

Hanover Welfare Services ANNUAL REPORT 2010



*the changing face of homelessness*

## TABLE OF CONTENTS

1	About Hanover Welfare Services
2	CEO's Message
3	Chair's Message
4	Strategic Direction
6	Maria's Story
8	Research
9	Client Services: Families
10	Client Services: Children
10	Client Services: Youth
11	Client Services: Woman
12	Brett's Story
14	Client Services: Couples and Singles
15	Client Services: Employment Services
16	Client Services: Properties and Facilities
17	Service Development
18	Shane's Story
20	Community Relations
21	Corporate Services
22	Financial Report
24	Summarised Statement of Comprehensive Income
25	Summarised Statement of Financial Position
26	Thank You
28	Board of Directors

### 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.

There has been a **17% increase** in the number of families experiencing homelessness, since the last census\*

\*Australian Institute of Health and Welfare, Chamberlain, C & MacKenzie, D, *Counting the Homeless 2006*. Published September 2008, AIHW

## About Hanover Welfare Services

Established in 1964, Hanover takes its name from the first location in Hanover Street, Fitzroy.

Hanover became one of the first specialist homelessness services in Melbourne. It was formed to be independent of government or religious organisations; this independence still remains today.

Hanover has always been at the forefront of research into the causes and consequences of homelessness. Today, with an ever changing face of homelessness, Hanover's research continues to be used as a guide to influence government policy development and, development of new innovative services, as well as generate social change.

## What is homelessness?

The Oxford Dictionary defines homeless as – *(of a person) without a home, and therefore typically living on the streets*. Homelessness is more than just people living on the streets. Thousands of men, women and children in Victoria live in unsafe and inappropriate housing, with no cooking facilities, inadequate shared bathrooms and no security of tenure.

Many people experiencing homelessness seek shelter in:

- Rooming houses
- Caravans
- Refuges
- Crisis accommodation
- A friend or relative's home on a temporary basis
- In a car

They may have a roof but not a home.

There are four key areas that need to be tackled to end homelessness:

- *Housing* – people need stable housing to be able to build a home.
- *Income* – sufficient income is essential to housing stability. Employment and education is central to this.
- *Health* – improved mental and physical health can help people get back on their feet.
- *Community* – a sense of belonging to the community you live in contributes significantly to housing stability, as does access to the support you need.

## How does Hanover help those who are homeless or at risk of homelessness?

At Hanover our services empower people who are homeless, to enable them to take greater control over their lives. We provide support to families and individuals across all age ranges, with a diversity of needs. Hanover also has a large focus on early intervention, to prevent people from losing their home in the first place.

## Accommodation

Hanover operates four crisis services, providing accommodation for up to six weeks for those in immediate need. Hanover also manages 240 transitional housing properties, where the average stay can be from 6 to 18 months.

## Assistance

Hanover provides support to individuals and families to address the issues that led to them being homeless. This involves identifying their goals and challenges and connecting them to the relevant services that can assist; these include doctors, mental health professionals and financial counsellors.

## Employment support

Hanover's Employment Service assists people who are unemployed to build their skills and get back into the workforce. This can involve assisting to refresh resumes and interview training, through to wider skill development, education and counselling.

## Early intervention

A number of Hanover's programs help people to address issues early before they become homeless. This involves financial assistance as well as helping to improve budgeting and finance skills, as well as building confidence to navigate the services they need.

## 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. More than 45 years on, we are still committed to our research programs and working with government and the community to end homelessness.

## tony CEO'S MESSAGE

How does a country which has seen a massive growth in wealth, also allow a situation to emerge where Hanover is seeing people in their seventies arriving at our crisis services because they have found themselves homeless, for the first time in their life?

This is one of the realities we are witnessing and it represents some of the stories of the changing face of homelessness, the theme of this year's Annual Report.

Hanover's research tells us that most Australians still believe that the profile of homelessness is still much the same as when Hanover opened our first service in 1964 at 85 Hanover Street in Fitzroy. Australians continue to tell us that they think the typical homeless person is male, in the inner suburbs and in their forties with an alcohol problem, which was often the case in 1964.

In 2010, the story of homelessness is very different. Increasingly, homelessness is a story of the suburbs, of poverty, isolation and family breakdown. On any given night, Hanover provides 698 beds for clients, with 557 of these being in the suburbs. It is now a story of young children; the most common age for a Hanover child client is 12 months of age. It is also now a story of ageing homeless, particularly among older single women. This is a trend which was predicted

several years ago in research conducted by the Australian Housing and Urban Research Institute (AHURI). This year, staff reported that they were seeing older single women who had been forced out of the private rental market arriving at our services in much larger numbers.

These changes, of course, present new challenges for Hanover. Thankfully, we have been assisted in our work by our wonderful donors and supporters. The Commonwealth and State Government have also continued to fund new initiatives as The Commonwealth White Paper rolls out.

My first thanks goes to the clients and staff of Hanover. The client stories featured in this report tell something of the resilience and dignity of people. They show what can be achieved when an organisation tells people they are valued not just by what is said, but through actions as well. It's a delight to witness staff living Hanover's values each day.

I would like to thank Jean Ker Walsh, Chair of the Board, for her inspired leadership



and support. In 2010, we partnered with ConnectEast to present the *Hanover ConnectEast Ride for Home*, which is supported by The Age. This event is the brainchild of Jean and was designed to help Hanover raise much needed funds. Hanover will for many years be indebted to Jean for her boldness and for urging us to think big and take on this event.

In addition, I would like to thank the entire Board and, in particular, acknowledge the great work of Moira Schultze as Deputy Chair, both Graham Cummings and Geoff Nicholson for their stewardship as Chair of the Finance, Audit and Risk Committee and Sally Young for her role as Chair of the Remuneration Committee of the Board.

I would also like to thank the Hanover Executive team; Lyn Lanham, Wayne Gorst, Shelley Mallett, Merewyn Smith and my assistant, Charlotte Lane, for their leadership, loyalty and support as they work with our fantastic staff to do the really hard work of service delivery.

**Tony Keenan**

## jean CHAIR'S MESSAGE

We know the saying that *'the more things change, the more they stay the same'*, but there are some changes that throw out a fresh challenge and when doing things the same, the safe way, simply is not an option. Hanover has had one of those changing, challenging years.

Increasingly, the changing face of homelessness is the face of a child. A snapshot of Hanover's clients on any day in the past year would show lots of families with very young children. There is a cycle of homelessness and, to be joining that cycle at three or five years of age is an unhappy prospect. On 138 occasions in this past year, our Dandenong team supported families to prevent them becoming homeless. The Hanover Board aims to give greater priority to prevention services.

In 2009, we gave assistance to more than 9,300 contacts made to our Cheltenham site. This year, we had our busiest year on record with 12,371 contacts looking to Hanover in their housing crisis. That is an increased demand of 30% and, as a result, the Board had to release additional funds for relief payments. When government funding support ran out with three months of the

year to go, there was nothing left in the 'kitty'. Through its initiative to underwrite the *Hanover ConnectEast Ride for Home*, the Board has recognised the need to be bold if we are to raise significantly more funds in circumstances like these.

Employment, or lack of a job is a characteristic of the cycle of homelessness for most of our clients. Hanover's strategic determination to provide an employment service for people without a home or a job has put more pressure on the organisation than we have experienced for many years. Nevertheless, with twelve months' experience and close monitoring, we look forward to strengthening the Employment Services program and making a life-changing difference by breaking the cycle of homelessness for an increasing number of Victorians.



I welcome this opportunity to put on record my admiration for and thanks to each of my Board colleagues, especially to Moira Schulze who has been a highly supportive Deputy Chair. On behalf of the Board members, I thank Tony Keenan for his personal commitment and highly professional leadership of the Hanover organisation. Tony, his executive team and all the staff continue to meet the challenges of change thrust upon them. Their work is worthy of the generous support of all our donors to whom I extend strong and sincere thanks.

**Jean Ker Walsh**

## STRATEGIC DIRECTION

Hanover is now in the third year of an ambitious five year strategic plan. Some of the major programs and deliverables achieved against our six strategic goals in the past year include the following:



### 1. Secure, independent, efficient and cohesive organisation

- Continued to grow funding by winning 21 Trust and Foundation grants to the value of \$251,655.
- Development of the *Hanover ConnectEast Ride for Home* to increase fundraising and build corporate relationships with key partners ConnectEast, The Age, and sponsors, VicHealth and VicRoads.
- Establishment of the Fitzroy office to allow for growth and the delivery of new service areas such as Employment Services.
- Review of external audit arrangements and appointment of a new auditor.
- Commencement of a three year internal audit plan.
- Development of the Environmental Action Plan in partnership with Sustainability Victoria.

