election	In the lead up to the state election in November 2022, we launched a digital campaign calling for more social housing and housing-first programs, a reformed housing and homelessness system and better access to health care for people experiencing disadvantage.
Key submissions	We made submissions into two Commonwealth parliamentary inquiries, the Extent and Nature of Poverty in Australia and the Cost of Living.
Federal Budget 2023-24	In responding to the Budget, we repeated our call for an increase to JobSeeker and Youth Allowance payments and Commonwealth Rent Assistance and advocated for improved employment services without punitive, mutual obligation requirements.
Ongoing advocacy	We continued to advocate on behalf of our clients and to educate the public on people's experiences of entrenched disadvantage throughout the year, particularly during awareness weeks such as Homelessness Week, Anti-Poverty Week and Social Inclusion Week.

OUR KEY ADVOCACY AREAS

1. Access and eligibility for people experiencing profound exclusion and disadvantage
2. Affordable, safe, accessible, and secure housing
3. Impact of trauma
4. Economic and social inclusion



Visit sacredheartmission.org/advocacy to learn more about our advocacy and social policy work and access our full submissions.

10 YEAR STRATEGY

COMPLETION OF OUR STRATEGIC PLAN

This year we concluded our 10-year strategy one year ahead of plan. We've worked hard and turned so many ambitions to reality.

Read on to learn about our key achievements:

2014-15

Trauma-informed organisation

We integrated trauma-informed care into our service model and frameworks and launched a training program to address the impact of trauma.

Bethlehem Community

Sacred Heart Mission merged with Bethlehem Community, providing a recovery-focused, residential service to women experiencing disadvantage and homelessness in Reservoir and Thomastown.

Op shop expansion

To help increase alternative revenue streams, we began opening one op shop per year, beginning with our Fitzroy store, which was Sacred Heart Mission's eighth op shop and first in the north.



2015-16

Project 101 kick-off

We launched the first stage of our multi-stage redevelopment aptly named 'Project 101' as the residential age care facility is located at 101 Grey Street, St Kilda. To help fund this ambitious undertaking, we commenced the 'One Heart, One Home' capital campaign which raised \$8 million.

Journey to Social Inclusion (J2SI) – Phase Two

We rolled out J2SI Phase Two supporting 60 participants across Melbourne. To evidence the outcomes and cost savings to government, we undertook a randomised control trial in partnership with the University of Western Australia and Swinburne University – one of the first of its kind in Australia.

Professionalising our communication

We created and implemented a communication strategy with a clear brand narrative and key messages to share Sacred Heart Mission's story and inspire support.

2016-17

Outcomes measurement

We developed the TICSPOT tool to measure the outcomes experienced by clients as a result of our programs which was validated and endorsed by the Centre for Social Impact at the University of Western Australia.

2017-18

J2SI Phase Three

We launched the next phase of J2SI delivering our program to 180 people from 2018–2023 and to a further 120 people from 2021.

Social Impact Investment

To deliver J2SI to more people, we secured Victoria's first ever Social Impact Investment.

Rough sleeping initiative

Sacred Heart Mission participated in the Port Phillip Street Count and contributed to City of Port Phillip's 'Project Zero' to reduce rough sleeping in St Kilda.

Advocacy strategy

We developed and implemented an advocacy strategy focused on systemic issues impacting our client cohort.

Staff recognition

We launched the Big Heart Awards, Sacred Heart Mission's staff recognition program, to better acknowledge individuals and teams for their achievements and innovative work.



♥ 2018-19

Successful conclusion of J2SI Phase Two

J2SI Phase Two concluded after providing three years of support to 60 participants, with 82% of participants remaining in stable housing and savings to government of \$1.84 for every \$1 spent on the program.

Launch of Sacred Heart Mission's online op shop

Beginning with an eBay and Instagram store in 2019 and transforming into a dedicated website, the online op shop sells high-end clothing and collectibles to customers from across Australia.

Homelessness research

We participated in sector-wide research examining causes of premature death in the homeless population.

Reconciliation Action Plan (RAP)

Committed to reconciliation since 2012, we launched our second, Innovate Reconciliation Action Plan (2019-2021) outlining our actions to ensure we provide a welcoming, inclusive and culturally safe environment for First Nations peoples.

LGBTIQA+ Working Group

We formed a working group to focus on access, equity and inclusion for clients, staff and volunteers who identify as LGBTIQA+.

J2SI Evaluation and Learning Centre

We developed the J2SI Evaluation and Learning Centre and licensing model to make the Journey to Social Inclusion program available to homelessness agencies nationally.

GreenLight Supportive Housing Program

In partnership with VincentCare and The Salvation Army, we launched the GreenLight Supportive Housing consortium assisting people sleeping rough through a flexible, multi-disciplinary approach, including case managers, mental health clinicians and peer support settlement workers.

♥ 2019-20

Internal communication platform

To facilitate internal communication while staff worked remotely during the Covid-19 pandemic, we implemented 'Workplace', Sacred Heart Mission's internal social media portal.

♥ 2020-21

Continuum of Care service framework

We launched a flexible service approach, called 'Continuum of Care', providing people with the right level of support at the right time to drive better housing outcomes.

New fundraising strategy

A new fundraising strategy was launched to grow Sacred Heart Mission's fundraising work and donor support in the areas of individual giving; bequests; corporate, school and community fundraising; skilled and corporate volunteering; and trusts and foundations.

Wellbeing at Heart committee

To create a happier and healthier community of staff, we launched the 'Wellbeing at Heart' working group dedicated to igniting conversations about mental health and providing support in the workplace.

♥ 2021-22

New website

We developed a new, award-nominated website aiming to provide easy access to information for clients and the wider community.

New ICT system

Sacred Heart Mission developed and rolled out an integrated ICT system for all staff to improve collaboration, simplify workflows and advance data security.

Housing partnerships

We developed strategic partnerships with local community housing providers, including HousingFirst, Housing Choices Australia and Unison Housing.

♥ 2022-23

Project 101

We completed our multi-stage redevelopment after almost ten years of planning and construction. Find out more about our new 'Campus of Care' on pages 14 and 15.

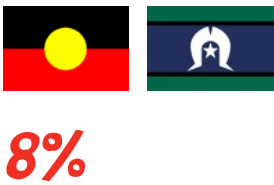
Leadership change

In December 2022, we thanked, celebrated and farewelled Cathy Humphrey for her leadership, dedication and 20-year service to the organisation, 11 as CEO. We welcomed Hang Vo as incoming CEO.

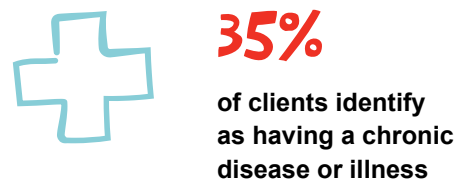


OUR CLIENTS

AT SACRED HEART MISSION, WE WELCOME AND EMBRACE PEOPLE AS THEY ARE.



