

Hanover Welfare Services

ANNUAL REPORT 2012



About Hanover Welfare Services

Hanover was one of the first specialist homelessness services in Melbourne, established in 1964 and named after its first location in Hanover Street, Fitzroy.

The organisation pioneered the use of research to investigate the causes and consequences of homelessness, and it remains at the forefront of research into homelessness today.

Hanover works closely with, but remains independent of, government and religious organisations and our research continues to guide policy development and generate social change to end homelessness.

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Our Mission and Values

OUR MISSION

To empower people who are homeless, or at imminent risk of becoming so, to enable them to take greater control over their lives.

To stimulate and encourage change in Australian society to benefit people experiencing homelessness.

OUR STATEMENT OF VALUES

Hanover values integrity in all its relationships, intelligence in its processes, the intrinsic worth of each individual, and development and nurturing of community participation.

Hanover and homelessness

We support people of all ages and with diverse needs across Melbourne, where more than 15,000* are sleeping rough, couch-surfing with friends and family, or living in rooming houses, caravan parks and other unsafe and insecure housing in the city and suburbs.

We focus on early intervention to prevent people at risk of homelessness from losing their home. Our early intervention programs include financial assistance with rent, helping to improve budgeting and finance skills, and building confidence to navigate the range of services available.

Accommodation and assistance

Hanover operates four crisis facilities that provide accommodation for those in immediate need for up to 6 weeks. We also manage 240 transitional housing properties, where clients can stay from 6 to 18 months.

Hanover supports individuals and families to address the issues that led to their homelessness. This involves identifying goals and challenges and connecting them to the relevant services including health professionals, financial counsellors and schools.

Employment, education and training

The Hanover Employment Service helps unemployed people build their skills and return to the workforce. Assistance ranges from refreshing resumes and providing interview training, through to wider skill development and counselling.

We work to engage our clients in education and training through partnerships such as the one with the Centre for Adult Education, our *Children's Tutor* program, and assistance with education costs. Our *Youth Foyer* will provide an important education program for young people.

Research and advocacy

Hanover was one of the first agencies to use research to investigate the causes and consequences of homelessness and to suggest solutions to help alleviate it. Almost 50 years on, we remain committed to using our research programs and working with government and the community to end homelessness.

* 2010 *Melbourne's Road Home*, Lord Mayor's Charitable Foundation, City of Melbourne;
July 2009, Council to Homeless Persons (Victoria), *Melbourne Statistical Summary of the 2006 Census Data, Counting the Homeless*.

CEO and Chair's Message

TONY CEO'S MESSAGE

We approach every Strategic Plan as a chapter of a continuing story rather than a stand alone part of our development. This year, as the Strategic Plan 2007–2012 was completed, our Board endorsed the 2012–2017 Strategic Plan, reaffirming the organisation's commitment to empowerment and change.

The past year has realised many of our aims under the current plan. One of the best ways to empower people experiencing homelessness is to provide skills to gain education and meaningful employment. This year we've seen our homeless specialist employment service go from strength to strength, with the Australian Government extending our Job Services Australia contract to 2015. In addition, the State Government announced that Hanover and the Brotherhood of St Laurence will develop a *Youth Foyer* with Kangan Institute of TAFE at Broadmeadows. This facility will provide up to two years of accommodation and support, education, and skills development for the young people living there.

I pay tribute to Hanover's staff and volunteers for their passion and commitment to clients. The Executive team — Lyn Lanham, Shelley Mallett, Merewyn Foran, Steve Timmerman, Wayne Gorst, and my assistant, Charlotte Lane — has again supported me greatly in carrying out our important work.

I would particularly like to acknowledge the Chair of Hanover's Board, Jean Ker Walsh, who I've had the privilege of working with over the life of this plan. Jean has made a wonderful contribution to Hanover, as a director fired with the same passion and values as our founders, as well as the skills and intelligence to meet our mission in light of our many challenges. Her work in establishing the *Hanover ConnectEast Ride for Home* has been especially significant. Thank you also to Geoff Nicholson for his wise counsel and integrity as Deputy Chair as well as Chair of the Finance, Audit and Risk Committee. My thanks also go to Ron Wakefield for his work in chairing the Remuneration Committee of the Board, and of course to all the other Directors.

This year saw the passing of three people with incredible significance in our history: our first staff

member, Alan Jordan; David Scott, who chaired the committee that redeveloped Gordon House; and Jean McCaughey, who undertook groundbreaking research for Hanover on homeless families. These three, along with other social activists in the 1960s, founded an organisation opposed to the paternalistic and dehumanising approaches that existed in other homeless agencies at the time.

In 1964 Alan Jordan wrote about Hanover's approach to service:

"Much exact information is required as a basis for planning further work with the men. The methods of the agency should be regarded as experimental, and results evaluated and reported. Clients' case records would be compiled so as to allow elucidation of common patterns, and special study might be made of such subjects as excessive drinking and employment difficulties.

Material help must be given in a way that does not damage the clients' self respect as that tends to diminish rather than to increase his independence."

These words were radical, challenging and, in 2012, still accurately describe our fundamental approach to service; evidence-based, client-centred, and empowering and building independence.

Tony Keenan
Chief Executive Officer



JEAN CHAIR'S MESSAGE

This year, reflections on the past have taken me back to our very beginnings, as we've been faced with the loss of Hanover's first staff member and lifelong advocate, Alan Jordan, as well as David Scott, who was the driving force for Gordon House Two, and researcher Jean McCaughey. Their visionary work spearheaded the organised approach to tackling poverty that led to the establishment of Hanover five decades ago.

During the year we finished developing the new Strategic Plan, setting our direction for the next five years. Involving Board, management and staff, it's been a positive process for our organisation. The Directors gave generously of their skills and time to this process and I acknowledge their good governance in doing so.

Our clients continue to need us, some desperately. Children without the security of home and their own safe bed are a constant concern, so we continue to prioritise our work with families. We know that it is with the very young where we have the best chance to break the cycle of homelessness. If we can prevent families falling into homelessness, that's where we want Hanover to be strong and present.

This year, the *Youth Foyer* project for young adult clients has forged ahead in partnership with the Brotherhood of St Laurence, the State Government, and new project partner, Kangan Institute of TAFE. Taking us into Broadmeadows, a new 'footprint' area for Hanover, we will deliver support services within this purpose-built environment. The model of care developed in this first *Youth Foyer* will set the direction for two more *Youth Foyer* projects promised by the State Government.

This year the organisation was challenged to deliver savings, and it did so admirably. The Board appreciates these efforts and continues to support staff in ensuring the effectiveness of every available dollar. Our volunteers and donors give generously with time and money to add value to Hanover's work. Our clients get the best outcomes when we balance internally-generated efficiencies with external community-minded generosity. On behalf of the Board, I thank those contributing to this necessary balancing act.

As this is my final Chair's report, I want to thank the Board members with whom I've shared this governance journey. In particular, I thank my predecessor Dr Meg Montague for her model of leadership that has guided my four and a half years as Chair. The community is fortunate to have people of the calibre of Hanover's Directors serving as volunteers and I note the long service of John Grigg, who is retiring after 14 years. I'm especially grateful to Deputy Chair, Geoff Nicholson, for his untiring support and wise advice.

Tony Keenan is a good man who has taught me the significance of the 'happy dance'. I'm sincerely grateful for the discussions, some more robust than others, Tony and I have shared as we've worked our way through the increasing complexities of meeting the Hanover mission. Thanks also to the executive, the managers and staff for their work and care.

Finally, I wish Hanover well for the year ahead, the 50th anniversary of its founding in Hanover Street, Fitzroy. After 50 years, still inspired by the original social justice legends, we welcome in new energy and commitments to ensure homelessness is not a way of life for anyone.