### 2. Innovative, diverse, skilled and supported workforce and people

- Implementation of a central recruitment system to allow staff to focus more on client service delivery.
- Expansion of the volunteer program to include volunteers at all sites. 116 volunteers have assisted across all Hanover sites, throughout the year.

### 3. Service delivery development, improvement and growth

- Development and delivery of the Specialist Children's program and Regional Children's Resource program to provide better support to children experiencing homelessness.
- Development of the Employment Services Partnership program to connect clients with employment opportunities in their own community.
- The Support for Families at Risk of Homelessness program and the Accommodation Options for Families program have been established to assist the growing number of families experiencing homelessness. Completed the Education Development Project.
- Submitted eight tenders for new service opportunities; five have been successful.
- Completed the first evaluations under new framework to ensure each of Hanover's programs are providing the best possible service.

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

- Delivery of a Nutrition program to help educate clients about living a healthy lifestyle.
- Delivery of a Kitchen Qualifications program, fostered client learning and helped prepare them for employment.
- Continued development of Employment Services has meant more than 700 clients have been assisted towards finding employment during the past year.
- Funding attained through VicHealth to enable clients to participate in the *Hanover ConnectEast Ride for Home*.
- Hanover Client Profile and Client Numbers Report were completed.

### 5. Authoritative, well-known, non-partisan voice

- Completed submissions, presentations and representations to a range of significant inquiries and reviews. These include 2020 Homelessness Strategy (DHS Victoria), inquiries into the Adequacy and Future Directions of Public Housing in Victoria for the Family and Community Development Committee of the Victorian Parliament and the National Human Rights Consultation.
- Conference keynote addresses and presentations including A Thousand Good Reasons: Early Intervention and Socially Excluded Young, Victorian Law Institute Human Rights Conference, National Conference on Homelessness, Australian Institute of Family Studies.
- Representation on peak bodies and advisory committees including the Council to Homeless Persons, Foyer Foundation, Victorian Drug and Alcohol Prevention Council, AHURI Research Panel, Red Cross Services Renewal Committee.

### 6. Integrated strategic research

- Received two Australian Research Council (ARC) grants with other university and community partners to conduct research into Precarious Housing, Health and Employment.
- Received four additional grants with research partners to undertake research into Single Fathers and Homelessness, Outcome Measurements, Disability and Homelessness and Employment and Homelessness.
- Completed research into Family Homelessness and Citizenship, Hanover's Annual Client Survey and Public Perceptions of Homelessness.
- Completed the evaluation of the Schools and Homelessness Project.

maria



Maria, 61, was born in Poland and lived in Germany for 8 years before immigrating to Australia in 1988 where her son was born; he is now 21 years old.

### This is Maria's story

In 1997 I met a man who, at the time, was very sick and I started helping him out as a cleaner. Over time we became very close, I was falling in love with him. We had a very good relationship and I was very happy. He was a very wealthy man who owned his own business. He didn't want me to work; he paid my bills and was very good to me and my son.

When the relationship ended, I lost a very close family member, I had a miscarriage and I had a mental breakdown. Everything was hell for me; I was stressed and didn't know what to do. I wasn't able to work so I couldn't pay for anything and got evicted from my property. I still had some savings so I started to live in a hotel near my son's school. The hotel cost \$600 per week, but I wanted him to go to school. After about 6 weeks the money started to run out; I tried looking for other accommodation but, because I had been evicted, I couldn't get anything.

When the money had finished, my son and I slept at friends' houses for a while and then in my car. One day a policeman knocked on my car window and asked what I was doing – I said, "Nothing, just waiting." I just couldn't tell him the truth.

I finally got a house for only \$200 a week, but I didn't have a job. I was planning to go work as a limousine chauffeur; I was applying everywhere but couldn't get a job. I started getting more and more tired and exhausted, having bad days and feeling flat. Someone knocked on my door one day from welfare and asked if I was having a mental breakdown, I said, "NO!" and shut the door.

One day I was out walking and started to think about the person who came to my door. I went to hospital and said, "If you don't help me, I don't know what I will do." They took me in straight away; I was there for three months.





Maria and her Hanover Support Worker

My son stayed with friends for a short time, but they couldn't look after him. He could have been put into foster care, which made me very stressed. I didn't want that, but thought it was the only option. Luckily, a lady whose son went to school with mine was able to take him in. She was very nice to him and he felt comfortable there, which was very good for me too – I was punishing myself all the time.

When I was in hospital, Hanover started helping me. They took care of some of my son's needs and when I got out of hospital they took me to a hotel to stay. My support worker at Hanover helped me find a transitional property. I have been in the property for nearly five years. I am on the Office of Housing waiting list; I have been on it nearly five years.

I really hope that being homeless doesn't affect my son in the future – he saw me in the hospital. He finished year 12 and completed two years of advertising school. He has been working in advertising for eight months now. He is a tough boy; I think I am a little bit tough too in different ways.

I am from a big family but, I don't have anyone here in Australia. All my girlfriends' here are like my sister – that's my home. I make my own way, I feel at home because I have been here a long time. I can say I eat a pie like the Australians or watch the footy – I am a Collingwood supporter and they won! I have good neighbours and I believe that is a good sign (of home).

I am happy my son will have a good job. Maybe in the long-run he will get more schooling and start his own business. I see myself as a good grandmother one day. I don't mind for myself, I can still make it – I have my friends and I am waiting for the house.

**Through the help of Maria's support worker at Hanover, she is exploring options to undertake a TAFE course in art and painting; an interest which Maria had many years ago. Maria is also hoping to go back to work as a limousine chauffeur in the future.**

## RESEARCH

# 105,000 people are homeless in Australia on any given night\*

**Research has long been an integral component of Hanover's work. Research builds our understanding of people's experience of homelessness and social exclusion, including the causes and consequences of homelessness. This enables us to develop evidence based service models, practices, policies and advocacy.**

Over the past year, Hanover's Research team has achieved remarkable success in research grant applications, securing six out of seven collaborative grants together with university and other not-for-profit partners across the country. This success has enabled us to extend our program of research to include a range of studies which focus on the relationship between health, employment and precarious housing and homelessness. These projects are funded by the Australian Research Council.

At Hanover, we understand homelessness through the lens of social citizenship and human rights. We are concerned about how people's experiences of homelessness impacts on their capacity for social and economic participation, as well as their rights and responsibilities as citizens. This approach has been the emphasis in all our research.

We have a particular focus on family homelessness. At present, we are

involved in two research projects on family homelessness; a longitudinal study of homeless families, in partnership with researchers at Swinburne University and funded by the Australian Research Council; and a study of homeless fathers with or without access to their children. Funded by the Federal Government's Homelessness Research Grant Scheme, our study of homeless fathers, undertaken in partnership with the Australian Catholic University and Melbourne City Mission, will enable us to report on the ways in which fathers' experiences of homelessness impacts on their ability to parent their children.

In addition to these two current studies of family homelessness, we recently completed research on the relationship between precarious housing and health. As part of this VicHealth funded study, we interviewed homeless single mothers under the age of 25 years old. This research, due to be launched at Vic Health in early 2011, underlines the enormous effort that these young women make to establish stable lives for themselves and their families. This also highlighted the ongoing difficulties they experience in securing stable, affordable housing, accessing employment, education and training and maintaining social and community connection, for themselves and their young children.

In recent years, our services have noticed a rise in the number of older people who are at risk of, or are newly homeless. We are currently conducting a study, funded by the William Buckland Foundation, which focuses on prevention and early intervention of homelessness among older people. As part of this research, we are analysing the current policy environment and systems that impact on the vulnerability of older Australians. The research will inform best practice approaches to prevent older Australians from experiencing a housing crisis or homelessness.

Our work is not confined to research alone. The Research and Service Development team actively contribute to policy and service development through involvement in a range of government and non government committees. This year, Hanover submitted three major submissions to government on; National Human Rights Consultation, Victorian Public Housing Review and the Victorian Homelessness 2020 Strategy Discussion Paper. We also, regularly, present at conferences and research and policy forums, to learn from and inform the development of knowledge, policy and service development, in relation to people experiencing homelessness and disadvantage.

Hanover's research reports and conference presentations are available at [hanover.org.au](http://hanover.org.au).

\*ABS 2006 Census

## CLIENT SERVICES

Hanover has many faces and our work is more prevalent in the suburbs than ever before. We help all types of people experiencing homelessness to re-establish themselves and regain control of their future.