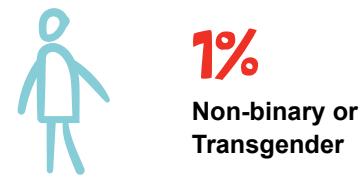
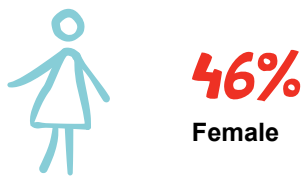
Clients who identify as Aboriginal and/or Torres Strait Islander



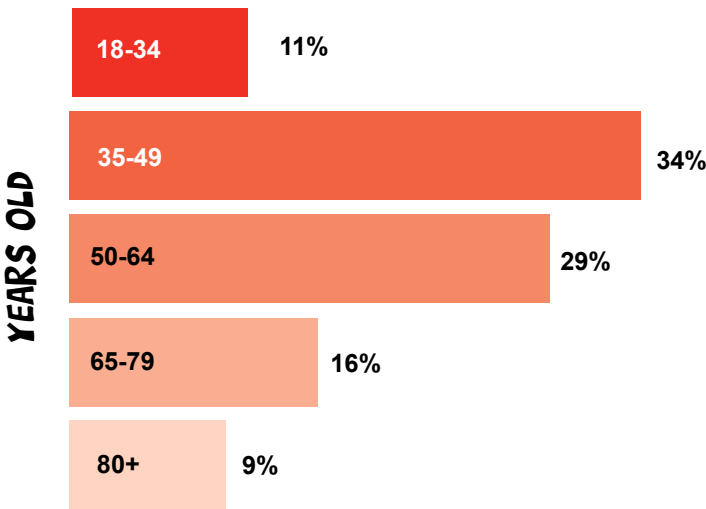
TOP 5 REASONS PEOPLE PRESENT TO US

1. Homeless and need assistance to access housing
2. Assistance with physical health issues
3. Assistance with mental health issues
4. For material and/or financial assistance or support
5. Support to remain living in own home

Gender Identity



Average age range of clients in years



Individuals accessing our service hubs are not required to provide us with personal information. The insights presented on this page represent people who consented to sharing personal information with us or are receiving formal services.



Richard Flannigan, Rooming House Plus Program resident:
'Sunset River' (felted wool & synthetic string)

TYSON'S STORY



Tyson first experienced homelessness during the Covid-19 pandemic after relocating to Melbourne from Perth. An athletic teenager who loved soccer, he fell into drugs from the age of 13. "I've had a very troubled lifestyle," Tyson says.

As a young teenager, Tyson found himself on the wrong side of the law after stealing a wallet. His older siblings also had histories of drug use and incarceration, and his mum hoped that a stint in juvenile detention would 'teach him a lesson,' and send him back on the right path. Rather, in what is a common story, his experience of juvenile detention only exposed him to other young people who were more deeply involved in criminal activity.

After many years and periods of incarceration and heavy drug use, Tyson decided to move to Melbourne with his girlfriend to make a fresh start.

Unfortunately, their relationship broke down and ended badly. Tyson then found himself incarcerated for the next eight months, charged with a range of offences he was never convicted for due to lack of evidence.

When Tyson was released on bail during the pandemic, he had nowhere to go and was unable to find suitable housing.

Eventually, his mum was able to help by paying for temporary hostel accommodation. Tyson spent 17 days in an awful hostel in Melbourne's CBD – of this experience, he says, "my jail cell was better." After that, he was placed in temporary hotel accommodation as part of the Covid-19 response and then bounced around a series of temporary shared accommodation properties for a while; but it was not a positive experience.



During this time Tyson agreed to participate in the Court Integrated Services Program – a bail program which provided him with intensive support for a few months to avoid future jail time and complete a Community Corrections Order. The order lasted two and a half years.

Tyson is proud of his ability to complete it, and he was commended by the judge for turning his life around.

In 2021, Tyson was referred to GreenLight Plus, a program run by Sacred Heart Mission and funded by the Victorian government for people who had been temporarily housed in hotel accommodation during the pandemic. It was then that things started to change.

With Case Manager Tania, Tyson was able to access an 18-month lease in a community housing property while waiting for a public

housing offer. "I've never had my own place before," he says.

With the ongoing, wrap around support and financial assistance from Tania, Tyson has shown he can look after his property, sustain his tenancy and pay his bills on time. "Anything that has come up, Tyson's been able to face it – negotiating with neighbours, that sort of thing," says Tania.

Tyson also expresses gratitude to Tania for writing a letter to the magistrate about his progress – by being involved in GreenLight Plus, the court is more confident that Tyson won't reoffend in the future.

As part of the program's holistic approach, Tania connected Tyson with medical professionals to ensure he receives the right treatment to stay off heroin and manage his mental health and wellbeing.

While participating in GreenLight Plus, Tyson has found consistent employment for the first time. "I'm teaching myself how to have a work ethic – I've never had that before. I never had a father, or anyone to teach me how to be an adult really." Tyson is also rebuilding his relationship with his mum, after many years of challenges.

Today, Tyson lives in a two-bedroom public housing property. It is in a quiet area, where he can have privacy and the space to rebuild his life. He is proud of his home and has four aquariums – he loves taking care of his pet fish. He's hopeful that his 12-year-old son, who lives in Perth with his mother, may be able to visit. "If I don't try, I'll lose him. But we are trying – he rings me every day before school."

Tyson would like to become a mentor one day and help other young people to stay out of jail. He says he wants to see a more supportive system that diverts disengaged young people away from prisons as much as possible and give them more opportunities to change before they are placed in juvenile detention.



"YOU CAN NEVER GET ENOUGH SUPPORT. DOESN'T MATTER HOW STRONG YOU ARE, YOU JUST NEED A FRIEND — EVEN ONCE A WEEK. THAT WOULD MAKE THE WORLD OF DIFFERENCE TO KIDS LIKE ME."



CAMPUS OF CARE

OUR NEW SERVICE HUB

Sacred Heart Mission's multi-stage redevelopment has been completed after more than six years of planning, construction and Covid-induced delays.

Though we experienced significant challenges in completing the project, we are thrilled our vision of a cohesive and connected hub of support and services has finally come to life.

This new 'Campus of Care' integrates the broad range of services we offer into one seamless continuum of care, improving the quality of life for people experiencing homelessness and disadvantage, and the elderly.

The completion of the development signifies a major milestone in building an inclusive organisation for our service users, staff and volunteers, and consolidates our back-office operations to better support our client services and programs.

As well as our 96-bed aged care facility 'Sacred Heart Community', and 14 independent living units, now known as '99 on Grey', the project also includes our updated Wellness Place and Women's House, and a new administration centre.

The completion of the building project is a testament to the transformative impact of Sacred Heart Mission's former CEO Cathy Humphrey, its board of directors, and our incredible community of supporters.

The redevelopment of our operating environment was only made possible thanks to tireless support from our staff, residents and clients and local neighbours, and the joint efforts and perseverance of our project partners and contractors.

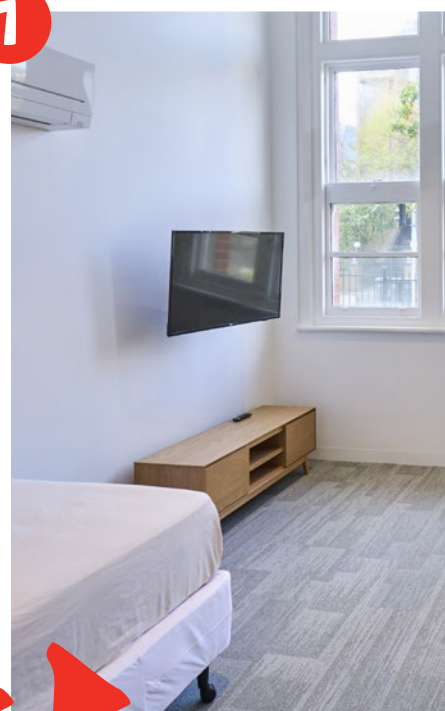
We are deeply humbled by the generous donations and support we have received from friends of Sacred Heart Mission and the wider community over the years, helping to bring this project to life. It reflects the spirit and heart of our community and a commitment to providing the best level of care and support for people experiencing homelessness and disadvantage.

HOMEFRONT UPGRADE

This year, Sacred Heart Mission also received \$2.5 million from the Victorian government to refurbish and upgrade Homefront, 11 self-contained women's crisis accommodation. The funding enabled us to improve the overall amenity of Homefront, increase the number of units and its accessibility, reduce ongoing maintenance and operating costs, increase water and energy efficiency and prolong the useful life of the building by 15 to 20 years.

Sacred Heart Mission thanks the Federal and Victorian governments for supporting this project.