Jean Ker Walsh
Chair



Strategic Direction

This year marked the successful completion of our 2007–2012 Strategic Plan. Major outcomes achieved against the 6 strategic goals in the last financial year include:

1 Secure independent efficient and cohesive organisation

- Increased total donation income, including *Hanover ConnectEast Ride for Home* donations, by 34% over the previous year.
- Funded 10 discrete client-focused projects that otherwise would not have been able to be delivered, through funds raised by the *Hanover ConnectEast Ride for Home* 2011. This major fundraising event also raised Hanover's profile and awareness of our work with Victorians experiencing homelessness.
- Raised \$43,000 through the 14th annual *Moot Court* competition, hosted in partnership with the Law Institute of Victoria. A cumulative total of \$562,000 has been raised from this event since it started.
- Raised \$226,000 from trust and foundation grants to support a range of Hanover projects.
- Partnered with a range of corporate businesses, local small businesses, schools and community groups on initiatives including Christmas Gift drives, in-kind donations of toiletries, clothes and other necessities, workplace giving, provision of pro bono services, workplace fundraising, and corporate volunteering.
- Established 163 new partnerships with employers, who provided employment for jobseekers.

2 Innovative, diverse, skilled and supported workforce and people

- Secured Australian Government funding to deliver management training to our leadership team members.
- Staff survey completed, showing staff at Hanover are supported and satisfied in their work.
- Engaged 109 volunteers across all parts of the organisation, with more than 130 people volunteering for the *Hanover ConnectEast Ride for Home*.

3 Service delivery development, improvement and growth

- Developed a state-wide service model for *Youth Foyers*, including the Hanover and Brotherhood of St Laurence Foyer at Kangan Institute of TAFE.
- Implemented an aspirational and 'advantaged thinking' approach to clients in crisis through Hanover Southbank Crisis Accommodation facility.
- Established the philanthropically-funded *New Direction* project, joining housing with employment, education and private rental brokerage.
- Successfully implemented *Opening Doors*, the state-wide referral system for people experiencing homelessness, and implemented the new national data collection service (SHIP) across all services.
- Led the development of evidence-informed responses to children and families through the successful implementation and consolidation of the *Homeless Children's Specialist Support Service* for the southern region.
- Consolidated *Employment Services* and *Client Services* programs to provide seamless service delivery to clients and jobseekers.

4 Build and develop client capacity to fully participate and engage in the community

- *Building Stable Lives* pilot program was completed, fostering homeless and employment service delivery for people experiencing homelessness in the southern region.
- Implemented outreach programs to assist client access to services, for example Centrelink, Public Interest Law Clearing House, *Court Program*, and the *Disability Employment Service*.
- Achieved active involvement of clients in a range of programs including children's groups covering family violence, parenting and nutrition.
- Engaged 23 clients in the *Hanover ConnectEast Ride for Home Client Participation Project*, with 15 clients training for and completing the 35km event stage.

5 Authoritative, well known, non-partisan voice

- Redeveloped the Hanover website with a new layout and refreshed content, and enhanced our social media presence.
- Hanover was represented in 65 media stories, an increase of 242% over 2011-12.
- Welcomed a new patron, The Honorable Alex Chernov AC QC, Governor of Victoria.
- Hanover research staff presented at 6 research conferences and numerous workshops and roundtables in Victoria and interstate.
- General Manager of Research and Organisational Development, Dr Shelley Mallett, chaired and contributed to research committees and steering groups at national and state level. These included the Australian Bureau of Statistics (ABS) Homelessness Technical Reference Group, several ABS sub-committees and the Australian Housing and Urban Research Institute Research Committee.

- Hanover Chief Executive Officer, Tony Keenan, participated on State and Australian Government advisory committees including the National Quality Framework Reference Group, the Victorian Government Ministerial Advisory Committee on Homelessness, and the Victorian Department of Education Access and Equity Committee. Tony is also chair of the Foyer Foundation of Australia.
- Client Services staff participated on committees including Local Area Service Networks, police committees, statewide and local Centrelink committees, national employment committees, refugee and migrant committees, and financial committees.

6 Integrated Strategic Research

- Completed three major research projects into fathers' experiences of the homeless service system, the links between precarious housing and health, and disability and homelessness.
- Hanover Researcher Deb Batterham was awarded the Australian Housing Minister's Award for Early Career Researchers for her research into the Structural Determinants of Homelessness.
- Commenced a range of projects looking at homeless children in primary schools, a collaborative project with the University of Adelaide on homelessness and philanthropy, and a large-scale review of programs and practices for supporting homeless children.

Mathieu's story

“I feel like Hanover took me by the hand and led me out of the darkness.”

Having never before experienced homelessness, Mathieu found himself struggling after his relationship broke down and the private rental house he lived in was sold. With half-time custody of his two children, he was referred to a rooming house, where he lived for almost two years.

This is Mathieu's story.

“ I was living in private rental, but the owners sold the house and the new owners were moving in instead of continuing to rent it out. I tried to find another house but couldn't.

I went to a service and they put me into a rooming house. I've got half-time custody of my two kids; my girl is 9 and my son is 6. We were in the one room, sleeping on one bed. After being in a house it was a shock, absolutely. We were surrounded by drug use, abuse, violence, and my children had to witness it. It was terrible for everybody.

Being caged in the one room, the kids were arguing a lot. Getting up early, travelling 128km round trip every day to school, going to bed late at night; I tried very hard to help them keep up at school but their grades did drop.

I ended up getting depression, anxiety. I just had a feeling of helplessness. I was angry with myself, letting us get into that environment. I was sure there could have been a better option than a rooming house for me and my children... I should have been able to find one and I couldn't.

We were there almost two years.

One day the rooming house manager told me about a Hanover Support worker, Richard, who was visiting rooming houses in the area. Within a week he assured me I'd be moving out. Sure enough, he got me out and I've just moved into transitional housing. My children have their own rooms again, we've got a kitchen, we've got a bath, there's a little shed out the back where I can put my tools. It's absolutely fantastic.

The first night I hadn't moved my bed in so I slept on the floor. I had the best night's sleep I'd had in two years. I think it was because there was no screaming in the middle of the night, no banging doors, no people abusing each other up and down the hallways.

It's like a weight has been lifted from my shoulders. My daughter has her own space. My son has a place where he can put his toys. They've stopped fighting. It's also halved the travelling time to school so they can get up at a normal time and get to bed early.

I'm studying to be a paramedic at the moment and I try to work as much as possible when I don't have the kids. It was hard to study at the rooming house, with all that noise.

I feel like Hanover took me by the hand and led me out of the darkness. Not only did they provide me with a stable, safe environment, they also provided the means to get there, a removalist, and the essentials like towels, bed linen and kitchen appliances.

Now I'm going to work with them to find private rental or my own house, so that's exciting. I won't be kicked out of home again, it makes me feel safe and gives me peace of mind. ”

Mathieu aims to complete the necessary prerequisite course to start a Bachelors' Degree in Paramedics in 2013. He continues to access Hanover services to help find long-term housing for him and his children.

Hanover's Research team contributes to homelessness research through its diverse range of projects conducted independently and in partnership with universities, governments, agencies and the community sector.

We aim to develop an evidence base that can drive reform of homelessness policy and service delivery. We do this through targeted research and advocacy as well as membership and participation on committees.

Our work examines people's experiences as well as the structural and systemic reasons for homelessness. This allows us to understand the issues that affect individuals as well as the policy and system level issues that influence homelessness in Australia.

Labour force, housing markets

An example of our research into the structural reasons for homelessness is a collaborative project with the Royal Melbourne Institute of Technology. In this study we examined the influence of labour and housing market factors on rates of homelessness across Victoria. The Australian Government Minister for Housing acknowledged the value of this work with an Early Career Researchers' Award for Hanover researcher, Deb Batterham. In addition, the Australian Housing and Urban Research Institute nominated this project as high priority for further investigation in its 2012 research agenda. Hanover will continue to make this work a focus.

Homeless fathers, disability, health and employment

Our study of homeless fathers, with and without children, provided insight into individuals' experiences of homelessness and the service sector. This study, undertaken with the Australian Catholic University, was the first of its kind in Australia. It exposed heartbreaking experiences of men separated from their children through homelessness, and identified key gaps in service delivery and policy for this voiceless group.