### families

#### Type of service provided

Hanover provides short and medium term accommodation and support to families from our Dandenong, Cheltenham, Fitzroy and South Melbourne sites. This can range from financial and legal support through to employment, education and training support.

#### Clients assisted

Families can take many different forms. Over the past 12 months we have worked with 918 families who are homeless or at risk of homelessness.

#### Trends

We are now seeing an upward trend in 'first time' homeless families who have been able to maintain their accommodation in the past but, they are now finding the increase in rent too much to bear. Often these families find themselves residing in privately run, inappropriate rooming house accommodation. Hanover is now operating two newly funded programs; one is specifically aimed at such families, to remove them from inappropriate accommodation and offer support to access and maintain suitable and affordable accommodation. Some of these families have the skills and resilience necessary to re-enter the private rental market, however

they require short term support and financial assistance to achieve this. Others may require the ongoing support of subsidised housing. Our staff work with these families to achieve positive outcomes.

#### Year ahead and challenges to face

Hanover Cheltenham has been selected to provide a second program focusing on long-term housing support to families. The overall aim is to ensure that families do not become homeless again. The program will help families stabilise and maintain their accommodation and address the issues relating to their period of homelessness.

“Hanover was great for my family, it helped us get into a routine and gave me the courage to be a good mum. Thank you.”

**Jess, Hanover exit survey.**

# The most common age for a Hanover child client is 12 months old

## children

### Type of service provided

A newly funded Children's Resource program and Homeless Children's Specialist Support Service (HCSSS) has begun within Hanover, providing services to the Southern Metropolitan Region. The HCSSS program will:

- Provide specialist case management to children in families who find themselves homeless.
- Provide specialist assistance to family workers to enable them to provide appropriate support to children in the families they are working with.
- Assistance to stay engaged in schools, including a tutor program for children.

The Children's Resource program will provide information, training and coordination for all homeless services working with children in the region.

The young people who will benefit from this program have a common history of trauma and transience associated with homelessness. They will benefit greatly from our service which provides a safe

space to express themselves, as well as providing an effective environment for the children to learn from each other. A variety of methods including music, creative arts and group discussions are used to explore themes such as; values, communication, emotions, responses, hope and dreams as well as strengths. On completion of the group sessions, the children have a greater sense of unification focusing on social skills, self esteem and self expression – important skills in helping manage with their personal circumstances.

### Clients assisted

Approximately 1,500 children have been assisted through our families programs in the past year.

### Year ahead and challenges to face

We are very excited about rolling the programs out to the Southern Region as we attempt to improve the long-term outcomes for the children, whose families experience homelessness.

## youth

### Type of service provided

Hanover's Youth team provides assessment, medium term accommodation, support and intensive support to young people 16 to 25 years old. Intensive support means that we are able to work with our clients for a longer period of time than the standard support period and also provides us with the flexibility to work with fewer young people at any one time. Our team of youth workers partner with other specialist youth support agencies and services. These services include family reconciliation, life and living skills groups and crisis support workers. The collaborative approach ensures that each young person in our region receives the right service at the right time.

### Clients assisted

In the past year, our Youth team has worked with 151 young people. Family breakdown is the main reason why young people seek our assistance. Once this has occurred it is difficult for a young person to maintain education or employment and often their mental health is negatively impacted as well.

# The number one cause of homelessness for women is family violence\*

## women

### Trends

Young pregnant and parenting women or couples are more frequently requesting help from Hanover. Whilst this group has not previously been a focus for Hanover, we have begun to work with them, as the demand far outweighs the supply of resources in the region. Our staff carry out this work in conjunction with the Families Support team and Specialist Children's staff.

### Year ahead and challenges to face

We are in the last twelve months of the funding period for the 'Creating Connections' component of our Youth team. We will be exploring opportunities to ensure that this program, which has demonstrated much success and delivers specialised assistance, can be continued.

### Type of service provided

Our Specialist Women's Service at East St Kilda provides short, medium and long term accommodation and support to women who are at risk of, or experiencing homelessness. Very often these women have experienced family or community violence, suffer mental and/or physical health issues and live a life of poverty and discrimination. Our staff work with these women to not only stabilise their accommodation but, also to encourage them to strive and reach their potential. This is often through completing education to attain employment or participating in community activities.

### Clients assisted

Hanover East St Kilda has provided support and/or accommodation to 400 women in the past year. These women have been assisted in a number of ways; either to stabilise existing accommodation or to seek alternative safe, secure and affordable accommodation. We work in partnership with the women to assist them to achieve their goals which are often varied, ranging from budgeting,

education, employment and household management through to addressing outstanding legal issues.

### Trends

A new trend we have been witnessing in the last 12 months is women over the age of 50, who are experiencing homelessness for the first time. Many of these women have health issues and often their elderly parents can no longer assist with their care. Given the lack of affordable accommodation and limited income of these clients, one of the strategies we have adopted is to seek compatible clients who may be able to share private rental accommodation. Clients can then assist each other, not only financially but emotionally and socially as well.

### Year ahead and challenges to face

Over the next 12 months, we will continue to assist women who reach out to Hanover. Due to the housing shortage, seeking appropriate, safe, affordable housing for these women will continue to be a difficult task.

\* Australian Institute of Health and Welfare, 2005, *Female SAAP clients and children escaping domestic and family violence* 2003-04 Bulletin, Issue 30, September 2005

brett



Brett is in his late thirties, has two young daughters and is the sole caregiver to them. He is also a passionate St Kilda supporter.

### This is Brett's story

At the start of 2009 I moved into a caravan park. I had only been there a few weeks when I lost my job. With no work I got behind in my rent. I went to WAYSS (Western Accommodation and Youth Support Services) and they said they would pay my outstanding rent; but the caravan park wouldn't accept the money from WAYSS. They kicked us out on the street pretty much!

We stayed at friends' houses, but you don't want to outstay your welcome. After that we slept in the car. It is not fair; kids shouldn't have to sleep in cars! I have a really good immune system, I never get sick. While we were living in the car, my skin started to go bad, I knew that I wasn't healthy; we weren't eating right.

One night I accidentally backed into something in a shopping centre car park and smashed a

light on the car; accidents happen. The next day I went to the kid's school to pick them up after school. I got there and was called into the office; 'the department' was there too. Somebody saw me smash the car light the night before and had reported me to the school, saying that I was maybe drunk or on drugs; which I wasn't! I guess it is the school's duty to get 'the department' involved.

They asked if anyone could look after my kids. I wanted to keep them! They are my responsibility! There was only one other person who could take them and in the end they weren't able to. WAYSS put us up in a hotel for about a week and then they referred me to Hanover. Hanover took us in almost straight away and we stayed in their emergency accommodation in Dandenong, for over seven months. This place finally came up in February this year (a transitional property).





What makes up a home for me is being able to put things on the walls, having my stuff around me. A lot of the stuff here doesn't belong to me but, when I get my own place, it will be my stuff. Don't get me wrong, we are happy to have a house but this place doesn't feel like home. We are making it home for now, but it is just transitional. It's a house not a home!

The location is good, I grew up around this area. I can drop my kids off at school and be at work by 9am; not many places let you start at 9am. They are in afterschool care for only an hour and a half a day. I pick them up and we can be home by 5.30pm.

I drop my kids off and pick them up from school every day. I will do it even when they are at high school; I don't care, I want them to go!

Since moving here, Hanover has helped me so much more. I didn't have to pay for my car or my computer. Before I had a car, I would have to get the kids up really early and take public transport to get them to school. Then I would have to come back home and do it all again in the afternoon. It was not an ideal way but you do what you have to do! Now I can take the kids to school and drive to work.

The government needs to do something about it (homelessness and the housing crisis)! It is a big problem and it is only going to get bigger! I don't know how much money they are putting into it, but it is not enough! It is only going to get worse.

I want my kids to have the opportunities I never got. My mum was a single mother with boys in state housing, and now I am a single father with girls in the same situation.

I don't want my children to go through that too. I want them to play sport and maybe go to college and be doctors or policewomen. I could have kept sitting around home, but having a job makes me a good role-model for my kids. It shows them that you have to earn money to buy food and pay the bills.

For my future – I will keep working and get my own place. I've only been in my job a few months, but I think I have a job for life.

**Brett still has regular catch ups with his Hanover Support Worker, usually via phone these days due to his work commitments. Once Brett feels a bit more secure in his job he is going to start looking for a private rental property for himself and his girls.**

# 21% of people, struggling to pay their rent, report

## couples and singles

### Type of service provided

Hanover provides two crisis accommodation facilities, in Southbank and Dandenong for couples and singles, offering beds to people who would otherwise be sleeping rough.

