



2021 Annual Report

St Bart's



Acknowledgement of Country

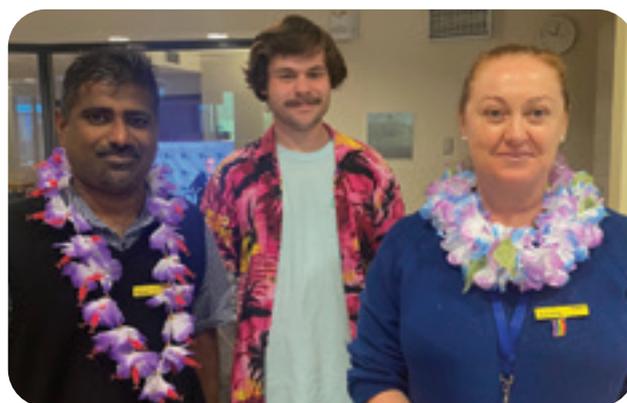
We acknowledge the traditional custodians of the land that we live and work on, the Whadjuk people of the Noongar nation.

We are privileged to work with, and alongside, Aboriginal and Torres Strait Islander people and we pay our respects to Elders past, present and encourage those who are emerging as leaders.



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We're by your side.

Since 1963, St Bart's has been standing by the side of Western Australians experiencing homelessness, mental health challenges, trauma and hardship.

We started as a small homeless shelter for men and have grown into a progressive and inclusive organisation providing support to hundreds of Western Australian men, women and families across four key service areas.

Our goal is to provide safe, supported accommodation and services to people who need it the most, regardless of background, age, gender or ethnicity.



Our Vision

A community where everyone has a safe and secure place to call home.

Our Mission

To provide opportunities, pathways and care to vulnerable people who find themselves without a home.

Our Values

Empowerment – we create a community where everyone believes they have the ability to make a difference.

Innovation – we foster an environment where creativity thrives.

Commitment – we have the courage and determination to make it happen.

Collaboration – we work together to achieve shared goals.

Social Justice – we believe everyone has a right to equitable treatment, dignity and compassion.

Our Essence

We're by your side – this reflects and projects our courageous, connected, pragmatic and inclusive personality.

St Bart's is committed to supporting the health and wellbeing of all lesbian, gay, bisexual, transgender, intersex, queer, asexual and questioning (LGBTIQA+) people.

What is homelessness?

Every night in WA more than 9,000 people experience homelessness.

When most people are asked about homelessness, they think of people sleeping in doorways, parks and urban streets, and yet only about seven per cent of the homeless population are rough sleepers.

The majority of people experiencing homelessness find themselves moving from place to place – couch surfing, sleeping in their cars, or seeking out temporary accommodation. A lack of stable accommodation impacts access to healthcare, employment and education, as well as privacy, wellbeing and dignity.

People of all ages, genders and backgrounds can, and do, experience homelessness.

What homelessness is

- Couch surfing
- Sleeping in your car
- Living in overcrowded dwellings
- Living in inadequate shelter, such as caravan parks or boarding houses



What homelessness is not

- Inevitable
- Deserved
- The person's fault

Causes of homelessness

- **Domestic and family violence** – read Cate's story on page 19
- **Relationship breakdown** – read Rhett's story on page 30 and Jan's story on page 33
- **Addiction** – read Joseph's story on page 23
- **Physical illness** – read Stephen's story on page 14
- **Mental illness** – read Phil's story on page 24
- **Job loss**
- **Death of a family member or support person**

Where Western Australians experiencing homelessness stay*

Type of accommodation	Total numbers 2016	% of homeless people in Western Australia
Sleeping rough	1,083	12%
Supported accommodation for the homeless	1,054	12%
Couch surfing	1,950	22%
Boarding houses and other temporary accommodation	1,042	12%
Severely crowded dwellings	3,871	43%

*Australian data based on the 2016 Census

Message from our Patron

In January 2021 St Bart's appointed its inaugural Patron – former State Government minister, Federal parliamentarian, and veteran's advocate Graham Edwards.

Mr Edwards' many achievements include long standing service to the community as a member of the State and Federal parliaments, State President of the RSL, Chair of the Australian Paralympic Committee for WA and recipient of the Australian Sports Medal and Member of the Order of Australia.

Having lost both legs during active service in the Vietnam War, Mr Edwards has long been a tireless advocate for veterans and people living with a disability.

St Bart's warmly welcomes Mr Edwards to the role of Patron for his three-year tenure.



In my first year, I can genuinely say that St Bart's has exceeded my expectations. The work St Bart's undertakes is more extensive than I initially realised – families, people with disabilities, single men, single women. The people St Bart's support are a reflection of our community.

The most important thing about St Bart's is that it is connected to the area in which it works. It is connected to the people, to the issues, to the difficulties that people face on a daily and on a long-term basis. St Bart's recognises these are people who are just going through a hard time in their lives.