Other research projects completed in the past year included:

- *Disability and Homelessness Risk*, examining disabled people most at risk of becoming homeless. This research has informed policy at state and national level;
- *Employment and Homelessness*; and
- *Precarious Housing and Health*, funded by VicHealth.

Defining homelessness

Hanover has played a leading role in the development of the Australian Bureau of Statistics (ABS) homelessness data. General Manager of Research and Organisational Development, Dr Shelley Mallett, co-chaired the ABS Technical Reference Group on homelessness and has chaired the Definitions Subcommittee, which has assisted the ABS to develop a statistical definition of homelessness. This work will be fundamental to ensuring that national data rigorously and reliably informs Australian social policy.

The year ahead

There is much work planned in the coming year. We will complete our second research project on older homelessness, *Ageing In What Place*, which examines the relationship between gender, location and homelessness in regional Victoria.

We will also continue work on projects with Australian Research Council (ARC) Linkage funding for projects on *Housing, Health, Employment and Homelessness and Health*, *Gender, Disability and Homelessness*.

We will conduct a forum on family homelessness to launch the findings of an ARC Linkage-funded longitudinal study into family homelessness undertaken in partnership with Swinburne University. We will also complete our study of primary school responses to homeless children.

Business and Organisational Development

The Business and Organisational Development portfolio has continued to focus on sharpening Hanover's service delivery while pursuing sector reform and enhancing cross-agency collaboration. Our work focuses on enhancing internal systems, evaluating programs and driving service improvements across the organisation.

Pathways out of homelessness

Hanover has a strong commitment to employment and education outcomes as a pathway out of homelessness. We have successfully delivered several pilot projects that have enabled people experiencing homelessness to participate in the workforce and achieve financial independence.

In 2011-12 the *Transitions: Partnerships in Supported Learning* pilot project, funded by the Victorian Government, demonstrated significant achievements in re-engaging homeless people back into education. In partnership with the Centre for Adult Education, 21 Hanover clients undertook vocational training and education with a view to further studies and/or employment. This pilot model is being evaluated and enhanced for integration across Hanover.

The Australian Government funded a Job Services Australia (JSA) Demonstration Pilot, *Building Stable Lives*. In partnership with PVS Workfind, this project is assisting 100 homeless job seekers to address their homelessness and related barriers before finding employment and education. This pilot is scheduled for completion in 2012-13.

Our leading edge work on the *Youth Foyer* continued across 2011-12, with the development of the service model for the first Victorian Government *Youth Foyer* in collaboration with UK expert Colin Falconer and government and service partners. This model will be used for all three *Youth Foyers* to be rolled out in Victoria.

Prevention and early intervention

Hanover appreciates the importance of prevention and early intervention measures to stabilise housing and circumvent homelessness. By enhancing our service capacity and broadening our focus, we are able to help prevent people lapsing into homelessness, including building individual and family capacity and resilience, improving money management and life skills, and tackling barriers to education, employment and health.

Our leading edge work on the Youth Foyer continued across 2011-12, with the development of the service model for the first Victorian Government Youth Foyer.

These outcomes are often achieved in collaboration with our service partners, and have an emphasis on ensuring children remain engaged with schooling; women escaping family violence are safe and supported; and people experiencing mental health and/or drug and alcohol issues are supported to maintain stable housing.

The year ahead

Our efforts to date have positioned Hanover as a sector leader in innovation and reform and will enable a smooth and confident transition into the 2012–2017 Strategic Plan.

The Business and Organisational Development portfolio looks forward to playing a lead role in driving key parts of the new plan, particularly in enhancing service effectiveness and scope across the organisation.

Client Services

Hanover tailors its programs to meet the needs of people of all ages who are experiencing, or at risk of, homelessness across Melbourne. Our work focuses on helping clients find appropriate housing, reconnect with support networks and communities, and regain control of their lives.

WOMEN

Services for women

In recognition of the particular needs of homeless women, many of whom have experienced family violence, we have tailored our services to give them the greatest opportunity to achieve stability and reach their full potential.

Our *Outreach Support Program* provides a minimum 12 weeks of case management support to pregnant women who are homeless or living in insecure or unsafe housing.

The *60 Day Crisis Program* provides up to 60 days of accommodation and support to women and their children who are homeless as a result of family violence.

The *Women's Crisis Accommodation* facility comprises 15 units at East St Kilda, where residents engage in on-site activities such as the *Nutrition Program*, *Dental Program* and *Legal Clinic*, to help them achieve better social and educational outcomes.

Our *Transitional and Long-Term Support Program* at East St Kilda assists women to settle into a new home and supports their education, employment and social inclusion opportunities.

Clients assisted

In 2011-12, all clients assisted through our *Outreach Support Program* obtained safe, appropriate and affordable housing within the 12 week support period. We assisted 146 women at Women's Crisis Accommodation, 79 through the *Transitional and Long-Term Support Program*, and 38 through Hanover Cheltenham's *60 Day Crisis Program*.

In the past year we trialled a partnership with Flat Out (a support agency for women who have had contact with the criminal justice system), targeting women on remand and needing a 'fixed address' in order to be released. This partnership was an example of innovative use of resources to address the needs of homeless women.

Workers and clients in our women's programs celebrated International Women's Day 2012 with an event at Hanover East St Kilda, providing a forum to celebrate achievements and inspire others. We continued to strengthen connections with other specialist women's agencies and develop our volunteer program, to enhance our services.

We conducted computer literacy classes at our Burnett Street women's rooming house, using computers provided through a partnership with Learn Local (Adult Community and Further Education).

Trends

We have seen an increase in culturally and linguistically diverse clients and young women under 25 presenting with complex mental health issues requiring significant and intensive support.

The year ahead and its challenges

We face an ongoing challenge to secure appropriate, safe, stable accommodation pathways for women with multiple and complex needs. Securing appropriate long-term accommodation can be difficult, and some clients end up spending lengthy times in transitional housing. Managing internal dynamics in rooming houses presents an ongoing challenge.

We will continue to strengthen our relationships with agencies such as maternal health care services, family violence services, material aid agencies, rental brokers and Access Points, to optimise our use of resources and achieve the best outcomes for our clients.

We aim to introduce better ways of measuring the prevalence of violence in the homeless women's community, to help coordinate and target support services. We are also developing a process to better assist clients to transition into long-term housing.

CHILDREN

Services for children

Hanover's focus when working with children is on building resilience in the child and working through the trauma often associated with homelessness. Significant attention is given to education, and our *Volunteer Tutor Program* is a practical example of where we assist children in our crisis and transitional services, in collaboration with their schools, with one-on-one tutoring aimed at improving their academic and social skills.

Clients assisted

In 2011-12 Hanover worked with more than 950 children from our Fitzroy, South Melbourne, Dandenong and Cheltenham sites, and provided significant support for families to meet the costs of education and recreational opportunities. In addition we supported a significant number of children through our *Housing Initial Assessment and Planning* and *Transitional Housing Management* programs.

Hanover initiated a range of group activities focusing on self-esteem, confidence-building, dealing with grief and loss, strengthening family bonds, and positive role modelling.

We also initiated a series of 6-8 week children's groups that supported more than 100 children. These included *I'm A Star*, focusing on self esteem and confidence building; *The Incredibles*, a group exploring family violence; and *Rainbows*, a group focusing on activities that strengthen the bond between parent and child.

Trends

We are seeing an increasing number of family breakdowns and broken connections between parents and child due to the stress of homelessness. Greater numbers of children are presenting with multiple and complex needs requiring a more intensive level of support. In 2011-12 our client survey showed that 12% of Hanover's child clients were born to single mothers after they arrived at Hanover, a significant increase on previous years.

The year ahead and its challenges

Our challenge is to ensure children remain a priority, and are treated as people in their own right, when dealing with complex families and accommodation-related issues. We must also be more creative and innovative in the way we work with children, to ensure we achieve the most effective response when dealing with this critical client group.