Both facilities also assist people to secure medium to long-term housing through case management. Medium term support is also provided through the Transitional Support programs while the Wellbeing program provides therapeutic, educational and diversionary activities to residents at our crisis facilities.

The Princes Street apartments, managed by Hanover, offer secure and affordable housing to adults on low incomes. The apartments are specifically for those engaging in education, training or employment. For people living with mental illness, Hanover's Private Rental program assists them in entering back into the private rental market.

For clients we can not reach through these programs, Hanover run the Assertive Outreach program which actively seeks out and engages with people sleeping rough.

### Clients assisted

Over the past twelve months:

- 94% of tenants have sustained their tenancy at Princess Street;
- through the crisis accommodation facilities at Hanover, 550 couples and singles have been assisted while;
- 507 people have been assisted with transitional housing.

### Trends

The majority of clients engaged by the Assertive Outreach team are single males, approximately 40 years of age. Couples and singles that are suffering housing stress and require Hanover's assistance, represent a growing new trend, due to the flow on effect of high housing prices and low rental vacancy rates. Another new trend is the increase in people over 55 years of age applying for Hanover properties, they can no longer afford to pay the rent or mortgage on their low income.

### The year ahead and challenges to face

Over the next twelve months, the Spencer Street rooming house renovations will be completed. This will provide the opportunity to expand the successful model implemented at Princess Street. There is an increased opportunity to target the health needs of single men and women through Hanover's Wellbeing program and form stronger partnerships with the health sector. We continue to face the challenge of the housing shortage; as well as ensuring we have the support of the aged care sector and the facilities needed to assist the over 55 age group.

## EMPLOYMENT SERVICES

skipping meals in order to make their payments\*

### Jobseekers assisted

Hanover's Employment Services assists jobseeker groups such as youth, parents returning to work, mature aged people, migrants and people with a disability. Over the past year, our team provided assistance and support to more than 700 clients. As a specialist employment service provider in the homelessness sector, Employment Services operates in two regions, Yarra and Bayside.

### Employers onboard

Employment Services have been successful in working towards strengthening employer and community partnerships to maximise employment and training opportunities for our jobseekers. Our relationships have grown to include some of the major target industries such as retail, hospitality, manufacturing, construction, transport and warehousing, health and aged care assistance. Hanover has also partnered with local labour hire companies to seek out employment vacancies.

Employment Services are focusing on guiding jobseekers to industries where good pathways exist to increase employment opportunities and skill levels in long-term employment. The aim is to provide clients with permanent employment by matching clients with local employers, whilst fulfilling the employment gaps in the key industries.

“Hanover has given me a place to be able to restart my life and get into starting work.”

**Karen, Hanover exit survey.**

\* Senate Select Committee on Housing Affordability, *A good house is hard to find: Housing affordability in Australia*, June 2008

# Only 1.6% of private rental properties are available

### Type of service provided and clients assisted

Two important programs within the Properties and Facilities team are the Transitional Housing Management program (THM) and the Housing Initial Assessment & Planning (HIAP) program.

The THM program, involves management of 240 transitional properties on behalf of the Office of Housing, where tenants stay an average of 6 to 18 months. These properties provided accommodation to 528 tenants over the year. The program assists clients within the areas of Kingston, Glen Eira and Bayside. During client's stays in these homes, support staff work with them to address the factors which may have contributed to their housing breakdown.

In addition, the team manages a number of long-term properties housing 55 single adults, which are located across Melbourne, where tenants can stay indefinitely.

Within the HIAP program, our staff help clients resolve difficulties by providing advice and advocacy with landlords, as well as finding temporary accommodation

for people who have nowhere to stay. For thousands of clients the program focuses on preventing them from losing their current rental properties, as well as assisting people into new private rental tenancies. The team distributes funds to help clients pay for rent in arrears, bonds and rent in advance. Funding is also spent accommodating clients in motels, while they search for affordable and suitable longer term housing. In an environment where housing is in such short supply, this is often the only option. Last year we assisted a 1,000 clients within the Kingston, Glen Eira and Bayside areas, with an average of \$490 each to help assist resolve their housing crisis.

Through the generous support of a private donor our Private Rental Brokerage program (PRB), assists a small number of families to regain stable long-term housing, after a period of homelessness. The program helps locate suitable rental properties and provides families with subsidised rent while they establish themselves in their new home. Clients who show strong motivation to maintain ongoing rentals and who have resolved most of their debts and have a reasonable rental history are eligible for the PRB program.

### Challenges to face and the year ahead

The greatest challenges in the year ahead are to find safe, affordable private rental housing for clients and finding alternative crisis housing for the growing numbers of clients sleeping in their cars or who are in immediate need that night, during times of such short rental supply.

“Once I was in hospital and my ID band said no fixed abode, it felt humiliating, scary, like I didn't belong anywhere.”

**Stephen, client at Hanover.**

## SERVICE DEVELOPMENT

# for rent in Melbourne at any point in time\*

Hanover is committed to the ongoing improvement of our services and outcomes for our clients, guided by our continuous improvement policy. This includes ongoing assessment against service standards, program evaluation and development, and implementation and improvement of internal systems and processes.

Following accreditation under the Victorian Homelessness Assistance Standards in 2009, Hanover developed a performance improvement plan aimed at implementing the recommendations in our accreditation report. Over the past year we have been focusing on improving consistency of processes across all our service sites, developing an integrated client information system and undertaking specific initiatives that help improve services for children, young people and people experiencing family violence.

Hanover also undertook the first program evaluation under our new evaluation framework. The framework is designed to complete an in-depth analysis of each of Hanover's programs from the perspective of clients, staff and funding bodies to ensure we are providing the best possible service.

Innovation is another important aspect of Hanover's service development. We are continually looking for ways in which we can complement our existing services with new programs. During the year, we tendered for eight new service opportunities and were successful with five. Some of these tenders include:

- a support program to assist people with a mental illness access and maintain private rental properties;
- an accommodation program to provide support and a range of short to medium term accommodation options for families, who might otherwise be in sub-standard accommodation;
- a specialist children's support program which provides assistance to all homelessness services in the south east of Melbourne, to improve their support for children experiencing homelessness.

“The best support was that provided by staff and my support worker. She has been like a steady thing to hold on to during stormy weather. She has been very able to assess my needs and respond accordingly. The reception staff often say ‘hello Michelle’ which helped a lot.”

**Michelle**, client at Hanover's Southbank crisis accommodation.

shane



Shane is in his late forties and loves his cricket and is a dedicated Tigers supporter.

### This is Shane's story

Six years ago I lost my dad; I had been my dad's caregiver for about ten years. I came home one night and found him dead. I could have stayed in the family home if I wanted to; I could have lived there for \$100 a week. Six months later I decided to move out, there were too many memories. The longer I stayed, the worse it got.

I went to see my cousin in Canberra for a holiday, for a few days. She said, "Why don't you come live up here with us?" I thought about it, and three months later I moved up there. It was the worst mistake I have made in my life! I called a couple of friends in Melbourne and said I am coming back. My friends got me involved with North East Housing, and they got me a room in a rooming-house in Reservoir.

It was a really nice house and I was the second person to move in. Then two months later some not so good people moved in. I moved from there into another place that was \$160 a week and the same thing happened again. I said I can't put up with this and moved into another place in Thornbury. It was alright there. I lived with two blokes but, when another guy moved in, he disrupted the house and tried to control it. One night I had a panic attack because he kicked my door in. I thought I was having a heart attack! They (the Paramedics) said it was a panic attack and rushed me to St Vincent Hospital. I got involved with Hanover just after that.

I went to North East Housing about getting a public house and they said to contact a place such as Hanover. I had registered with so many agencies to get my own place. About two months ago I got an appointment with Hanover to get this house; I had to come out

here so they could do an interview with me. I got here early and had to call three times to make sure it was the right address, I thought it can't be true, it just can't be. Then my support worker turned up and said it was the right address; it was just too nice!

Hanover just wants you to get a proper place! They have registered me with about five different places to get my own place. Without them I wouldn't be where I am now; they are just fantastic. They have given me so much confidence. Now I am in this place I am going to be able to save \$100 a fortnight on rent. I couldn't thank my support worker enough. When I first got this place I said, "Mate, I owe you big time!" He came over the Monday after I moved in to make sure I had settled in alright. He organised movers to help me move in; they were fantastic. They picked everything up and put it where I wanted it to go; they were sensational! Compared to what I am used to living in, this place is a palace!