1. **Spacious new studio apartment at 99 on Grey**
2. **Lounge space at Sacred Heart Mission's updated Women's House**
3. **Reception area of the Wellness Place**





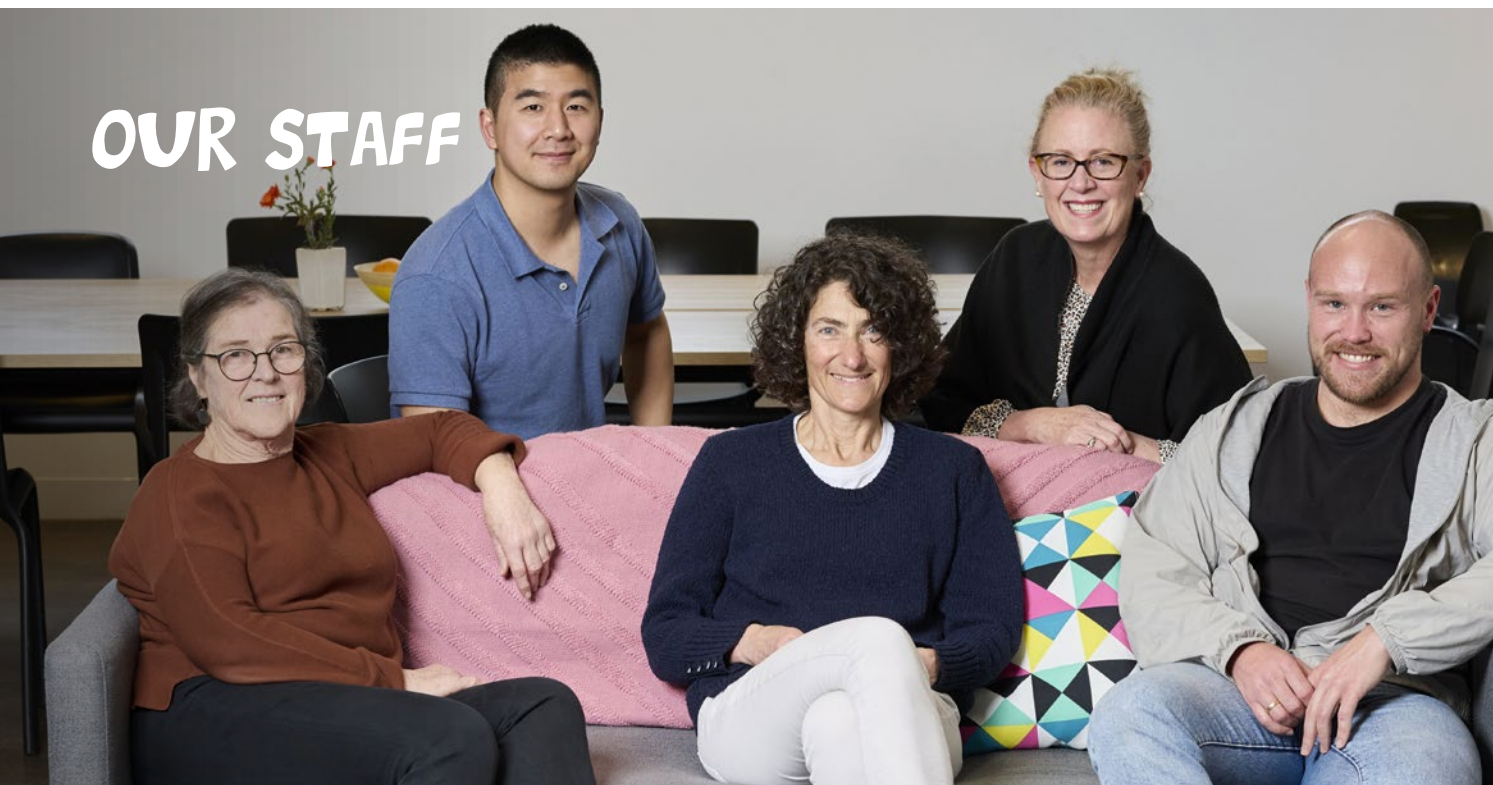
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2



OUR STAFF



IN 2022-2023, THE FOLLOWING STAFF MEMBERS WERE RECOGNISED FOR THEIR YEARS OF SERVICE:

5 YEARS

Frances Petley
Steven Clowe
Andy Grant
Malkeet Singh
Mo Ambrose
Julie Tanner
Trevor Skerry
David Cooke
Stella Babirz
Benjamin Kemp
Kulwinder Kaur
Jagadish Pyakurel
Alison Sayer-Jones
Zaheer Riaz
Robbi Chaplin
Peter Callaghan
Cheryl Jacka
Jason Kemp
Matthew Delaney
Katie Lockett
Suzanne Findlay
Claire Kruger

10 YEARS

Anna Barry
Shermin Saldin
Juli Devine
Sandra Carter
Gurpal Singh
Malcolm Jennings
Isidore Ntambvwe-Mbuyi
Regina Wloch
Julie Quirk
Georgia Chiragakis