YOUTH

Services for youth

Hanover Windsor assists young people aged 16-25 years from a variety of backgrounds, providing programs that involve crisis, medium and long-term support.

Our youth programs have a significant focus on housing and health, as well as engaging young people with their families, communities, education and training opportunities.

Our *Youth Intensive Case Management Programs* help youth needing intensive support, with complex issues such as psychiatric conditions, substance use issues, abuse, and experience as a refugee or asylum-seeker.

Clients assisted

In 2011-12, we assisted 85 young people through our various support programs and a further 39 through group work programs such as *Life and Living Skills*.

Hanover Windsor entered into a collaborative partnership with other homelessness services to address issues affecting homeless youth and share resources, and achieve better outcomes for the young people accessing our services.

A key achievement was our *Life and Living Skills* groups, which provided a safe space for young people to improve their social and interpersonal skills, community awareness, and employment and education skills.

Trends

We are experiencing an increasing number of young people being referred from the courts with serious charges including assaults, theft, damage, stalking, intervention orders and significant infringements. Supporting young parents with a combination of drug and alcohol issues as well as undiagnosed mental health issues remains a challenge.

The year ahead and its challenges

Our key challenge is to support young people to maximise their talents and opportunities when they are confronted with serious housing stress.

Board of Directors



Left to right:

Mr Geoff Nicholson, Deputy Chair
Appointed Director 2009.
Appointed Deputy Chair 2011.
Chair of Finance, Audit and Risk Committee.

Ms Jean Ker Walsh, Chair
Appointed Director 2006.
Chair since 2008.
Chair of Governance and Strategy Committee.

Mr Gordon Wheaton, Director
Appointed 2007.

Ms Sally Young, Director
Appointed 2006.

Professor Tony Dalton, Director
Appointed 2001.

Mr John Grigg, Director
Appointed 1998.

Professor Ron Wakefield, Director
Appointed 2009.
Chair of Remuneration Committee.

Not present:

Ms Melanie Eagle, Director
Appointed 2008.

Mrs Pam Jonas, Director
Appointed 2012.

Mr Tim James, Director
Appointed 2009.

Five Year Strategic Direction

The 2011-12 year saw the conclusion of Hanover's 2007—2012 Strategic Plan. Significant progress was made against our 6 ambitious goals (see pages 4-5 of this report).

Highlights included:

- The roll-out of a range of innovative services including the highly successful specialist *Employment Services* for homeless jobseekers, specialist homeless children's services, and *Intensive Case Management Practices*;
- A significant increase in the number of child clients attending school;
- The refurbishment and reopening of our Princes Street and Spencer Street Rooming Houses;
- Full Quality Improvement and Community Services Accreditation (QICSA) and Housing and Accommodation Service Standards (HASS) Accreditation;
- The establishment of a centralised Human Resources function;
- An enhanced role for Research and Organisational Development, providing input and expert opinion in Victorian and Australian Government policy development;
- A significant focus on education as a pathway out of homelessness, including the development of a *Youth Foyer*;
- Establishment of a new office in Fitzroy;
- Substantial growth in private income, and development of new income streams;
- Successful development and delivery of flagship fundraising event *Hanover ConnectEast Ride for Home*;
- Development of an organisation-wide sustainability strategy; and
- An integrated volunteer program, involving volunteers working in all parts of the organisation.

Over the next five years, Hanover will mark 50 years of service in Victoria. To honour our history and achievements our Board of Directors are challenging themselves and the organisation to capitalise further on our important work. The theme of the 2012—2017 Strategic Plan is *Leading Empowerment and Change*.

Julie DONOR

“ I think there's a misconception that homeless people brought their situation on themselves. In reality, most are individuals who've had a spate of bad luck or have been unable to find accommodation in the surging rental market – people like you and me. Any one of us can lose our job or make a bad investment, and not everyone has a personal network of support.

It's really disappointing that a country as wealthy as Australia can have homelessness. Such a large part of the way our society functions is dependent on having a home – getting and maintaining a job, having access to services, etc. Homelessness prevents people from being able to reintegrate into a 'fully functioning' society. Understanding all these elements made me want to help.

Since becoming a donor I've gained a greater understanding of the causes of homelessness and an appreciation of the difficulties a person or family faces to get out of homelessness. There is a lot more work to be done, but I believe much has already been achieved.

My contribution not only provides emergency housing but helps people help themselves. Hanover has achieved so much over the years and I'm thrilled that my contribution is helping. ”

Julia manages the Australian legal team of a multinational consulting, IT and outsourcing organisation. She has two sons and loves reading fiction. She has been a donor to Hanover since 2004.



Ursula SUPPORT WORKER

Hanover Southbank

“ Hanover provides a really supportive environment to work in, which really helps to break down the barriers for clients, and change people's perceptions of homelessness.

We support such a diverse range of people. Our clients are just ordinary people, and we're all just a couple of steps away from homelessness. ”



Leanne CLIENT

I've been treated fairly and as an individual, not as a statistic or as a type of person, and through this I'm becoming more comfortable with being able to talk more about my transsexuality. It's the first time I've actually felt like I'm someone. ”



Paul VOLUNTEER

“ I feel that it's everyone's responsibility to assist and make a difference in our community. I have found my time in the veggie garden (at Hanover Southbank) rewarding and hope that residents feel comfortable coming into the garden for a yarn. ”

Ministers' Messages

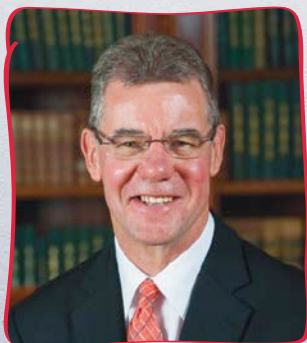


“The Australian Government appreciates Hanover's work with people experiencing homelessness in Melbourne. As former Minister for Employment Services, I'd like to acknowledge the work Hanover does as a homeless specialist employment provider. Hanover's research is well regarded and many governments have been assisted by the learnings from this research.”

*The Hon. Brendan O'Connor MP,
Australian Government Minister for Housing and Homelessness*

“Hanover has played an important role in helping to deliver the new Youth Foyers. These foyers will be an important reform, which will give young people experiencing or at risk of homelessness the most important opportunity in life – education.”

The Hon. Wendy Lovell MLC, Victorian Minister for Housing



“I am pleased to support Hanover's work engaging homeless Victorians into education and training. Their work in partnership with learn local organisations such as the Centre for Adult Education at Box Hill Institute provides people experiencing homelessness with important educational pathways out of homelessness and into employment.”

The Hon. Peter Hall MLC, Victorian Minister for Higher Education and Skills

FAMILIES

Services for families

Hanover's *Family Outreach Program* provides case-managed support to families living in unsafe and unstable accommodation. Our workers visit families living in rooming houses, motels, cars, and other unsuitable dwellings.

Crisis accommodation facilities at Dandenong and South Melbourne provide temporary housing, where families in crisis (such as those fleeing violence) can stay while staff members work with them to find appropriate accommodation and rebuild their lives.

Through our *Transitional Accommodation Program* we support 170 families in the southern, western and inner eastern regions of Melbourne in a mix of public housing, housing association and private donor properties. Families in this program work with Hanover to secure long-term accommodation and strengthen the connection of children to education, as well as improve social connectedness and employment and educational opportunities.

Clients assisted

In 2011-12 our *Crisis Accommodation Program* assisted 136 Families and 263 children. Our *Transitional Housing Program* assisted 317 families and 592 children, and its success has been demonstrated by low rates of families returning to homelessness after exiting into long-term housing.

Our *Family Outreach Program* focuses on finding safe, affordable and secure accommodation for parents with children living in shared rooming houses. This 6-12 week program involves regular visits to rooming houses across Melbourne and is proving highly effective.

As a result of Hanover's research into the health and nutrition of parents and children experiencing homelessness, we developed a number of successful health-related programs in partnership with local community health centres. These programs included an oral health program, offering a free on-site dental screen and ongoing treatment to low-income families,

and the *All for Tucker* nutrition program. Designed by dietitians, this program develops knowledge and skills for improving dietary intake and mealtime practices, and preparing low-cost healthy meals and snacks.