I like my own peace and quiet; I am my own sort of person. I like to do what I want to do but I also like mixing with other people too. I like my independence. As long as it is quiet and clean (the house) I am happy. My girlfriend is in Sydney at the moment, so it would be good to be able to have her over and bring her to a nice home like this and cook her dinner. I am looking forward to having other people move in, but it is also nice being on your own too. I like meeting new people. One of the blokes, who I lived with in the other house, and I became the best of mates; we helped each other out a lot. When I left that place he said he'd lost a big brother. Living with other people, you become stronger in yourself.

I like my footy! I am passionate about my footy; I am a Tigers supporter. I love the local footy team, Northern Bullants, too. I do volunteer work with them during the year. I

also love my cricket! I like going to the movies and catching up with mates too. My mum and dad and brother died so I am on my own now. I have fantastic friends. Without three of my friends, I wouldn't be where I am now. My mate and his partner were there for me when my mum died, when my brother died, and when my dad died. When I came back from Canberra, they were there and helped me get a place.

I feel positive about the future. When I went to North East Housing to sign up for this house on Friday, the lady who runs the house said, "Someone is watching over you." I believe that now; mum and dad wanted me to get this house. When I moved out of dad's home, I packed up my stuff and went out the front door and the door wouldn't shut! I think my mum, dad and brother were holding the door, saying, 'You're not going, you're not going.' But I couldn't stay there; it was just too hard.

It has been tough but I am getting there. My support worker is fantastic; he is the best bloke! I couldn't wrap about him enough. If I could win Tattsлото, I would donate the money to them (Hanover). Hanover has been sensational. My support worker has been a big part of it; so much support, it has been great.

**Shane and his Hanover Support Worker will continue to work together to achieve Shane's goal of finding his own place.**

# Our sincerest thanks goes to each of our donors Hanover's work is truly inspiring

The work of the Community Relations team focuses on both raising community awareness about Hanover and the complex issue of homelessness, as well as raising funds to support Hanover's Client Services.

As the current climate leads to an increased need for Hanover's services, the need to further generate income to enable program delivery also grows. Furthermore, as the face of homelessness changes so too does the need to shift community perceptions about who is homeless and why, and what the solutions are in what can be such a traumatic experience.

We are sincerely grateful to the following Trusts and Foundations for their support this year:

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ANZ Trustees

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Barr Family Foundation

---

Cato Charitable Fund

---

Collier Charitable Fund

---

Estate of the Late Edward Wilson

---

Frank Leith Charitable Trust

---

Henry Berry Estate

---

The William Angliss

---

Lord Mayor's Charitable Fund

---

Melbourne Community Foundation

---

Perpetual Trustees

---

R E Ross Trust

---

The Cranwell Family Trust

---

The Marian & E. H. Flack Trust

---

The Shine On Foundation

### Appeals

Each year Hanover conducts two Fundraising Appeals. This year's Appeals included a new creative look to help boost engagement of donors, in conjunction with a major donor strategy. These combined tactics helped to boost the 2010 Tax Appeal income by 18% year on year. Our sincerest thanks goes to each of our loyal donors whose ongoing commitment to Hanover's work is truly inspiring!

### Moot Court Competition

In June the Law Institute of Victoria (LIV) Young Lawyers Section and Hanover hosted the 2010 Moot Court Competition, which culminated in the teams from Maddocks and Freehills battling it out in the grand final. Congratulations to the winning team, Freehills.

This year's Moot raised \$37,000, making a total of almost \$480,000 raised through this competition during its twelve year history. Our sincere gratitude goes to the LIV and the Supreme Court of Victoria whose generous support makes this competition possible.

### Ride for Home

In conjunction with partners ConnectEast and The Age, the inaugural *Hanover ConnectEast Ride for Home* was held in November 2010. We are grateful to the many businesses who lent their support to the event including corporate sponsors, Vic Roads, Transfield

Services, State Government of Victoria and Community Sponsors VicHealth. We also extend our thanks to the thousands of cyclists who participated in, and fundraised for, the Ride. The Ride was designed to raise awareness about Hanover and homelessness; a real issue along the Eastern Corridor where EastLink is located, as well as raise funds. To find out more visit [www.rideforhome.com.au](http://www.rideforhome.com.au).

We also extend our sincerest gratitude to the many corporations and businesses who have partnered with us this year. We would not have been able to achieve all we have without their support. (See page 26 for a full list of supporting businesses).

The year ahead will present opportunities for the Community Relations team to:

- further establish the *Hanover Connect East Ride for Home* in the Melbourne fundraising community calendar;
- further develop new donor acquisition activities and new income generating strategies; and
- develop a public advocacy strategy to engage the community in better understanding the complex issue of homelessness.

We look forward to working towards these opportunities with our corporate partners and donors over the coming year.

## CORPORATE SERVICES

## and volunteers whose ongoing commitment to

Supporting the changing needs of the organisation is critical for behind the scene services at Hanover. Some new initiatives which Corporate Services have assisted in developing over the past 12 months includes:

- the establishment of the Employment Services program;
- the financial and business modelling for the development of the *Hanover ConnectEast Ride for Home*; and
- the relocation of our office in Northcote to Fitzroy.

Regularly reviewing Hanover's internal systems is integral to improving the work we do. During this year our staff recruitment systems were centralised, which has enabled program managers to focus more on client service delivery. We have also commenced a review of client information system requirements, with the aim of developing an integrated client information database. This will enable us to provide an improved service to clients, as well as improving our ability to access information for research, education and advocacy purposes.

Accountability to our stakeholders is core to how Hanover operates. During the year,

Hanover implemented the first year of our three year internal audit program. This involved undertaking three internal audits; Client Services, motor vehicle fleet and the client expenditure payment system. All three audits have led to improvements in each of the areas. Corporate Services also reviewed the external audit arrangements which resulted in the appointment of a new company auditor, BDO. Our new auditor has assisted with our system process mapping and completing a risk review of our IT systems.

The volunteer program has continued to expand and we now have volunteers at all Hanover sites. The total number of people volunteering during the past year was 116, with people assisting in areas such as driving, reception, tutoring and administration. We are very grateful to all our volunteers for their generous time and support.

Working towards a more sustainable environment at Hanover has also been a focus over the last 12 months. Staff have been involved in the implementation of our Environmental Action Plan. In partnership with Sustainability Victoria, we are working towards targets in the areas of energy, waste, water and transport to be achieved by June 2011.

“As a keen cyclist, I was honoured to be an ambassador for the 2010 Hanover ConnectEast Ride for Home. VicHealth is proud to be a partner in this event and I'm particularly pleased we had the opportunity to fund bicycles for Hanover clients to take part in the ride as well. We believe everyone has the right to enjoy the thrill of bike riding for good mental and physical health.”

**Todd Harper, VicHealth CEO**

# FINANCIAL REPORT

## Planned growth

The 2009-10 financial year showed significant growth in Hanover's income. This growth has been planned and targeted. The commencement of the Employment Services program and receipt of funding from the Department of Human Services for the Children's Specialist Support program contributed to a 13% increase in government funding. These two programs were also a significant step towards achieving some of Hanover's key strategic goals.

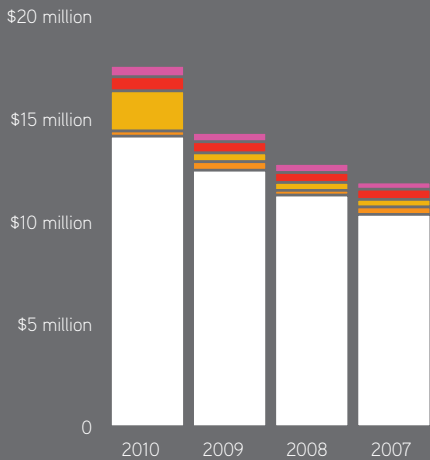
We also had a significant increase in fundraising income of 162% due primarily to

the receipt of a major bequest from a long time supporter of Hanover. Hanover has been developing its bequest program in recent years and these funds provide invaluable assistance to further the work we do. In a desire to be more accountable and strategic with the use of bequest funding, the Hanover Board has endorsed a policy that details the way in which bequest funds are to be allocated. The total comprehensive income of almost \$1.4 million that is reported for the year was achieved as a result of the major bequest.

A graph of the trend in income by source over the past four years is shown below.