15 YEARS

Santiago Aznal
Sarah Honan-Barnes
Patricia Williams
Joan Kerr

20 YEARS

Wade Piva

FULL-TIMERS

119

PART-TIMERS

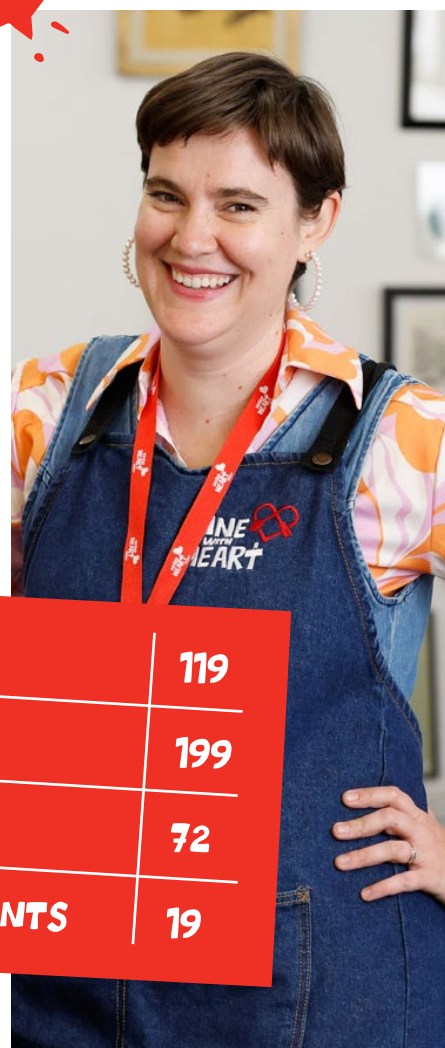
199

CASUALS

72

STUDENT PLACEMENTS

19

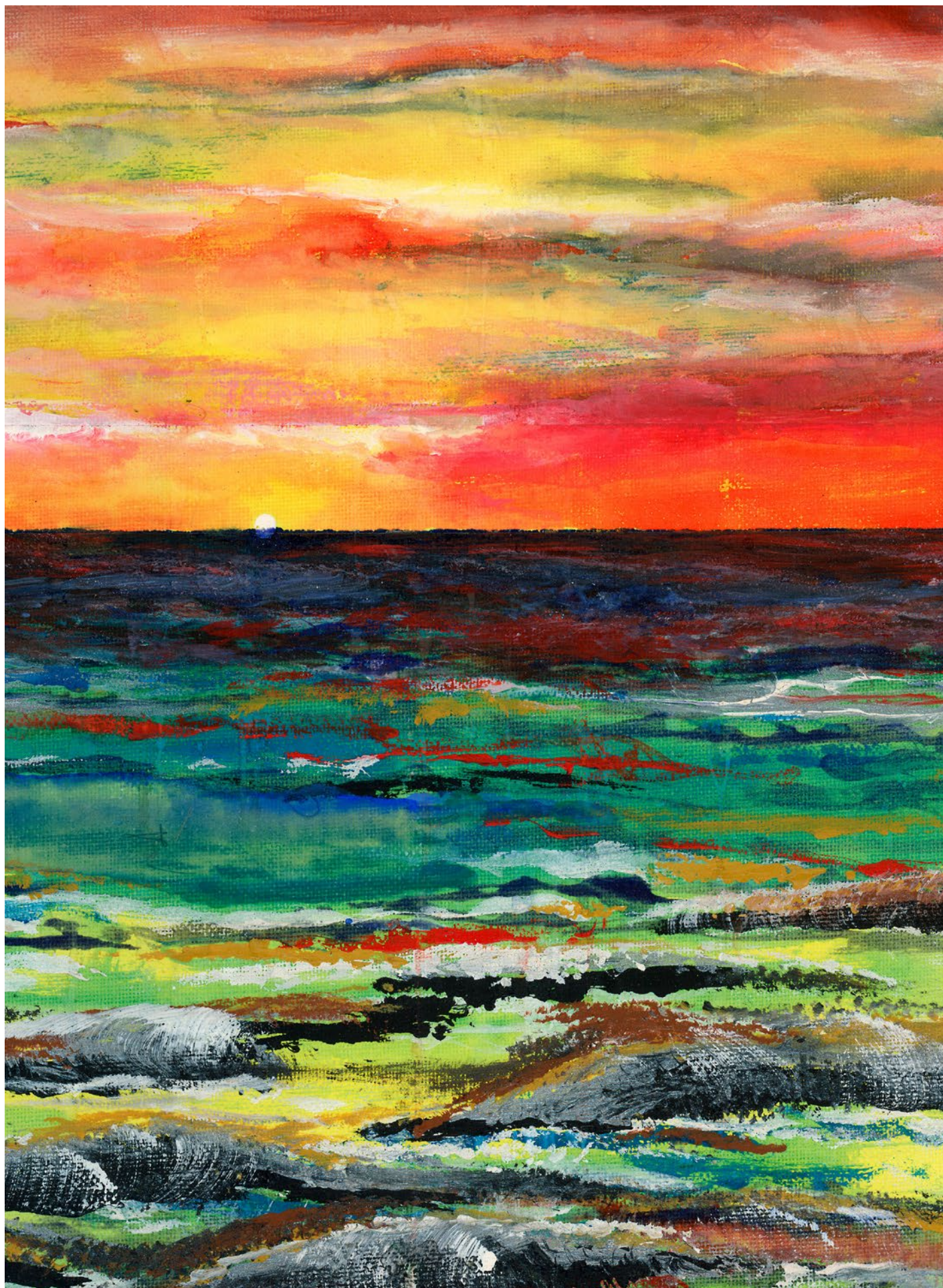




**OUR BIG HEART AWARDS HIGHLIGHT
OUTSTANDING CONTRIBUTIONS MADE
BY INDIVIDUALS AND TEAMS.**

Client Service	<p>Regina Wloch and the Homefront Team: Homefront provides crisis accommodation for women at risk of or experiencing homelessness. The team experienced a number of challenges with relocations this year and took everything in their stride. Homefront collaborate as a team, and work together to achieve positive outcomes for everyone involved.</p> <p><i>"I find the team culture at Homefront inspirational and regularly observe the whole team showing dedication, commitment and genuine care."</i> Kate Heron, Manager Women's Services</p>
Customer Service	<p>Eloise Torpy: Eloise successfully led the J2SI 3.3 team for over 12 months as Program Coordinator. She went above and beyond to support the team, maintaining a positive team culture, being available to staff when they needed support and assistance and providing direct support to clients when required.</p> <p><i>"Eloise is passionate, dedicated and professional in all that she contributes to J2SI and Sacred Heart Mission."</i> J2SI 3.3 Team</p>
Innovation	<p>J2SI 3.2 Team: J2SI 3.2 have completed their case management with an amazing result, 94% of people in stable housing. Through the pandemic, staff had to be innovative to alter service delivery in line with the various restrictions. Internal data highlights a 20% increase in program participants feeling socially included, another key measure of success.</p> <p><i>"I want to showcase and acknowledge the work that this team have achieved, working with the many challenges that were present!"</i> Garry Bourke, Manager J2SI</p>
Citizenship	<p>Peter Callaghan: Peter is the face of the Grey Street op shop and has developed strong relationships with donors, clients, customers and neighbours. He and the team have achieved record takings for the store and turned it into a community hub where everyone is welcome.</p> <p><i>"I'm really proud of Peter's development as a manager and as a person, from working casually on the trucks to running a brilliant flagship store."</i> Samantha Arthur, Marketing and Digital Coordinator</p>
CEO Award	<p>Angela Palmer: Angela ensured that the recent quality accreditation process for Sacred Heart Mission went smoothly and involved liaising with the assessors, the collation of hundreds of pieces of evidence and coordinating interviews. This enabled us to show what we do best.</p> <p><i>"Angela rose to the challenge of a successful accreditation by actively engaging the broader community in the process."</i> Belinda Plotkin, Manager Quality & Projects</p>





Patricia Robertson, Journey to Social Inclusion participant:
Untitled (acrylic paint)

OUR VOLUNTEERS

Our volunteers are an integral and inspiring part of our team; their ongoing support and motivation enabled us to transition to a new Covid-normal. When we re-opened our Dining Hall for seated service in July 2022, it was thanks to our strong volunteer base that we could resume 7-day operations, a move that was greatly celebrated by our clients who were happy to be back and have a place of welcome and acceptance. We love the adaptability of our volunteers, from chatting to the Victorian Premier to last minute cook ups to meet high demand – our volunteers do it with passion and energy.

The Women's House also successfully re-opened its doors to clients once our redevelopment project was completed. It was a great experience for our Women's House team to see many long-term volunteers return to the program – and to see their excitement about the facility's beautiful facelift.

751
Individual
Volunteers



"I AM HAVING A GREAT VOLUNTEERING EXPERIENCE AT THE OP SHOP AND WOULD LOVE TO CONGRATULATE THE SACRED HEART MISSION TEAM FOR CREATING A POSITIVE ENVIRONMENT FOR ALL VOLUNTEERS!"

Aryaa,
Volunteer at our Northcote op shop

RECOGNITION OF OUR DEDICATED VOLUNTEERS

This year, we presented 157 service recognition awards to volunteers who have achieved between 500 and 3,000 volunteer hours.

For the first time since 2019 we were able to hold an end of year celebration party for volunteers. Around 100 volunteers attended, and everyone was happy to be able to catch up in person after the pandemic.

During National Volunteer Week in May 2023, we said thank you to our volunteers by presenting all active volunteers with a pin and thank you card for their tremendous support, especially over the challenges of the last few years.

"WE ARE VERY GRATEFUL TO ALL OUR VOLUNTEERS WHO CONTINUE TO SUPPORT US. WE WOULD NOT HAVE BEEN ABLE TO MAINTAIN OUR TAKEAWAY SERVICE THROUGHOUT THE PANDEMIC WITHOUT THEM. THEIR ONGOING ENTHUSIASM TO RETURN WHEN WE REOPENED ENSURED EVERYONE FELT WELCOME AT OUR TABLE."

Chris Middendorp,



57,603

Total number of
volunteer hours

39,441

Hours were from op
shop volunteers (68%)

14,509

Hours were from the
Meals Program (25%)



OUR OP SHOPS

Our op shops continue to demonstrate that our stores deliver a unique shopping experience to their local community, strongly reflected in our sales and positive feedback from our customers and donors.

A key feature of our stores' success is the amazing support and generosity of our donors whose donations make our product range diverse and sought after.

It is important to acknowledge that these results cannot be achieved without the support of our wonderful op shop staff and the 446 incredible volunteers who give each of the stores their unique character and support our operations and goals on a daily basis, and without whom our op shops could not operate 7-days-a-week.