During the past year we have developed strong partnerships with allied community services such as child and maternal health nursing, employment services, council services, community health programs, mental health nursing, Centrelink engagement officers, psychologists and community school intake workers, to provide a more holistic and effective response.

Trends

A large number of families that may previously have been able to secure private rental accommodation are increasingly being forced by the ongoing affordable property shortage to live in rooming houses. Hanover staff report that children living in rooming houses are suffering trauma-related anxiety, with significant impacts on their health, well-being and education.

There has been a significant increase in the involvement of Child Protection workers with families we are supporting, due to complex child abuse-related issues.

The year ahead and its challenges

Families desperate for accommodation continue to live in unsuitable properties while workers search for safe, stable and affordable homes in the tight housing market.

Hanover Dandenong will implement a family well-being program that will include topics such as budgeting, cooking, gardening, storytelling, parenting support, stress management, and employment and education skills.

Hanover South Melbourne will focus on providing opportunities for families to build healthy relationships, positive parenting and role modelling through group work and other programs.

COUPLES AND SINGLES

Services for couples and singles

Hanover provides a range of responses for couples and singles, from outreach programs that engage and work with individuals sleeping rough, to long-term housing programs for people returning to study or work. We operate two supported crisis accommodation facilities that provide opportunities for residents to engage with housing and health services and build pathways to stable housing.

Our services go beyond sourcing accommodation; we work with people to enable them to engage in their community through study, work and volunteering. We also offer health and well-being programs such as cooking and nutrition groups, health information sessions and training opportunities such as our *Kitchen Qualification Project*.

Clients assisted

Last year we assisted more than 750 people with accommodation and advice, through our after hours service at Dandenong. Our crisis facilities at Southbank and Dandenong supported and accommodated more than 800 single people and couples.

Our *Homelessness and Drug Dependency Program* at Southbank assisted almost 90 singles with managing drug and alcohol use, through counselling and support accommodation. Our services also supported more than 550 singles and couples to access stable accommodation and engage with services in their local community.

Hanover Dandenong upgraded its crisis accommodation communal room to include a kitchen for group cooking and nutrition activities, and space for activities such as training programs, *Super Stars* (a therapeutic children's group), movie nights and art classes.

Private donations and fundraising enabled us to install community vegetable gardens at Southbank and Dandenong crisis accommodation facilities, where residents are benefiting from this new opportunity for learning and relaxation.

There has been a significant increase in the number of young people presenting at our crisis accommodation centres.

A pilot *Private Rental Brokerage Program* for people living with a mental illness that started in 2010 continued to have great success including the development of some strong relationships with real estate agents. In 2011-12 Hanover assisted 35 singles and couples to secure private rental through this program.

Trends

There has been a significant increase in the number of young people presenting at our crisis accommodation centres; this year 21% of people at Dandenong and Southbank were aged 18-25 years. Many are living on government youth payments, putting private rental out of their reach, and many lack the skills needed to live independently.

The year ahead and its challenges

Over the next 12 months, we expect to see a continued increase in people presenting with multiple and complex issues relating to their homelessness. Our challenge is to work with other agencies, services, government departments and private donors to establish flexible responses and help clients reconnect, contribute to and participate in their chosen community.

EMPLOYMENT SERVICES

As an Australian Government Job Services Australia (JSA) Specialist Provider, Hanover Employment Services assists homeless or at-risk jobseekers to re-engage in education, employment and training.

At four locations around Melbourne, we provide a range of specialised employment and related services individually tailored to jobseekers to help them overcome their barriers and successfully gain employment.

Services for jobseekers

Over the past 12 months our team worked hard to achieve a three-star rating for each site. As a result, we secured an ongoing contract with the Australian Department of Education, Employment and Workplace Relations to continue our *Employment Services Program* for a further three years.

Our focus on integrating employment services across Hanover's housing programs enabled us to tap into existing specialist services and develop stronger community and employer partnerships throughout the Fitzroy, South Melbourne, Windsor and Dandenong areas. This work helped provide our jobseekers with better local employment opportunities and community connections.

Clients assisted

In 2011-12 we continued to achieve consistently high employment levels for clients. We assisted more than 700 jobseekers, 150 of whom required housing support. Many have now commenced training and/or returned to school, TAFE or university, and more than 200 gained employment.

One of our many success stories has been Peter, 54, who experienced homelessness and was unemployed for 70 weeks before approaching Hanover. He enrolled in a series of short courses to upgrade his skills, including a Certificate IV in Training and Assessment and Certificate IV in Warehousing and Logistics, and an accredited Living and Learning course. We worked

closely with him to secure shared private rental. He is receiving ongoing support through our mentoring and training programs to build on his interpersonal skills and find employment in a community organisation.

Trends

The employment market and workforce continues to change. There are many reasons a jobseeker can be out of work for a long period and many of our jobseekers now experience greater barriers to employment than ever before. We now not only offer an employment service, but are also creating pathways for jobseekers to access more intensive support with specialist services, including housing. In this way, our tailored services provide the best support and outcomes.

We look forward to developing new employer and corporate partnerships across our communities, especially with a focus on social inclusion practices.

The year ahead and its challenges

In the next 12 months we will be responding to changes in our JSA contract, to incorporate governmental requirements for a higher level of compliance and reporting, and an increase in jobseeker participation in compulsory work experience activities.

Our most challenging work involves providing assistance to jobseekers experiencing homelessness, and the long-term unemployed. We look forward to developing new employer and corporate partnerships across our communities, especially with a focus on social inclusion practices.

PROPERTY AND FACILITIES

Hanover's Property and Facilities Services operate from Cheltenham, providing tenancy management, assistance with housing, and private rental brokerage across the Kingston, Bayside and Glen Eira local government areas.

Services provided and clients assisted

We manage approximately 260 transitional and long-term properties on behalf of the Victorian Office of Housing. Under our *Transitional Housing Management Program*, in 2011-12 the tenancy team managed 542 tenants living in 233 transitional (short- and medium-term) and 13 long-term housing properties, with tenants accommodated between 6 and 18 months.

While in transitional housing, clients liaise with a support worker to resolve factors that contributed to their housing breakdown, and build resilience to maintain a new tenancy. During this time, most clients make positive progress towards paying off debts, establishing long-term housing plans, and developing support networks within their local community.

Last year our *Housing Initial Assessment and Planning Program* team made 9,239 contacts with approximately 3,000 households, to help resolve their housing difficulties. Timely information, advice and advocacy with landlords prevented large numbers of clients from losing their accommodation.

We distributed \$475,000 (an average of \$441 per household) in Housing Establishment Funds (HEF) to more than 1,000 of those most in need. Due to the ongoing shortage of affordable and suitable private rental housing, we were forced to use HEF to accommodate an increasing number of families in local motels. HEF money was also used, wherever possible, to maintain clients' existing tenancies by paying rental arrears. In other cases we secured new tenancies with rent in advance or by contributing towards bond.

We are seeing a concerning increase in older people facing homelessness for the first time, in particular older women.

Our innovative *Private Rental Brokerage Program* enabled us to assist a small number of families to regain stable long-term housing after recovering from a period of homelessness. In partnership with the families, who locate a new rental property, Hanover subsidised rental payments for up to 6 months, while the family bought essential furniture and household items that they may have surrendered during their period of homelessness. Once established, the families assume responsibility for an increasing percentage of the rent so that by the 6-month point they are budgeting to cover all costs themselves.

Trends

We are seeing a concerning increase in older people facing homelessness for the first time, in particular older women. This occurs when a long-term lease arrangement ends and they must locate new rental housing, but encounter problems due to the shortage of affordable and suitable housing.

The year ahead and its challenges

Our main challenge continues to be the significant and ongoing lack of affordable private rental housing options for our clients. This also has an impact on the frontline staff seeking to match clients with suitable properties. We will keep seeking better solutions for accessing new public and community housing as it comes on line.