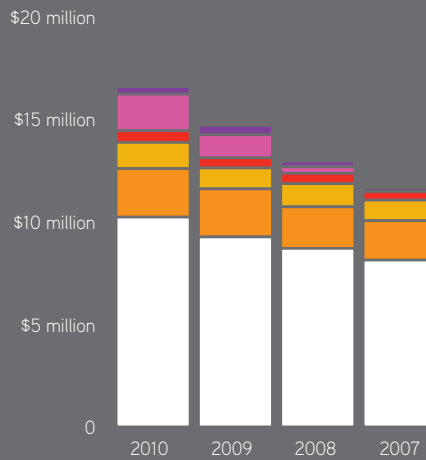
With growth comes challenges, and some of the challenges that we have experienced during the year have had a financial impact. The establishment of the Employment Services program resulted in a shortfall in the first year due to lower than expected income and significant establishment costs – however, the financial performance has improved markedly following the initial establishment period. The new programs have also brought with them the challenges of staff recruitment and securing suitable office accommodation. This resulted in the need to relocate our Northcote office to larger premises in Fitzroy; and further exploration of

INCOME SOURCE



- Government Funding
- Philanthropic Grants
- Donations & Fundraising
- Client Fees
- Interest & other

EXPENDITURE BY CATEGORY



- Staff Costs
- Client Costs
- Property, Equipment & Vehicle Costs
- Office Administration
- Payments To Other Agencies
- Other Expenses

our office accommodation requirements will be undertaken in the coming year.

A graph of the trend in expenditure by category over the past four years is shown below.

**Expenditure**

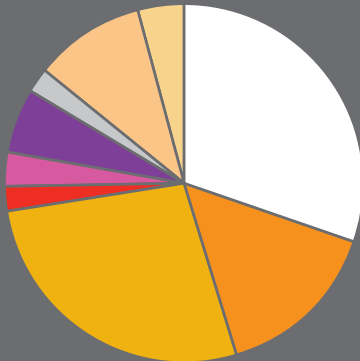
The activities or programs that we spend money on are shaped by funding agreements and strategic or operational priorities. A diagram of the expenditure by function during the year is shown below.

Increasingly, through the use of private donations and targeted government funding, Hanover is able to fund activities that further enable us to work towards the achievement of some of our strategic goals. These include an increase in resources allocated to prevention and early intervention activities. The graph below shows the expenditure during the year on three of the strategic key performance measures.

**Targets for 2010-11**

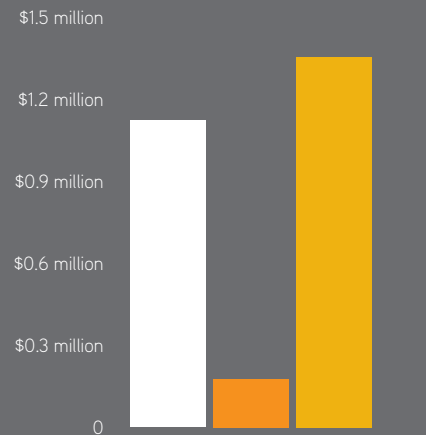
Some of the aims for the coming year that will serve to improve Hanover’s financial strength and accountability includes targeted growth in fundraising income, a continuation of our internal audit program and a review of the financial management reporting systems.

EXPENDITURE BY FUNCTION



- Crisis Accommodation & Support (30%)
- Transitional Housing & Assistance (15%)
- Transitional Support (27%)
- Long-Term Housing (2%)
- Research & Advocacy (3%)
- Employment Services (6%)
- External Relations & Fund Raising (2%)
- Corporate Services (10%)
- Other Programs/Activities (5%)

KEY PERFORMANCE INDICATOR MEASUREMENT



- Prevention & Early Intervention
- Fostering Social Connectedness
- Program Innovation

**SUMMARISED STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2010**

	2010	2009
		<i>Restated</i>
	\$	\$
<b>REVENUE FROM CONTINUING OPERATIONS</b>		
Government and other Grants	14,153,815	12,494,858
Fundraising	2,207,733	843,196
Rental income from clients	683,497	542,819
Interest Received/Profit on Sale of Assets and Miscellaneous	553,640	449,932
<b>TOTAL REVENUE</b>	<b>17,598,685</b>	<b>14,330,805</b>
<b>EXPENDITURE</b>		
Salaries and Other Staff Costs	(10,222,215)	(9,256,566)
Amortisation/Depreciation Expenses & Loss on sale of Assets	(367,682)	(359,734)
Audit, Consultancy & Other Professional Fees	(139,104)	(230,065)
Client Costs	(2,362,403)	(2,343,355)
Office and Other Expenses	(1,119,118)	(912,783)
Marketing & Fundraising Expenses	(44,678)	(126,503)
Motor Vehicle and Travel Expenses	(207,667)	(138,709)
Payments to other agencies	(1,784,601)	(1,127,389)
Losses on Available-for-sale Financial Assets	(271,388)	(196,992)
<b>TOTAL OPERATING EXPENDITURE</b>	<b>(16,581,856)</b>	<b>(14,692,096)</b>
<b>SURPLUS / (DEFICIT) FOR THE YEAR</b>	<b>1,016,829</b>	<b>(361,291)</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Net change in fair value of Available-for-sale Financial Assets	375,010	(109,875)
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>1,391,839</b>	<b>(471,166)</b>

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 2010**

	2010	2009	1 July 2008
		<i>Restated</i>	<i>Restated</i>
	\$	\$	\$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	2,152,381	3,149,726	2,655,981
Receivables	1,377,765	16,610	45,076
Other Current Assets	85,304	43,330	43,943
Financial Assets at Fair Value Through Profit or Loss	273,610	-	-
<b>TOTAL CURRENT ASSETS</b>	<b>3,889,060</b>	<b>3,209,666</b>	<b>2,745,000</b>
<b>NON-CURRENT ASSETS</b>			
Available-for-Sale Financial Assets	2,115,526	1,965,599	2,195,370
Property, Plant and Equipment	2,277,831	2,340,678	2,483,842
<b>TOTAL NON-CURRENT ASSETS</b>	<b>4,393,357</b>	<b>4,306,277</b>	<b>4,679,212</b>
<b>TOTAL ASSETS</b>	<b>8,282,417</b>	<b>7,515,943</b>	<b>7,424,212</b>
<b>CURRENT LIABILITIES</b>			
Creditors and Other Payables	2,490,993	3,127,973	2,607,949
Provisions	744,396	680,380	603,877
<b>TOTAL CURRENT LIABILITIES</b>	<b>3,235,389</b>	<b>3,808,353</b>	<b>3,211,826</b>
<b>NON CURRENT LIABILITIES</b>			
Provisions	114,412	127,090	120,997
Other Non Current Liabilities	341,504	381,227	420,950
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>455,916</b>	<b>508,317</b>	<b>541,947</b>
<b>TOTAL LIABILITIES</b>	<b>3,691,305</b>	<b>4,316,670</b>	<b>3,753,773</b>
<b>NET ASSETS</b>	<b>4,591,112</b>	<b>3,199,273</b>	<b>3,670,439</b>
<b>EQUITY</b>			
Accumulated Surplus	3,577,910	3,564,203	3,868,404
Unrealised Gains / (Losses) Reserve	10,080	(364,930)	(255,055)
Projects Reserve	-	-	57,090
Bequest Reserve	1,003,122	-	-
<b>TOTAL EQUITY</b>	<b>4,591,112</b>	<b>3,199,273</b>	<b>3,670,439</b>

The 2009 balances in the Statement of Financial Position have been restated due to some prior year adjustments relating to accounting treatment of some properties 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

## OUR VOLUNTEERS

Barbara Adams, Tracey Ackerman, John Batistich, Wendy Bennett, Alex Bakker, Archana Bollaram, Dana Bonacci, Steven Chen, Stephanie Clarke, Alexandra Clark, Lawrence Christy, Carol Christopher, Peter Couchman, Damien Crommie, Arlene Dela Cruz, Jodie Davies, Peter Davidson, Jasna Dixon, Elizabeth Dobson, Louis D'Cruz, Dawn Denecke, Luke Delloch, Beth Edwards, Mark Edwardson, James Elliott, Francis Fitzgerald, Monique Fitzgibbon, George Frangias, Piper Frangos, Anthony Frangos, Tony Francis, Ramesha Fernando, Margaret Green, Shannon Green, Toni Gandy, David Harper, Sandy Hooper, Michael Hanrahan, John Harris, Michael Harrison, Donald Hay, Robyn Hartlett, Jan Heath, Nicole Henschele, Aruni Hewapathirange, Noelle Howell, Chris Howard, Annalise Hooper, Michelle Hudson, Margaret Hughes-Odgers, Astrid Jalland, Adi Kangala, Rebecca Lannen, Colette Leber, Jane Laver, Martine Leonard, Rachel Liang, Mabel Leung, Qiliang Liao, Luna Lu, Jade (Yu Chi) Li, Rod Lyle, Sarah Mitchell, Eileen Murphy, Sonya Moore, Dorothy Mahoney, Campbell North, Amber O'Brien, Annie O'Neill, John Offer, Greg Parker, Mandy Pearson, Bill Phillips, Amanda Philips, Harry Price, Rachel Pocock, Frederick Price, Georgia Proud, Josie Pino, Grant Poulter, Ashwini Prasanna, Tamara Price, Sabina Qader, Shannon Radomski, Helen Roberts, Leora Robertson, Rodrica Rotaru, Naomi Rezzani, Kate Ross, Julie Sales, Simi (Bhawana) Sharma, Stanley Stork, Terry Smith, Terry Surtees, Rashmi Saharan, Ron Smith, Rezwana Sultana, Ngoc Tieu, Felisa Tambunan, Diana Trinh, Karen Tuiran-Serpa, Rhiannon Turner, Asha Unnikrishnan, Hayden Van Roon, Miguel Valle, Michael Vale, Heidi Vesper, Dani Wade, Barbara Winfer, Clinton Wong, Bryan Xie, Jennifer Young, Janet Yousif, Shelley Zhang, Yu Zhang