Like Judy Doyle, 87, who has been volunteering at the Mission for over 25 years. *"I started down at the Grey Street op shop in St Kilda. I don't know how I first heard about the Mission, but it's been a great time. I always feel that it's worthwhile being here."* Judy explains.

To all our volunteers, donors and customers, thank you for your continued support.



13

Sacred Heart Mission
stores across Melbourne

In 2022-2023, our stores
sold a total volume of:



602,434

items of clothing
and accessories



306,413

pieces of bric-a-brac



11,324

pieces of furniture



17,446

homewares



123,100

pieces of kitchenware



245,522

books and media

OUR REDISTRIBUTION CENTRE

Not all donations received can be sold in our stores, and we have developed relationships with various recyclers to allow us to manage excess, facilitated through our Northcote Redistribution Centre that helps us prevent unsaleable goods from going to landfill.

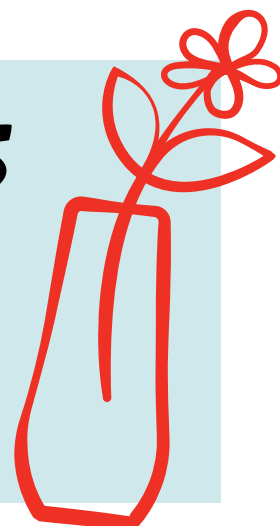
In the past year, we collected and redistributed saving money and the planet:

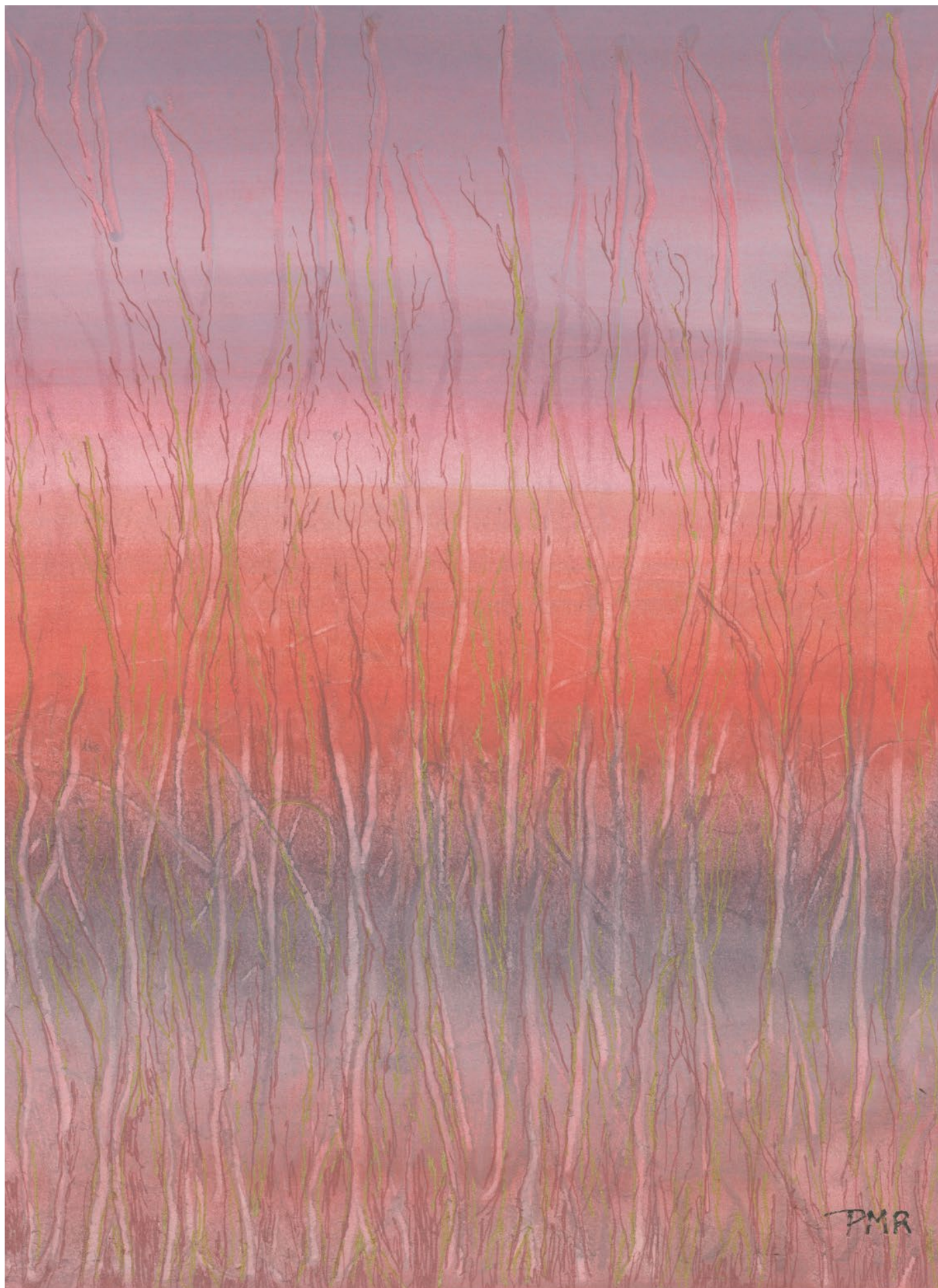
370,615

Kilos of clothing
and accessories

26,089

Kilos of bric-a-brac





Patricia Robertson, Journey to Social Inclusion participant:
Bare bark stands in seared air (2018 - watercolour and pen)



SCHOOL PARTNERSHIP WESLEY COLLEGE



Sacred Heart Mission has a long history of effective local partnerships, with schools being a big part of that. In 2022, Sacred Heart Mission and Wesley College signed a formal four-year partnership agreement solidifying our existing strong relationship and commitment to social justice and building the next generation of compassionate leaders.

We are so grateful to Wesley College, whose innovative annual fundraiser WiSSH (Wesley is Supporting Sacred Heart) Carnival raises important funds and awareness. Huge thanks to Michael Nash, and Kim Bence along with staff and students for their efforts in making this happen every year.

The first WiSSH event was held in 2020, and again in 2022 after an unplanned break in 2021 due to Covid-19 restrictions. In May 2023, the WiSSH Carnival was bigger

and better than ever, with student performances, a sausage sizzle, face painting, photo booth, chess competition, basketball competition and a hugely popular dunk tank. These were just a few of the many activities run by students, **with the event raising \$12,875**, surpassing all previous fundraising efforts!

"Wesley's partnership with Sacred Heart Mission is incredibly meaningful to our whole college community and is reflected in the ever more audacious fundraising goals our students set for themselves each year," Kim Bence, Head of Campus, St Kilda Road, says. "The WiSSH Carnival is a celebration of the transformational nature of the services Sacred Heart Mission provides to members of our community who are doing it tough."

This year, funds raised went towards helping our campaign "Make a House a Home" for people who are moving into their first home. The partnership has also included an annual volunteering scheme in our op-shops with opportunities for students to create products to sell.

Kim Bence highlights the range of benefits for students, saying:

"I have been humbled to witness our students develop a deeper sense of empathy as they have become increasingly aware of the enormous socio-economic challenges many of our neighbours face. What has been the greatest blessing for our students, in my opinion, is that they have been empowered by Sacred Heart Mission to take action and make positive change. I have no doubt that it is an experience that will have a lifelong impact on many of our students."

THANK YOU TO OUR DONORS

THANK YOU TO EVERYONE WHO HAS SUPPORTED PEOPLE EXPERIENCING DISADVANTAGE AND HOMELESSNESS OVER THE YEAR, BY GIVING A GIFT TO SACRED HEART MISSION.

We know the cost of living has affected us all, and we thank you for standing by and continuing to give so generously. We understand your gift is as precious to you as it is to the Mission and we remain focussed on delivering the best possible outcome and value for money to clients and donors alike.