Community Relations

The Community Relations team raises awareness of our work and the issues faced by clients, as well as generating vital funds to support our programs with those experiencing and at risk of homelessness.

Hanover's public profile increased significantly in 2011-12 with the successful completion of the second *Hanover ConnectEast Ride for Home*; a substantially greater media profile; and increases in private revenue, including fundraising.

The support of our loyal supporters, corporate partners, trusts and foundations makes our work possible, and we are extremely grateful for their continued commitment and investment. A full list of trusts and foundations that support our work, as well as our other supporters and partners, is on page 30 of this report.

Appeals

Hanover conducted two major appeals during the year, as well as a scaled back *Autumn Appeal*. The 2011 *Festive Season Appeal* raised almost \$60,000, a welcome 20% growth over the previous year. The 2012 *Autumn Appeal* generated \$8,000.

Our 2012 *Tax Appeal* raised \$135,000; the highest amount raised in a single appeal in Hanover's history. This resulted in an increase of total donations of 51.5% from the previous year.

Community awareness

A 242% increase in media coverage over the previous year was achieved, with state-wide and national coverage across print, online, radio and television. With the support of pro bono web partner AndMine, Hanover's website was redeveloped and a social media presence developed. Working with Stuart Pettigrew Design, a refresh of all communication and marketing materials across the organisation was completed and rolled out. This has ensured that clients, staff and the community have access to relevant and engaging information about our work.

The 2011 *Hanover ConnectEast Ride for Home* involved more than 7,000 participants and raised more than \$300,000 in donations.

Corporate partnerships

Established by our Patron, the Hon Alex Chernov AC QC, the Hanover Law Institute of Victoria *Moot Court* Competition recorded another successful year. A partnership between Hanover and the Law Institute of Victoria, the annual *Moot Court* competition provides young lawyers with an opportunity to practice their advocacy skills. This year 20 firms participated, with King and Wood Mallesons the winner, and more than \$40,000 raised for Hanover.

Hanover ConnectEast Ride for Home

The second *Hanover ConnectEast Ride for Home* was held on the EastLink tollway on 13 November 2011, with more than 7,000 participants raising more than \$300,000 in support of Hanover's work. More than 120 volunteers assisted on the day. We gratefully acknowledge ConnectEast for their continued partnership on this major fundraising event.

Fundraising from this event enabled a range of client-focused projects including:

- Material aid and support to families with children in rooming houses;
- The redevelopment of communal areas at Hanover Southbank, and a new kitchen garden;
- A new kitchen, communal area and vegetable garden for Hanover Dandenong, enabling a nutrition program to be developed;
- Computer equipment and wireless internet access for residents at Hanover South Melbourne, enabling parents to seek work, and children to do homework; and
- Exercise equipment for women in crisis and long-term housing to improve physical and mental health.

Opportunities for the year ahead

A major focus for the Community Relations team has been driving community awareness and fundraising through the *Hanover ConnectEast Ride for Home*, which has quickly grown to become a major external funding contributor. In the coming year, the team will increasingly shift its focus to the 2012–2017 Strategic Plan.

Corporate Services

Corporate Services provide the human resources, finance and information technology needed to run the organisation effectively and give our clients the best possible services.

Human Resources and corporate partnerships

We continued to leverage the corporate relationships and volunteering programs that support Hanover's work. Neighbouring property development company, Contexx Pty Ltd, offered their services for landscaping, storage construction and garden maintenance at the Southbank site. The garden maintenance and building of the vegetable beds was supported by corporate volunteers from ANZ and ConnectEast. This work has significantly improved the amenity of this site for our clients.

In collaboration with Precision Consulting, Hanover successfully secured a Workforce Training Grant to enrol our future leaders in Certificate IV in Frontline Management training, and train our leadership team in key competencies and skills.

Finance

Oversight of the organisation's financial reporting systems has improved, with the review and adoption of a streamlined reporting format and new key performance indicators by the Finance and Audit Risk Committee.

Ongoing efforts to migrate suppliers to Electronic Funds Transfer systems have resulted in 37% of active suppliers now using this mode of transaction, generating greater efficiencies in payments and reporting, particularly in managing fast turnaround, smaller accounts.

Information Technology

Through the Victorian Council of Social Services, Hanover partnered with four final year Information Technology students from Monash University to develop a new software tool to better capture client data and report on our activity. This will assist our Client Services, Research and Community Relations teams with more structured and reliable data to inform their work.

This project will transform Hanover's client and tenancy management system through improved data collection, efficiencies and reporting.

With the new Strategic Plan in mind, we completed a business case that outlined the expected costs and benefits (quantitative and qualitative) of migrating to an integrated software platform. This project will transform Hanover's client and tenancy management system through improved data collection, efficiencies and reporting.

The year ahead and its challenges

Corporate Services will focus on continuing to provide quality services for the organisation within the scope of the new Strategic Plan.

Approved by the Hanover Board, the Business Case Working Group will finalise its selection of the new integrated software platform. We will also work on driving high performance throughout the organisation.

We will continue to explore opportunities for collaboration across the organisation, to promote greater engagement and better services for clients.

Marta's story

When Marta's family home broke down due to financial and emotional reasons, she thought only a miracle could save her from a downward spiral of depression and anxiety.

This is Marta's story.

“ When I first came to Australia I knew life was not going to be the same for me without my family and friends around, but being so in love and with our two-year-old daughter, I thought we could build a new life with new friends.

After two years here, our second daughter was born and life became a little bit harder for me as I gained more responsibilities. With time I started to realise that I was the only one in the relationship making the effort to keep things happy.

No support, gambling, control over me and money... it was an everyday struggle. I felt lonely and trapped. I started realising things were not going to get any better when my daughters were asking 'why does daddy scream at you... why can't we live somewhere else?'.

I felt like I was dying slowly and with no family here to support me, I felt desperate at times. Depression and anxiety attacks became a part of my life, and after losing 15 kilograms I became more concerned about my daughters' future. I didn't really believe that anything but a miracle could help.

The only things keeping me going were my girls and my best friend, who dragged me to Hanover. After asking about a support letter for public housing, I wasn't hopeful. Then 'the miracle' happened. I received a call about 60 day crisis program for women experiencing family violence, which gave me the opportunity to move out and start life from the beginning.

Scary as it sounded, I packed myself and my two daughters and moved out as quickly as I could. It energized me somehow; even being so weak physically and mentally, I managed to move all by myself with two kids, working at the same time and taking them to and from school every day.

I knew I couldn't give up now, so during my stay at the crisis accommodation I worked hard to recover and rebuild myself to be able to face the rest of my challenges. My daughters were looked after by a child specialist support worker from Hanover, who they loved dearly. Having a positive relationship and a great deal of attention was everything they desired. During that time I received support from counselling to relief for financial hardship, connections with other services and a lot of good advice.

Within 7 weeks I was encouraged to apply for private rental properties and surprisingly my first application was successful. I couldn't believe everything was coming together. It has been unbelievable journey. I can't say I took everything on board, it's hard to fix the long term damage, but I don't regret anything. It scares me to think where I would be and if I would be still here if it wasn't for Hanover.

It's nearly a year since I left my house, and things are getting so much better for us. I'm managing with paying rent and bills on time. I still work, and the girls see their dad every second weekend.

I will be forever grateful for the trust and respect I received during the worst time of my life. ”

Marta and her daughters are settled in private rental housing, after their support worker helped them access Hanover's Support for Families At Risk of Homelessness program and link up with local education and community activities.

“The only things keeping me going were my girls and my best friend, who dragged me to Hanover. After asking about a support letter for public housing, I wasn't hopeful. Then 'the miracle' happened.”



Financial Report

The 2011-12 financial year was one of consolidation at Hanover. It saw out the conclusion of the government-funded *Intensive Case Management Initiative* (ICMI), growth in participation and fundraising for the *Hanover ConnectEast Ride for Home* and the commencement of the service development work for the *Youth Foyer Model*.

The full year surplus of \$308,259 against a similar result the previous year shows the resilience of the organisation against a backdrop of continued economic uncertainty.

