

ST JOHN'S CARE ANNUAL REPORT – 2019

St John's Care has been helping the disadvantaged in the Canberra community for almost 30 years. We are only able to do this because of the generosity and support we receive. The volunteers, both in the emergency room and behind the scenes, the donations of food and other goods, sponsorships and the generous donations of money allow us to continue to provide the quality service for which SJC is recognised.

Coming and asking for help is not easy. Many will have struggled for a long time before accepting that they have no option but to seek assistance. People who visit the Centre are often feeling embarrassed, ashamed and helpless.

Our first goal for each person who visits SJC is that they feel valued and supported and when they leave, they are in a better position to manage. Importantly, they have not been judged but listened to and they have received food, support and other assistance.

Secondly, long term, our aim is to assist people grow in independence and confidence and require less ongoing support from services. All SJC staff who support clients are trained in mental health, and offer short term case management, advocacy and assisted referrals.

We can summarise 2019 by:

- 5930 requests for Emergency Relief Assistance (individuals and families).
- 1339 clients received short term case management (Community Worker, Programs Manager and Executive officer).
- Two "Seasons of Growth" Support Groups were run by the Community Worker with a total of 12 participants.
- 4565 bags of non-perishable food were donated (not including Christmas hampers). Estimated value \$244,684.
- Total cash donations (Jan – Dec 19) of \$303,555 were received.
- Approximately 12,532 volunteer hours were donated - which has a cash equivalent of \$539,962.
- 11 Community lunches were held, with a total of 1009 meals served.
- Hosting 4 participants in the Work for the Dole program. The participants assisted with ground keeping, stock control and deliveries. They grew in confidence and increased their skills base while attending SJC.
- 452 families were assisted with gifts from the Christmas Present Room.
- 452 families and 82 singles received Christmas hampers.
- Approximately 250 people attended the Christmas Day Lunch.
- Bush fire support through Anglicare's Disaster Recover and ER Centres (South Coast) and Canberra's Evacuation Centres – in total 6 carloads of non-perishable goods were provided.

GOVERNANCE

The Management Committee in 2019 has continued to work to strengthen our governance structure. With this we seek to ensure that SJC is well positioned to maintain its service to the community into the future. We have integrated our Strategic Plan and Risk Management Plan, and both will be reviewed early in 2020. The focus is on management of strategic risks and opportunities and ensuring that SJC remains independent through vibrant sponsorship and donations. In 2020 the Executive Officer will develop a business plan based on this.

Critical to sound governance is an appropriate skills base for the Management Committee, and our Partnership with Anglicare. We work in an increasingly complex environment with continuing changes and legislative requirements.

THE ST JOHN'S CARE SUPPORT TRUST

We acknowledge with gratitude the establishment of the Trust as the result of a very generous donation of \$500,000 from a long-term supporter. The purpose of this gift is to establish a corpus of funds, income from which will be used to ensure the future employment of core staff so that the mission of SJC is secure. The donor, who wishes to remain anonymous, hopes that further tax deductible contributions to the Trust will strengthen this objective. The Trust will be launched in 2020 once final documentation is received from Anglican Diocesan Services.

2019 INITIATIVES/ACHIEVEMENTS

- Advocacy has been strengthened through the Executive Officer's appointment to the ACTCOSS Board and membership on the Management Committee of Families ACT. Both these positions provide SJC with a direct platform and voice to government on behalf of those in our community who experience significant vulnerabilities
- Increased focus on complex client management
- Introduction of the "Seasons for Growth" support groups, a "breaking the cycle" initiative run by the Community Worker.
- Introduction of the Work for the Dole Programme
- Renegotiation of the Raw Potential Canberra (RPC) Contract. This program for 12-25 year old's supports our objective of "bridging the gap and breaking the cycle" with a focus on a younger age group. It enables holistic family support.
- Strengthening of relationships, and the development of effective referral pathways with other community services.
- Street Law, Care Financial Counselling, and Orange Sky now attend SJC on a sessional basis to provide service and support. In 2020 the Social Worker from Centrelink will also provide services at the centre.
- The hours of the Program Manager position have been increased to full time to allow the position to have the capacity to take on the role of Fundraising Manager.

THANK YOU

The work of SJC is only possible because of the dedication and support of so many who give of their time, expertise and resources. Without this support SJC would not be able to provide the service it does.

In closing we thank:

- our volunteers, donors, supporters and sponsors
- the many and varied organisations we work in collaboration with and who support us in so many ways
- the Parishes whose dedicated and continuing support is so critical to our work
- the many Canberra schools who have embraced and support us
- Anglicare, in particular Jeremy Halcrow (CEO) and Brad Braithwaite (Deputy CEO), who both give generously of their time
- the dedicated staff and members of the Management Committee
- Canon Paul Black, for his invaluable support, guidance and commitment to the mission of SJC



SARAH MURDOCH
EXECUTIVE OFFICER



GLEND A RICHARDS
CHAIR