Our fundraising strategy continues to adapt to the changing landscape in which we raise funds for our services. This year, our events have been impacted the most, where the continued impact of Covid-19 sees changing expectations on our in-person major events.

Aside from our Dine with Heart Gala Dinner, which raised over \$150,000 this year, we were unable to deliver popular and successful events from past years, such as our Heart of St Kilda Concert, or the Women for Women Light Up A Life Luncheon. We recognise the importance of an in-person connection and will be reviewing different engagement mediums in the future.

Our priorities over the past year have embraced new technologies and new methods of communicating, while remaining relevant and compliant through our strong connection to our peak body, the Fundraising Institute of Australia.

We continue to better ourselves in a challenging environment and encourage you, our readers, donors, and advocates to remain ardent in your support of people experiencing disadvantage and homelessness.

Thank you for all you do.
The Fundraising Team



OUR SPECIAL THANKS

Corporate Partnerships

Accenture
Catholic Development Fund
National Australia Bank
Pascal Satori

Supporting the Meals Program

Bright Sparqe
Coles Local St Kilda
Davies Bakery
Dobson's Potatoes
FareShare
Foodbank Victoria
Lineage Logistics
Lion
Nuttelex The Healthy Alternative
Rizo Desserts

Corporate and Community

Acmena Group Pty Ltd
Alpha-Truss
Asta
Ausign Signage
Avila College
Captain Baxter
Chisholm & Gamon Property
Complete Function Hire
Connolly Environmental
Doolan's Heavy Haulage
Dunlop Flooring
Ern Jensen Funerals
Equity Trustees
Fancy Films
Food & Desire
G&M Waldie Transport
Harris HMC
JPJ Audio Pty Ltd
Justice Connect
Leonard Joel
Lex Audio Visual

Linen House
Loreto Mandeville Hall
Mitchelton Winery
Neoscape
Norton Rose Fulbright
Palais Theatre
(Live Nation Australia Venues Pty Ltd)
Phaseshift Productions
Pinchapoo
Pomp and Splendour
Russell Kennedy Lawyers
Santa Maria College, Northcote
Saputo Dairy Australia Pty Ltd
Seed Heritage
Shameless Media
Shaw & Partners
Sofas Direct
St Columba's Primary School
St Michael's Grammar School
Star of the Sea College
Teoxane Australia Pty Ltd
Thread Together
Toorak Ecumenical Churches
Opportunity Shop
Underwear for Humanity
Wesley College, Melbourne
Xavier College
Xavier College Burke Hall
Parents' Association
Xavier College Mothers' Association

Government

Australian Government
Department of Health & Aged Care
Australian Government Department
of Industry, Science and Resources
Australian Government
Department of Social Services
Victorian Government Department
of Jobs, Skills, Industry and Regions
Victorian Government Department
of Families, Fairness and Housing
(including Homes Victoria)
Victorian Government
Department of Treasury and Finance
Victorian Government
Department of Health
City of Port Phillip

Individual Supporters

Alan and Clare Gruner
Andrew Stobart and Eliza Strauss
Ann Byrne
Anne McDonald
Barry and Faye Hamilton
Bill Burdett AM and Sandra Burdett
Bridget Meldrum and Mark Naughton
Carolyn Clark OAM and Jeffrey Clark
Catherine Quealy
Cathy Humphrey
Charlotte and David Bradley
Chris Hartigan and Angela Scarfe
David O'Brien and Victoria Shannon
Denis and Christine McConnell
Derek Young AM and Caroline Young
Diana Gibson AO
Doug Hooley
Elizabeth Proust AO
Edward and Ann Miller
Ellen Koshland and James McCaughey
Fiona Mason and James Kelly
Fr Terry Kean
Gail and Kevin Donovan
Jan Talacko and Jane Poletti
Jane Sims and Keith Greening
Janet Whiting AM
Jenny Jobst
Joan and Brian Healey
John and Barbara Ralph
John and Margaret Mottram
John Bennetts and Ann Ryan
Kathleen Canfell
Ken and Gail Roche
Kerry Gardner AM and Andrew Myer AM
Kerry Gillespie
Keryn and Stephen Nossal
Krystyna Campbell-Pretty AM and the
Campbell-Pretty Family
Lady Marigold Southey AC
Lesley and Robin Jeffrey
Liz Martell and Stephen Howard
Lucille and Keith Forbes
Margaret Fengler
Mark Munro
Meagan Keogh
Morena Buffon

Myles Neri and Katrina Nossal
 Nicola and Alex Commins
 Noel and Jenny Turnbull
 Owen Lennie
 Patricia O'Rourke
 Paul Holyoake and Marg Downey
 Paula Fox AO and Lindsay Fox AC
 Penelope and Ian Ward-Ambler
 Peter and Denise Murphy
 Peter and Francene Howe
 Redmond Family
 Rita Andre
 Robert and Irene Gilbert and family
 Robyn Duff and Noel Renouf
 Rosemary Southgate
 Royce and Beverley Jackson
 S Cain
 Sally McCutchan and Grant Powell
 Scott Mandragona
 Sean Breen
 Sharon Landy
 Simon and Andrea Fortune
 Steve and Kate Kloss
 Sue Wood and Gary Edwards
 Terri Farrell OAM
 Terry and Christine Campbell
 The Ryan Family
 Timms Holden
 Tony and Philippa Kelly
 Tracey and Jason Cheeseman

Fundraising Event Committee Members

Brian Nankervis
 Damian Colles
 Ken Connor
 Leanne Clancey

Women for Women

Carolyn Clark OAM (Chair)
 Dominique Burgoine
 Dora Burns
 Jodi Brassey
 Josie Kelly
 Katy Nottingham
 Lucy Hill
 Marie Kudnig
 Nicola Commins

Sarah Conron
 Sylvia Ma

Trusts and Foundations

Aged Persons Welfare Foundation
 Bagot Gjergja Foundation
 Bellwether Foundation
 Bokhara Foundation
 Burns Family Endowment Fund, a giving fund in the APS Foundation
 Constance Ackroyd Trust
 Danks Trust
 DOG Foundation
 Drummond Foundation
 Eirene Lucas Foundation
 Erica Foundation
 Gaudry Foundation
 Gourlay Charitable Trust
 Hewison Foundation
 Hipgrave Family Foundation
 HN & EA Sinha Foundation
 Hotel Care Foundation (VIC)
 Insurance Advisernet Australia Foundation
 Isaacson Davis Foundation
 Jenkins Foundation
 Joe White Bequest
 John Xavier Charnley Trust
 Kilfera Foundation
 L R Cazaly Trust Fund
 Lord Mayor's Charitable Foundation
 Milton Corporation Foundation
 O'Donohue Family Foundation
 Orcadia Foundation
 Pimlico Foundation
 Samuel Nissen Charitable Foundation (managed by Perpetual Philanthropy)
 Scanlon Foundation
 Schapper Family Foundation
 StreetSmart Australia
 Swann Family Foundation
 Symons Family Charitable Trust
 The Fox Family Foundation
 The Gray Family Charitable Trust
 The Isabel & John Gilbertson Charitable Trust
 The Jack Brockhoff Foundation

The Myer Foundation
 The Orloff Family Charitable Trust
 The Peter and Lyndy White Foundation
 The Peter Isaacson Foundation
 The Vizard Foundation
 Walter & Eliza Hall Trust
 William Angliss (Vic) Charitable Fund
 William Buckland Foundation

Bequests and Estates

The Estate of Norma Denise Tyley
 The Estate of WH & VM Houghton
 The Estate of Ronald Bruce Foster
 The Estate of Yvonne May Anderson
 The Estate of Robin Garth Gasson
 The Estate of Patricia Mary Kathleen Jean
 The Estate of Fr Kevin Melville Mogg
 The Estate of Trish Stoddart

In Loving Memory

Valerie Mollison

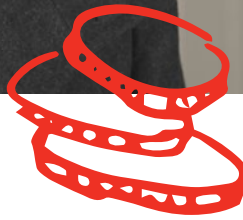
In Celebration

Kim Drew and Alistair Ogilvie





OUR FINANCES



MESSAGE FROM OUR TREASURER

Sacred Heart Mission is well placed financially with highlights for the 2022-23 financial year including:

- \$7.5M profit after a return to normal operations post Covid-19
- Completion of the final stage of our \$34M Campus of Care project which has delivered a new aged care facility, 14 independent living units, an expanded Women's House, a comprehensive Wellness Place and much needed office accommodation. Despite significant challenges including disruptions caused by the pandemic, this complex, multi-year project was achieved largely on budget and with no residual borrowings
- \$1.2M in performance payments from the Social Impact Bond for our Journey to Social Inclusion program after exceeding threshold targets for sustained improvement in housing and health outcomes for program participants
- \$12.7M in cash to fund ongoing operations and investment in our new strategic plan 'Strategy 2030', which will significantly expand and deepen our work with people experiencing entrenched disadvantage.