Income

Total income dropped by \$403,758 (2.3%). After adjusting for ICMI as well as the way in which the accounting standards require the reporting of our facilitating role with the Big Issue on the *Community Street Soccer Program*, underlying income increased \$30,009 (0.2%). This is consistent with the outlook for modest growth indicated last year.

The outlook for 2012-13 is for this modest growth to be sustained. Hanover's effort targeting work with trusts and foundations will be a key driver for income growth for 2012-13.

In the context of continued economic uncertainty, Hanover has gratefully received outstanding and increased support from giving and from philanthropy in addition to the expected growth in income levels from the *Hanover ConnectEast Ride for Home*. While the Ride delivered \$758,402 for 2011-12 compared with \$431,045 in 2010-11, other sources of fundraising delivered \$716,994 (\$669,325 the previous year), an increase of 7.1%. We are humbled by the loyal support we receive that enables us to provide extra assistance to clients and introduce ongoing innovation in our service delivery.

The table on page 27 shows our income trends by category.

Expenses

Overall operating expenditure dropped by \$400,550 (2.3%). After adjusting for ICMI as well as the way in which the accounting standards require the reporting of our facilitating role with the Big Issue on the *Community Street Soccer Program*, underlying expenditure grew by \$436,963 (2.7%). Salaries and other staff costs grew at 1.4% year on year and represent a 66.5% share of the adjusted operating expenditure compared to 67.3% the previous year.

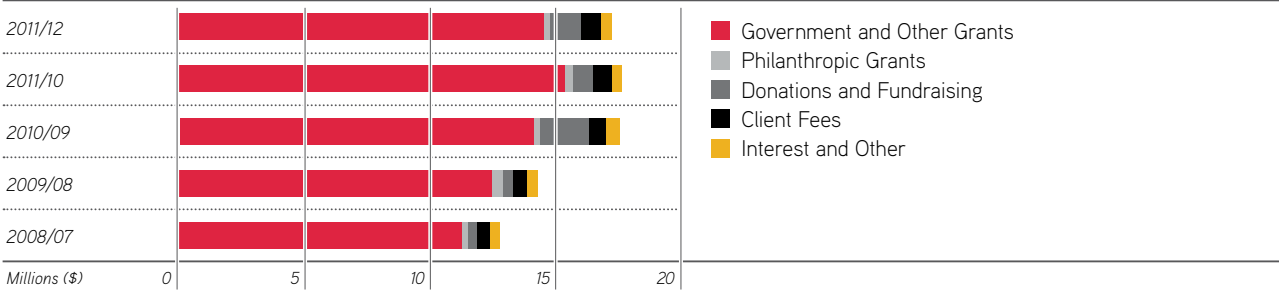
In the context of modest growth expectations for income, in 2012-13 expenditure growth will be capped and fiscal rigour will continue. Motor vehicle fleet costs are one such opportunity for savings. For 2011-12, fleet costs rose 7.5% and reviews are underway to pull back year on year movement for 2012-13.

The chart on page 27 shows our expenditure trends by category.

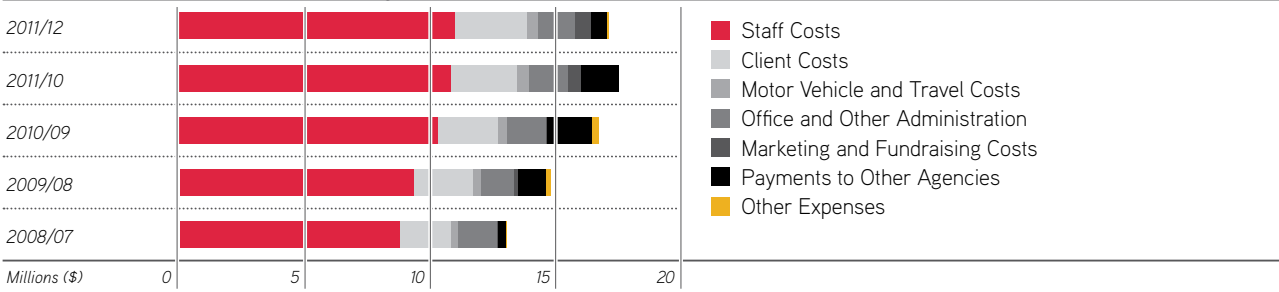
Targets for 2012-13

Our new Strategic Plan has been established, with 6 strategic initiatives being project planned and scoped during 2012-13. Given the fiscal consolidation that is being achieved, Hanover is well positioned to confidently pursue this strategic vision and to sustain its mission.

Income source (\$)



Expenditure by category (\$)



Expenditure by function (%)



Financial Report *continued*

Summarised statement of comprehensive income For the year ended 30 June 2012

	2012	2011 <i>(restated)</i>
Revenue from continuing operations (\$)		
Government and Other Grants	14,561,291	15,399,522
Fundraising	1,475,396	1,100,370
Rental Income from Clients	819,966	776,268
Interest Received/Profit on Sale of Assets and Miscellaneous	437,480	421,731
Total revenue	17,294,133	17,697,891
Expenditure (\$)		
Salaries and Other Staff Costs	(10,892,757)	(10,740,492)
Amortisation/Depreciation Expenses and Loss on Sale of Assets	(313,608)	(344,258)
Audit, Consultancy and Other Professional Fees	(159,271)	(186,180)
Client Costs	(2,825,715)	(2,601,469)
Office and Other Expenses	(1,067,763)	(1,114,521)
Marketing and Fundraising Expenses	(609,833)	(541,951)
Motor Vehicle and Travel Expenses	(396,344)	(368,537)
Payments to Other Agencies	(650,047)	(1,470,578)
Losses on Available-for-sale Financial Assets	(70,536)	(18,438)
Total operating expenditure	(16,985,874)	(17,386,424)
Surplus/(deficit) for the year (\$)	308,259	311,467
Other comprehensive income (\$)		
Net change in fair value of Available-for-sale Financial Assets	(34,786)	54,314
Total comprehensive income for the year	273,473	365,781

The summarised Statement of Comprehensive Income and the Statement of Financial Position are summarised from the audited financial statements. Complete copies of the audited financial statements are available on request.

Summarised statement of financial position

As at 30 June 2012

	2012	2011 (restated)	1 July 2010 (restated)
Current assets (\$)			
Cash and Cash Equivalents	2,557,339	3,084,882	2,152,381
Receivables	63,400	104,410	1,377,765
Other Current Assets	112,544	100,018	85,304
Financial Assets at Fair Value Through Profit or Loss			273,610
Total current assets	2,733,283	3,289,310	3,889,060
Non-current assets			
Available-for-Sale Financial Assets	3,262,358	2,211,619	2,115,526
Property, Plant and Equipment	1,697,708	1,905,745	2,141,001
Total non-current assets	4,960,066	4,117,364	4,256,527
Total assets	7,693,349	7,406,674	8,145,587
Current liabilities (\$)			
Creditors and Other Payables	1,341,091	1,339,538	2,490,993
Provisions	808,649	795,512	744,396
Total current liabilities	2,149,740	2,135,050	3,235,389
Non current liabilities (\$)			
Provisions	188,013	149,779	114,412
Other Non Current Liabilities	262,060	301,782	341,504
Total non current liabilities	450,073	451,561	455,916
Total liabilities	2,599,813	2,586,611	3,691,305
Net assets	5,093,536	4,820,063	4,454,282
Equity (\$)			
Accumulated Surplus	4,060,806	3,752,547	3,441,080
Unrealised Gains/(Losses) Reserve	29,608	64,394	10,080
Bequest Reserve	1,003,122	1,003,122	1,003,122
Total equity	5,093,536	4,820,063	4,454,282

The 2011 balances have been restated due to a prior year adjustment relating to an accounting treatment of a property utilised by Hanover.

The summarised Statement of Comprehensive Income and the Statement of Financial Position are summarised from the audited financial statements. Complete copies of the audited financial statements are available on request.