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## SCHOOLS AND COMMUNITY GROUPS

All Saints Mitcham Ladies Guild, All Souls Opportunity Shop, Australian Nursing Federation Victoria, Blairgowrie Uniting Church Ladies Group, Camcare Camberwell, CWA Dingley Village, Fair Share, Kalinda Primary School, KOGO, Lexton Country Women's Association, Melbourne Unitarian Peace Memorial Church, Methodist Ladies College, Rosanna Uniting Church - Arden Crescent, Second Bite, St Kilda Mums, Strathcona Baptist Girls' Grammar School, Victorian Masters Athletics

## OUR BUSINESS AND CORPORATE SUPPORTERS

Australian Charities Foundation, Allens Arthur Robinson, Arnold Bloch Leibler, CBUS - United Super Pty Ltd, Centrelink South East Region, Charities Aid Foundation, Charman Partners, Chrysalis Gallery, City Of Melbourne, Clayton Utz, Commonwealth Bank, Corrs Chambers Westgarth, CRS Investments, DLA Phillips Fox, Donation Home Loans, Excel Australasia, Forethought Research, Freehills, Full House Furniture, Grossi Florentino, Hannanprint Victoria, HLB Mann Judd, James Buyer Advocates, James Knowler Photography, Kerstin Thompson Architects, Lander & Rogers, Law Institute Of Victoria, Maddocks, Major Timber Supplies, Mallesons Stephen Jaques, Mark Lowe & Co Pty Ltd, Maurice Blackburn, Mills Oakley Lawyers, MIRVAC, Mitchell & Partners, Monahan & Rowell Lawyers, Moore Stephens, Norton Rose Australia, Office of the Public Advocate, O-I Asia Pacific, Origin Energy, Russell Kennedy, SAI Global, South Melbourne Market, Strategic Project Management Pty Ltd, Stuart Pettigrew Design, Sustainability Victoria, The Australian Charities Fund, The Shannon Company, Top Dog Advertising, United Way Melbourne, United Way Sydney,

## RIDE FOR HOME

**EVENT PARTNERS** ConnectEast, The Age

**CORPORATE SPONSORS** State Government of Victoria, Transfield Services, VicRoads **COMMUNITY SPONSORS** VicHealth

**SUPPLIERS AND SUPPORTERS** Austral Air, Bicycle Superstore, bikeNow, Channel 9, Forethought Research, Jacques Raymond, Jaspers Coffee, PowerBar, Ridewiser, Right Angle Event Management, Russell Kennedy, The French-Australian Chamber of Commerce & Industry, The Shannon Company, Top Dog Advertising, Triple M

## OUR SUPPORTERS

Ms Gladys Aarons  
Dr Geoffrey Abbott  
Dr Jerry Adams  
Mrs S Aird  
Mr Peter & Mrs Adele Allard  
Dr Leonard R Allen  
Mr M J & Mrs M M Alston  
Dr Norman  
& Mrs Helena Anderson  
Mr Douglas R Anderson  
Mrs Eleanor Andrews  
Mr David Ashton  
Dr K & Mrs M J Baird

Ms Sarah Barker  
Mrs Catherine Barnard  
Mr Victor Barnes  
Mrs Ruth Bartle  
Mr Neville Barwick  
Ms Kate Barwick  
Ms Therese Barwick  
Ms Janet Beever  
Mrs J Belcher  
Mrs Margaret Beurle  
Mrs Margaret Beurle  
Miss Margaret Bexley  
Miss Kathleen Bexley  
Mr Paul Bird

Mr Bill Black  
Mr Peter Bladin  
Mrs Julia AnneBlock  
Mr Eugene Bognar  
Ms Dana Bonacci  
Mrs Gertrude Bornstein  
Mr David Bowd  
Mrs Jan Boyd  
Mr B Bradley  
Mr Jack Bradstreet  
Mr D & H Brain  
Ms Susan Brennan  
Ms Gaye Britt  
Mrs Elizabeth Brookes

Mr Robin  
& Mrs Elizabeth Brown  
Mrs Ettie Bryce  
Ms Benita Buchanan  
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Mr Peter Cole  
Miss Judith Cole  
Ms Wendy Comley