The Statement of Income shows that our total comprehensive income was \$7,558,105. This result was boosted by 'one-off' revenue items as follows:

- \$2.4M from the Victorian government for the Campus of Care
- \$1.2M in Journey to Social Inclusion performance payments
- \$1.2M in bequests
- \$0.4M gain on the revaluation of financial assets representing an increase in the value of the Sacred Heart Mission Foundation share portfolio.

These items contributed in total revenue growing to \$48.2M (some \$10.2M or 27% higher than the previous financial year). In addition, op shop revenue was up \$4.2M or 64% compared to 2021-22 when shops were closed for almost four months due to Covid-19, and there was an additional \$0.9M in funding for extra care minutes and reporting commitments as an outcome of the Aged Care Royal Commission.

Total expenses at \$41.0M were \$3.9M or 10.5% higher than last financial year. Employee costs were up \$3.7M including \$1.9M for the Fair Work Australia and compulsory superannuation increases of 5.25%

and 0.5% respectively, along with \$0.9M in additional funded aged care costs, a \$0.4M increase in the Greenlight Plus program (part of the Victorian government's 'From Homelessness to a Home' (H2H) initiative) and \$0.5M expenditure on our Continuum of Care service model.

Our 2023-24 budget sees a return to a modest surplus.


The Statement of Financial Position shows a cash balance of \$12.7M and no borrowings. The major movements in 2022-23 were:

- \$6.8M increase in cash and cash equivalents reflecting the profit result above
- \$2.0M decrease in financial assets with the conversion of bank hybrids to cash
- \$5.2M increase in property, plant and equipment for Campus of Care construction costs
- \$0.7M decrease in right of use assets for a reduction in future lease commitments
- \$0.8M decrease in intangibles after the further write-down of bed licences, in accordance with Federal government direction. The write down of the \$0.8M balance will occur in 2023-24.

Thank you to all staff and volunteers for their great work in maximising the value for clients from every dollar spent, generating op shop sales and raising funds.

Thank you also to all our donors, Federal and Victorian governments, and trusts and foundations for your continuing financial support.

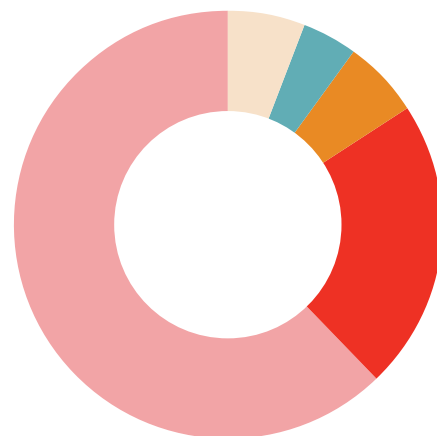
David O'Brien, Treasurer



Sacred Heart Mission sincerely thanks David O'Brien for his outstanding support and dedication since joining our board of directors in 2001. While David will retire from the board at the end of 2023, his valuable contributions to the Mission will continue to make an impact and his legacy will be long-lasting.

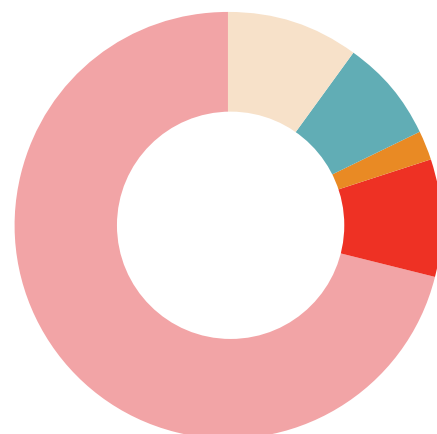
WHERE THE MONEY CAME FROM

● Government Grants	61.6%
● Op shops	22.4%
● Fundraising	6.1%
● Resident fees	4%
● Investments, interest and other revenue	5.9%



HOW THE MONEY WAS SPENT

● Employee costs	71.4%
● Property and equipment costs	9.3%
● Information and communication technology	1.7%
● Client support and program costs	8%
● Other expenses	9.5%



TO DELIVER OUR SERVICES

● Sacred Heart Community	39.9%
● Individualised Planned Support	25.9%
● Sacred Heart Local and other residential	19.2%
● Engagement Hubs	14.9%



STATEMENT OF INCOME

	2023 Consol	2022 Consol
	\$	\$
Government Grants	29,706,001	25,250,959
Op Shop Sales	10,790,628	6,563,961
Fundraising	2,937,794	2,928,535
Gain on Disposal of property, plant and equipment	-	-
Other revenue	4,777,495	3,319,730
Total Revenue	48,211,918	38,063,185
Employee Benefits Expenses	(29,326,652)	(25,580,672)
Client Support and Program costs	(3,291,048)	(4,092,235)
Occupancy and Office expenses	(3,180,436)	(2,691,521)
Repairs and maintenance expenses	(641,968)	(632,947)
Motor Vehicle Expenses	(423,847)	(358,618)
Loss on disposal of financial assets	-	-
Depreciation and amortisation expenses	(3,752,631)	(3,282,634)
Other expenses	(90,116)	(140,400)
Finance costs	(352,079)	(382,702)
Total Expenses	(41,058,777)	(37,161,729)
Current year surplus before income tax	7,153,141	901,456
Income tax expense	-	-
Operating Surplus	7,153,141	901,456
Fair value (loss)/gain on revaluation of financial assets	404,964	(797,662)
Other Comprehensive Income	404,964	(797,662)
Total Comprehensive Income	7,558,105	103,794

STATEMENT OF CASH FLOW

Cash flows from operating activities	12,439,687	538,890
Cash flows from investing activities	(4,396,819)	(5,908,967)
Cash flows from financing activities	(1,241,787)	(1,493,559)
Net (decrease) in cash and cash equivalents held	6,801,081	(6,863,636)
Cash and cash equivalents at beginning of financial year	5,902,656	12,766,292
Cash and cash equivalents at end of financial year	12,703,737	5,902,656