Thank You

We gratefully acknowledge the generous support of our volunteers and donors, and the many businesses, government agencies, non-government and community organisations that contribute to our work. We also sincerely thank the clients who have shared their stories in the media, in our publications and online.

Government

Australian Bureau of Statistics (ABS)

Australian Government
Department of Education,
Employment and Workplace
Relations

Australian Government
Department of Families,
Housing Community Services
and Indigenous Affairs
(FaHCSIA)

Australian Government
Department of Health and
Ageing

Australian Government
Department of Human
Services, Australia
City of Port Phillip

Department of Education and
Early Childhood Development,
Victoria

Department of Human
Services, Victoria

Department of Justice,
Victoria

Department of Planning and
Community Development,
Victoria

Government House

Office of Housing, Cheltenham
Sustainability Victoria

Trusts and Foundations

City of Melbourne

Collier Charitable Fund

Flora and Frank Leith

Charitable Trust

Howard Norman Trust

Lord Mayor's Charitable
Foundation (LMCF)

Macquarie Group Foundation

Man Investments Australia
Foundation

Mercy Foundation

R E Ross Trust

Skar Foundation

The Australian Charities Fund

The Marian and E H Flack
Trust

The Shine On Foundation

The William Angliss Charitable
Fund

Business Partners and Supporters

Allens Arthur Robinson

AndMine

ANZ

Arnold Bloch Leibler

Ashton Raggatt McDougall

Babe's Farm Fresh Eggs
South Melbourne Market

Bankmecu

Brumby's, Malvern

Brumby's, Moorabbin

Bon A Manger Café

Brighton Medical Clinic

Brownbee Pty Ltd

Charman Partners

Clarendon Towers Body
Corporate

Clayton Utz

Clontarf Properties Pty Ltd

Commonwealth Bank Australia

Corrs Chambers Westgarth

Deferos Lawyers

DLA Piper

Dom's Quality Meats, South
Melbourne Market

Doquile Perrett Meade

Events Catering

Fitzroys Pty Ltd

Forethought Research

Freehills

French Australian Chamber of
Commerce & Industry

Fruits on Coventry, South
Melbourne Market

Graham Denholm Photography

Grant Thornton Business
Solutions

Grill'd CBD, Degraives Street

Grill'd South Melbourne

Grill'd St. Kilda

HUGO Personnel

Hunt + Hunt

International Interior Images

Ipsos Australia Pty Ltd

James Buyer Advocates

JBWere

King and Wood Mallesons

Kirkpatrick's Meats, South
Melbourne Market

Lander & Rogers

Law Institute of Victoria

LFS Legal

Lion Nathan Pty Ltd

Lynton Toister & Associates
Pty Ltd

Macquarie Bank

Maddocks

Madgwicks Lawyers

Maurice Blackburn

MDA National Insurance
(NGO)

Medibank Private

Melbourne Convention and
Exhibition Centre

NAB

National Foods Limited

Norton Gledhill

Norton Rose Australia

Origin Energy Services Ltd

PhotoInc

PKF Chartered Accountants &
Business Advisors

Ralph's Meats, South
Melbourne Market

Ramsay Health Care
Investments Pty Ltd

Ridge Properties

SAGE-AU The System
Administrators Guild of
Australia

Sherif's Quality Fruit &
Veggies, South Melbourne
Market

South Melbourne Market

SP AusNet

Starlifter Digital

Stuart Pettigrew Design

Telstra Super Pty Ltd

Terry White Chemist, South
Melbourne

The Churchill Consultancy

Tony's Meat Supply, South
Melbourne Market

Top Dog Advertising

Tramp Bar

Trans-Tasman Business Circle

Transport Accident
Commission Lawyers

United Way Sydney

University of Melbourne

Research Partnerships

Australian Catholic University

Australian Housing and Urban
Research Institute (AHURI)

Brotherhood of St Laurence
Housing for the Aged Action
Group (HAAG)
Royal Melbourne Institute of
Technology (RMIT)
University of Adelaide
University of South Australia
The Victorian Health
Promotion Foundation
(VicHealth)

Service and Sector Partners

Alfred Health
Australian Health Practitioner
Regulation Agency (AHPRA)
Box Hill Institute of TAFE
Brotherhood of St Laurence
Centre for Adult Education
(CAE)
Centrelink (Moorabbin,
Dandenong and Springvale)
Community Housing
Federation of Victoria (CHFV)
Community Housing Limited
Consumer Action Law Centre
Council to Homeless Persons
(CHP)
Eastern Regiona Mental Health
Association (ERMHA)
Electrical Trades Union of
Australia (Victorian Branch)
Flat Out
Foodbank Victoria
Good Shepherd
Harm Reduction Victoria
(HRV)
Heart Foundation
Hepatitis C Victoria
HomeGround Services
Housing Registrar
Inner Melbourne Vocational
Education and Inner
North West Primary Care
Partnership
Inner South Community Health
Service

Inner South East Mental
Health Alliance
Inner South East Partnerships
in Community Health
(ISEPICH)
Training Cluster (IMVC)
Kangan Institute of TAFE
Mental Illness Fellowship of
Victoria
Mission Australia
MOIRA Disability and Youth
Services
North East Housing Services
Peninsula Youth and Family
Services
Public Interest Law Clearing
House (PILCH)
Prahran Mission
PVS Workfind
Reclink Victoria
Sacred Heart Mission
Second Bite
Southern Directions
Youth Service - Creating
Connections
Southern Health, South East
St Kilda Community Housing
Ltd
St Kilda Legal Service
St Kilda Youth Service
St Vincent ALERT program
STREAT
The Big Issue
The Salvation Army
The Shine Program, Family
Life
Transgender Victoria
UK Foyer Federation
Urban Communities
Victorian Council of Social
Services (VCOSS)
Vic Relief
Vincent Care (Adult & Youth
Support Programs)
WAYSS Housing
Wesley Mission

Windermere Family Services
Women's Housing
Yarra Community Housing
Youth Projects Living Room
Primary Health Service

Community Partners and Supporters

All Saints Mitcham Ladies
Guild
All Souls Opportunity Shop
Australian Nursing Federation
(Victorian Branch)
Biccys Op Shop Supporters
Inc
Blairgowrie Uniting Church
Ladies Group
Camberwell Uniting Church
Adult Group
Camcare, Camberwell
Cheltenham Community
Centre
Country Womens Association
(CWA) Dingley Village
Country Women's Association
(Murrumbeena)
Dandenong Community Advice
Bureau
Dandenong Rotary
Doutta Galla Community
Health Centre
Glen Iris Road Uniting Church
and Community Centre
Glen Waverley Secondary
College
Homefront
Independent Education Union
- Victoria & Tasmania
Killester College - Springvale
Lions Club of Port Phillip
Melbourne Unitarian Peace
Memorial Church
National Institute of Labour
Studies, Flinders University
Playgroup Victoria
Rotary Club of Bentleigh

Rotary Club of Dandenong
Rotary Club of Yarraville
Southbank Library at Boyd
Springvale Community Aid and
Advice Bureau
St Marks Anglican Church -
Forest Hill Ladies Guild
The Christian Chapel Lygon St
Church of Christ
Uniting Church, Rosanna
Victorian Catholic Secondary
Schools Deputy Principals
Assoc
Victorian Masters Athletics
Xavier College
300 Blankets

Hanover ConnectEast Ride for Home 2011

Event partners

ConnectEast, The Age

Major sponsor

Macquarie

Corporate sponsors

Transfield Services, Metro
Trains, Datacom, Australand

Community Partner

VicHealth

Media partners

The Age, 3AW, Channel 9

Event service providers

Bicycle Superstore, Seight
Custom Cycling, Supersport
Images, Man With A Van

Event supporters

Right Angle Event
Management, Jump Media
and Marketing, Vincita, Hilton
Hotels & Resorts Australia,
Aussie Butt Cream, Jasper
Coffee, Chrysalis Gallery,
Ridewiser

Event ambassadors

Simon Gerrans, Matt Keenan,
Alex Morgan, Clint Stanaway,
Alan Brough

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