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Mr Barney Cooney	Mr Don & Mrs Marjorie Glasson	Mr John Killip	Mr Geoff Nicholson	Mr A W & Mrs W J Sunderland
Ms Catherine Cooper	Mrs Elaine Gome	Mr Ron & Mrs Joan Kirner	Mrs Lucy Noutsis	Ms Rosemary Surridge
Mr Kevin Cosgrave	Mrs Betty Gorst	Mr David & Mrs Leonie Koadlow	Ms Paula Novella	Ms Philippa Sutton
Ms Georgette Courtenay	Mr Peter Gourlay	Dr H & Mrs E Kranz	Mr I. T. Oakley	Ms Helen Swift
Ms Joanne Crew	Mr Patrick Gower	Mr Ivo Krivanek	Mr Frank O'Brien	Dr Daniel Sydenham
Mr Keiran Croker	Miss Emily Greco	Ms Faye Kruger	Mrs St Clair Oldfield	Ms Tammy Tansley
Rev Ronald L G	Mrs Lesley Griffin	Mr Hung Kwong Lam	Mrs Bronwyn Ondracek	Mrs P Taplin
& Mrs Margaret Croxford	Ms Meg Grigg	Mr John & Mrs Jo Grigg	Ms Corynne Ormsby	Mrs Pamela ETaranto
Mrs Margaret Crutch	Mr John & Mrs Jo Grigg	Ms Elizabeth Grigg	Mr Max & Mrs Cheryl Ould	Mrs Amy Tarry
Ms Naomi Cukier	Ms Elizabeth Grigg	Ms Lisa Grigg & Mr Matt O'Neill	Mr Jeff Billing & Ms Cathy Page	Ms Marjorie Taylor
Professor Tony Dalton	Ms Lisa Grigg & Mr Matt O'Neill	Mr Patrick Grutzner	Ms Janet Paterson	Mr Jack Taylor
Mr Frank Davis	Mr Patrick Grutzner	Mr Geoff & Mrs Helen Hall	Mr Neale Paterson	Ms Elizabeth Teal
Ms Linda Davis	Mr Geoff & Mrs Helen Hall	Dr Kathy Hall	Mr Callum Paynter	Mr Ian Thomas
Mr Philip De Fegely	Dr Kathy Hall	Ms Julia Hamer	Ms Gaye Pearson	Mr Rod Thomas
Mrs Margaret Dean	Ms Julia Hamer	Ms Tracey Hanna	Mr Elliot Perlman	Mrs Margaret Thompson
Mr Roland Delange	Ms Tracey Hanna	Justice Hartley Hansen	Mr Frank Pertile	Ms Jean Thompson
Mr John Della Vedova	Justice Hartley Hansen	Ms Jane Happell	Mrs J M Pretty	Mr Peter Tierney
Mr Ron Della Vedova	Ms Jane Happell	Mr John Harden	Ms Margaret Price	Mr Andrew Tinney
Ms Antonietta Di Pietro	Mr John Harden	Mrs Eunice M Harland	Ms Vivian Pryles	The Tomlinson Family
Mr John & Mrs Jan Ditchburn	Mrs Eunice M Harland	Mr John Harris	Mr Barry & Mrs Margaret Pullen	Mr Lu Ton
Miss Blaire Dobiecki	Mr John Harris	Mrs Cora Harris	Mr Mike Radda	Mrs Catherine Toogood
Mr R Oaten & Ms J Doherty	Mrs Cora Harris	Ms Lynette Harrison	Mr Alan Ray	Mrs Loris Townsend
Mr Marlon & Mrs Jacqui Dubs	Ms Lynette Harrison	Mrs Nell & Mr Keith Harrison	Dr A F Reid	Ms Despina Tsfididis
Mr Michael & Mrs Carolyn Duffy	Mrs Nell & Mr Keith Harrison	Mr David Harrison	E L Richardson	Miss Doreen Turner
Mr Charles Thompson	Mr David Harrison	Mr Peter & Mrs Deborah Hart	Dr Yanna Rider	Ms Allison U'Ren
& Ms Phoebe Dunn	Mr Peter & Mrs Deborah Hart	Mrs Devon Hart	Mr Stephen Ring	Mrs Rebecca Vorchheimer
Mr Eldon & Mrs Ann Eckerman	Mrs Devon Hart	Ms N Harvey	Mr Harold Ristrom	Mrs Natalia Walker
Mr Ken & Mrs Laural Eckersall	Ms N Harvey	Mr K. R. & Mrs J. A. Head	Miss M D Roberts	Ms Fiona Wallace
Mrs Jennifer Eddy	Mr K. R. & Mrs J. A. Head	Mr Don Helmore	Mrs Isabel Robinson	Mr Frederick Wallace
Mr Alan Eddy	Mr Don Helmore	Mr James & Mrs Barbara Higgins	Mr Dixon Robinson	Ms Shirley Wallis
Mr Edward Ekselman	Mr James & Mrs Barbara Higgins	Mrs Dale Hirst	Mr John & Mrs Cynthia Rowe	Dr Kevin Walsh
Mr N G Elder	Mrs Dale Hirst	Ms Sarah Holt	Mr Adam Rozsa	Mr Don Ward-Smith
Mr Greg Shalit	Ms Sarah Holt	Mrs Dorothy Holten	Dr Jeremy Ryan	Mr John & Mrs Marie Warnock
& Ms Miriam Faine	Mrs Dorothy Holten	Ms Lucinda Hookey	Ms Karen Sait	Mrs J A Warrell
Miss Helen Fallshaw	Ms Lucinda Hookey	Mr Max Horne	Prof Nick Saunders	Ms Maureen Watson
Ms Mary Faraone	Mr Max Horne	Dr Robert & Mrs Sue Horton	Ms Moira Schulze	Mr Robert & Mrs Diana Watts
Mr Selwyn Favish	Dr Robert & Mrs Sue Horton	Mr Brian & Mrs Renata Howe	Mr David Scott AO	Mr Gerry Watts
Mr Roger Featherston	Mr Brian & Mrs Renata Howe	Mr J Howie	Mr George Scott	Mr Andrew Waxman
Dr Julian Feller	Mr J Howie	Mrs Ann Hyams	Mr David & Mrs Patsy Segall	Ms Rosalie Whalen
Mrs Helen Ferber	Mrs Ann Hyams	Ms Frances Ilyine	Ms Louisa Sgarbossa	Miss P M Whately
Mrs Ruth Firkin	Ms Frances Ilyine	Mr Michael & Mrs Lou Innes	Ms Kathleen Shaw	Mr Gordon Wheaton
Mr Tony Fitzgerald	Mr Michael & Mrs Lou Innes	Mrs Jane Johnson	Mrs Joan Shaw	Ms Margery Whitechurch
Dr Elizabeth Flann	Mrs Jane Johnson	Ms Ruth Jones	Mr Malcolm Shore	Mrs R Whitecross
Ms J Folk	Ms Ruth Jones	Mr Evan Jones	Ms Eve Singh	Ms Susan Williams
P D Ford	Mr Evan Jones	Mrs Ruth Jones	Ms Lesley Skinner	Ms Christine Williamson
Dr Susan Fowler	Mrs Ruth Jones	Mrs Barbara Jones	Ms Anne Slattery	Mr Richard Winneke
Mr A Fox	Mrs Barbara Jones	Dr Garry Joslin	Mr Colin Smith	Mr Michael Wishart
Mr Allan & Mrs Elizabeth Frank	Dr Garry Joslin	Mr Norman Kaye	Mr Darcy Smith	Mr Phillip Wong
Ms Faye Frankcombe	Mr Norman Kaye	Ms Margaret Kelso	Mr David Smyth	Mrs Susan Worcester
Mr S C & Mrs E J Fraser	Ms Margaret Kelso	Mr Tim & Mrs Margaret Kendall	Mrs Mavis Sorensen	Ms Ava Wu
Mr George & Mrs Heather Gaertner	Mr Tim & Mrs Margaret Kendall	Ms Marilyn Kenny	Prof. J & Mrs H Spicer	Mr & Mrs Ann & Peter Wynne
Mrs Marie Gammon	Ms Marilyn Kenny	Mrs E J Kent	Mr Barrie Squires	Ms Sally Young
Mrs Neilma Gantner	Mrs E J Kent	Ms Jean Ker Walsh	Mr Mike Stambrey	Mr George Yu
Mrs Christina Gebhardt	Ms Jean Ker Walsh	Mr Richard Kervin	Dr Robin Stewardson	Mrs Barbara Yuncken
Mr Phillip Gerber	Mr Richard Kervin		Mr Alexander Stewart	Mrs Betty Zacharin
Ms Jillian Giese			Mr Malcolm Stewart	Ms Judy Zarifopoulos
Ms Irina Giles			Mr Volkmar Sturm	

## BOARD OF DIRECTORS



**Back Left to Right** Gordon Wheaton, Moira Schulze, Tim James  
**Back Left to Right** Ron Wakefield, John Grigg, Sally Young, Jean Ker Walsh, Geoff Nicholson  
**Absent** Tony Dalton and Melanie Eagle

**Mr Graham Cummings**

FCA Chartered Accountant.  
Appointed Director in 2000.  
Appointed Deputy Chair of Board in 2006.  
**Resigned in December 2009.**

**Professor Tony Dalton**

F'ship Dip.Arch, Grad Dip.Pub.Pol,  
Master Soc.Sci, PhD. Professor –  
Urban and Social Policy RMIT.  
**Appointed Director in 2001.**

**Ms Melanie Eagle**

BLLB, BSW, BA (Law and Politics)  
Assistant Director, Stakeholder Engagement,  
Melbourne 2030 Implementation Unit  
Department of Planning and  
Community Development.  
**Appointed Director in 2008.**

**Mr John Grigg**

FAICD. Company Director and Consultant.  
**Appointed Director in 1998.**

**Mr Tim James**

B.Bus. (Accounting) Dip Financial Planning.  
Financial Advisor, UBS Wealth Management.  
**Appointed Director in 2009.**

**Ms Jean Ker Walsh**

MLitt (Cultural Studies); BA (Journalism);  
ATCL Dip (Speech & Drama).  
Chair of the Governance & Strategy Committee.  
**Appointed Director in 2006.**  
**Appointed Chair of Board in July 2008.**

**Ms Moira Schulze**

BA Dip Ed (Melb), Grad Dip Ed, Admin (HIE),  
Master of Education (Melb), AICD, Fellow IPAA.  
Management Consultant in the public/not for  
profit sector.  
**Appointed Director in 2003. Appointed  
Deputy Chair of Board in December 2009.**

**Mr Geoff Nicholson**

B. Econ, MBA, FCIS, FCA Chief Financial  
Officer (& GM Finance & Strategy) SP AusNet  
Chair of the Finance, Audit & Risk Committee.  
**Appointed Director in 2009.**

**Professor Ron Wakefield**

PhD in Civil Engineering University of NSW,  
MSE In Civil Engineering & Operations  
Research, Princeton University,  
USA, B.E.(Hon1) in Civil Engineering,  
University of NSW.  
**Appointed Director in 2009.**

**Mr Gordon Wheaton**

B.A. Dip Ed., (University of New England),  
M.A. (Sydney), Harvard Business School  
(AMP 1992), MAICD, FFinsia.  
**Appointed Director in 2007.**

**Ms Sally Young**

Post Graduate Organisation Behaviour.  
HR and Organisational Development  
Management Consultant in the private sector.  
Chair of the Remuneration Committee.  
**Appointed Director in 2006.**

**Thank you**

Hanover would like to thank James Knowler  
for photography, Stuart Pettigrew Design and  
Hannanprint Victoria for their assistance in  
producing our Annual Report for 2010.



stuartpettigrewdesign

# Hanover Welfare Services Directory

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ACN 004 922 712



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## Fitzroy (Housing Support, Outreach and Employment Services)

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## Dandenong (Crisis Accommodation, Housing Support and Family Focus)

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Dandenong 3175

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or 1800 183 183  
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Box Hill 3128

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