STATEMENT OF FINANCIAL POSITION

	2023 Consol	2022 Consol
CURRENT ASSETS	\$	\$
Cash and Cash Equivalents	\$12,703,737	\$5,902,656
Trade and Other Receivables	\$955,225	\$880,531
Contract Assets	\$3,036,615	\$3,013,881
Other Assets	\$639,953	\$642,118
Financial Assets at Fair Value Through Other Comprehensive Income	\$403,581	\$2,405,548
Total Current Assets	\$17,739,111	\$12,844,734
Non- Current Assets		
Financial Assets	\$4,796,905	\$4,472,769
Property Plant and Equipment	\$33,246,508	\$27,785,848
Right of Use Assets	\$7,281,604	\$8,000,394
Intangible Assets	\$754,545	\$1,535,517
Total Non- Current Assets	\$46,079,562	\$41,794,528
Total Assets	\$63,818,673	\$54,639,262
Liabilities		
Current Liabilities		
Trade and Other Payables	6,629,634	5,458,950
Lease Liabilities	1,390,538	1,338,744
Contract Liabilities	2,991,724	1,593,927
Provision (Current)	1,864,811	2,820,429
Total Current Liabilities	12,876,707	11,212,050
Non-Current Liabilities		
Lease Liabilities	6,572,930	7,224,048
Provisions	776,537	168,770
Total Non-Current Liabilities	7,349,467	7,392,818
Total Liabilities	20,226,174	18,604,868
Net Assets	43,592,499	36,034,394
Equity		
Contributed Capital	1,000,000	1,000,000
Settled Sum	10	10
Reserves	102,179	(302,785)
Retained Surplus	42,490,310	35,337,169
Total Equity	43,592,499	36,034,394

REGISTRATION AND LEGISLATION

SHM's endorsement as a deductible gift recipient under Subdivision 30-BA of the Income Tax Assessment Act 1997 is provided as detailed below:

Name:	Sacred Heart Mission Inc
Australian Business Number:	62 843 874 179
Endorsement date of effect:	1 July 2000
Provision for gift deductibility:	Item 1 of the table in section 30-15 of the Income Tax Assessment Act 1997
Item(s) in Subdivision 30-B of the Income Tax Assessment Act 1997:	4.1.1 public benevolent institution
SHM's registration number for VIC Consumer Affairs is:	FR0008178
SHM's Annual General Meeting was held on:	25 October 2022

We are members of:

Aged and Community Care
Providers Association
Catholic Social Services Australia
Council to Homeless Persons
Victorian Chamber of
Commerce and Industry
Catholic Social Services Victoria

Victorian Council of Social Services
Fundraising Institute of Australia
Mental Health Victoria
Charitable Recycling Australia
National Disability Services
Health Legal
Volunteering Australia

International Association
of Business Communicators
Homelessness Australia
Everybody's Home Campaign

Government

We acknowledge the significant funding we have received from the Australian Government, Victorian Government and the City of Port Phillip.



**FOR MORE INFORMATION
ABOUT OUR GOVERNANCE
AND LEADERSHIP
TEAM, PLEASE VISIT
[SACREDHEARTMISSION.ORG.](https://sacredheartmission.org)**

CONTACT DETAILS

SACRED HEART MISSION

87 Grey Street St Kilda 3182

PO Box 1284 St Kilda South 3182

www.sacredheartmission.org

ENQUIRIES

General enquiries

(03) 9537 1166

info@sacredheartmission.org

Volunteering

0400 497 139

Fundraising

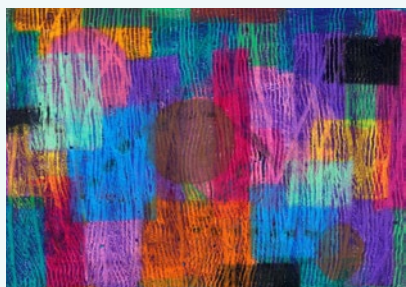
1800 443 278

DESIGN

Pascal Satori

PHOTOGRAPHY

Graham Denholm, Mark Munro

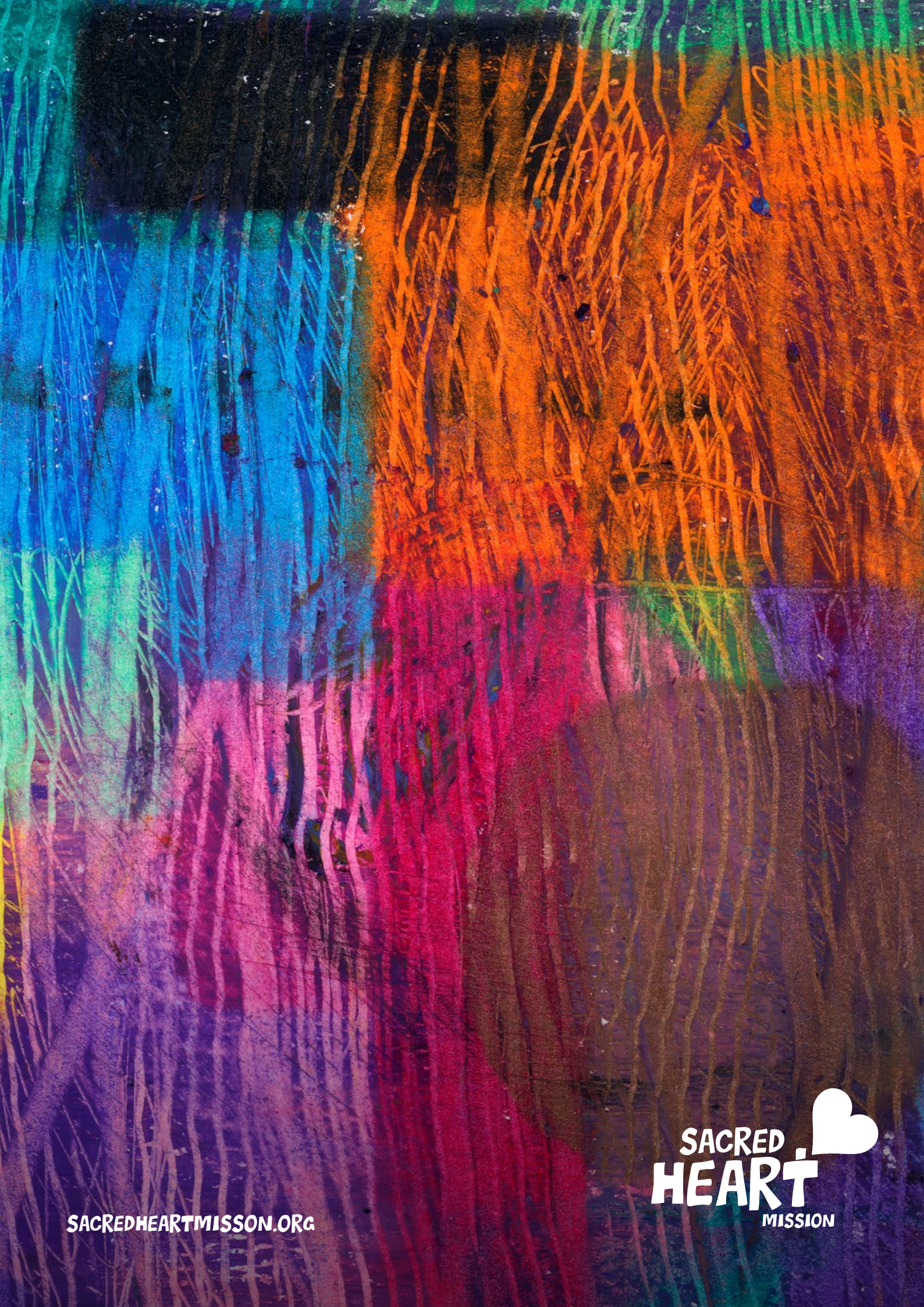


Cover Artist

Patricia Robertson, born 1961 in Scotland, has a B.A. (Hons) in Design and years of experience working in film, graphic design, photography and publishing. She attends the Women's House art program and participates in Sacred Heart Mission's Journey to Social Inclusion (J2SI) program.

"My work is essentially an emotional journey, operating below conscious level," Patricia says. "It's a reflection of my life. Colours also reflect my mood of the moment."

"My life, to date, has been a sifting tide of experience. I believe we all have to bow down to our emotions at some stage in our lives, whether it be through joy or grief or the whole host in between. I also believe that it's collective consciousness that I would hope would be reflected in my paintings, and in this expression evoke an emotional response. Thus, my art serves a purpose."



SACREDHEARTMISSION.ORG