Importantly St Bart's also has the solutions. It has the appropriate care, support and accommodation, and is able to give people a helping hand through what is not necessarily a permanent situation, but a phase where people are just really battling. St Bart's is so often able to put people back on their feet and back into the community, and they do it with a great deal of care and empathy.

Having witnessed the St Bart's team and staff at work, I am in awe of their skill, dedication and expertise.

Homelessness, particularly for veterans, had been slipping under the radar within the community. While COVID has exacerbated the problem, it has also highlighted homelessness and, collectively, governments now see they have a greater role and a greater responsibility to play in finding solutions.

My goal as Patron is as simple as helping in any way I can – using my experiences in local, state and federal parliaments, and any contacts I have, to raise the profile of St Bart's and help secure more resources for the organisation and its people.

I firmly believe that if we all make a contribution to our community, it makes the community a better place for everyone. I look forward to continuing to do my part for St Bart's and for the people it supports.

Graham Edwards AM

Message from the Chair



The past 12 months have marked my first full year as Chair of the St Bart's Board of Directors and I could not be more proud of this organisation or its people.

As an essential service, St Bart's has had the challenge of maintaining our service levels despite the lockdowns and restrictions caused by the COVID-19 pandemic. To complicate matters, the economic impact of the pandemic meant the number of Western Australians experiencing homelessness or at risk of homelessness increased significantly.

In what was 12 of the most tumultuous months I can remember, the unwavering professionalism and positivity of the St Bart's team was not only heartwarming, it was life changing. I would like to take a moment to acknowledge and congratulate the team for its efforts.

During the challenges of the past year, I have often reflected on everything I now know to be true because of St Bart's. Anyone who has come to understand homelessness, and the causes of homelessness, cannot help but experience a deep understanding of the trauma involved and how so many of the people we support continue to grow and thrive as they move through their life's journey.

From a business planning perspective, the development and launch of the *St Bart's 2021-2025 Strategic Plan* was a key highlight of the year and one I am confident will make a material difference to the lives of hundreds of Western Australians.

Drawing on our 58 years of knowledge and experience in supporting the most vulnerable people in the community, this new strategy outlines the key priorities and principles that will guide our work over the next five years.

The development of this plan included extensive stakeholder engagement during which we asked our partners to be as honest as possible with us, so we could determine what St Bart's is doing well and also our areas of improvement. This enabled us to construct a plan that plays to our strengths across five distinct Strategic Priorities.

For the next 12 months, one of our key focal areas is financial stability – we all recognise that if we had more resources, we could do more good work. Developing multiple revenue streams is a key goal, as is building the awareness and reputation of St Bart's. This latter goal has the dual impact of ensuring we reach more people in need within the community, while also creating more funding opportunities as awareness within corporate WA improves.

This year has marked the arrival of St Bart's Patron Graham Edwards. Graham is passionate about St Bart's and is opening doors for us across government and business, enabling us to help those experiencing homelessness open the door to a home of their own. We thank Graham for his tireless efforts.

In her first 18 months as Chief Executive Officer, Samantha Drury has built an experienced and courageous executive team and developed many strong relationships with key stakeholders including the Anglican Church, state government and industry bodies.

Despite the ongoing uncertainty of COVID-19, I am confident St Bart's has the experience, expertise and planning in place to ensure we remain by the side of the people who need us.

I look forward to what the next 12 months brings and thank all of the St Bart's community, including our staff, the Anglican Church, partners and our many supporters.

And to our consumers I say with confidence:
we're by your side.

A handwritten signature in black ink that reads "Mel Ashton". The signature is written in a cursive, slightly slanted style.

Mel Ashton
Chair



Message from the CEO

Twelve months ago, I used these pages to thank the St Bart's staff for their unwavering dedication during the uncertainty of the first few months of the COVID-19 pandemic.

I remain in awe of the response and the amazing work the team has achieved through this pandemic. As an essential workforce, the resilience St Bart's staff have shown in continuing to provide a variety of services through lockdown is exceptional. We've now adapted to be able to work almost seamlessly through lockdowns and within the limits of the restrictions, supporting more than 1000 people in the past 12 months across our range of services.

Outside of the changes to the way we work and how we provide our services, COVID-19 has also had a much deeper impact on the Western Australian community and those who are experiencing homelessness.

The lack of rental stock in the Perth metropolitan area has had a direct impact on the length of time our consumers are having to stay within our transitional accommodation, with the knock-on effects including not only the limited availability to then bring new consumers into our services, but also the impact extended transitional stays have on people's wellbeing.

However, a crisis does bring out the best in people, and I am truly grateful to the support of our partners and donors who stepped up to ensure St Bart's could continue to deliver services during this time.

As we look forward to the next 12 months and how to mitigate the ongoing impacts of the COVID-19 pandemic, finding innovative and effective solutions to homelessness is more important than ever.

I am very proud St Bart's is supporting the City of Perth with its Safe Night Space pilot program, which is supporting the increasing

number of rough sleepers that have become present within the CBD. Finding different ways of supporting people and working in partnership with government, business and the community is integral in the effort to end homelessness.

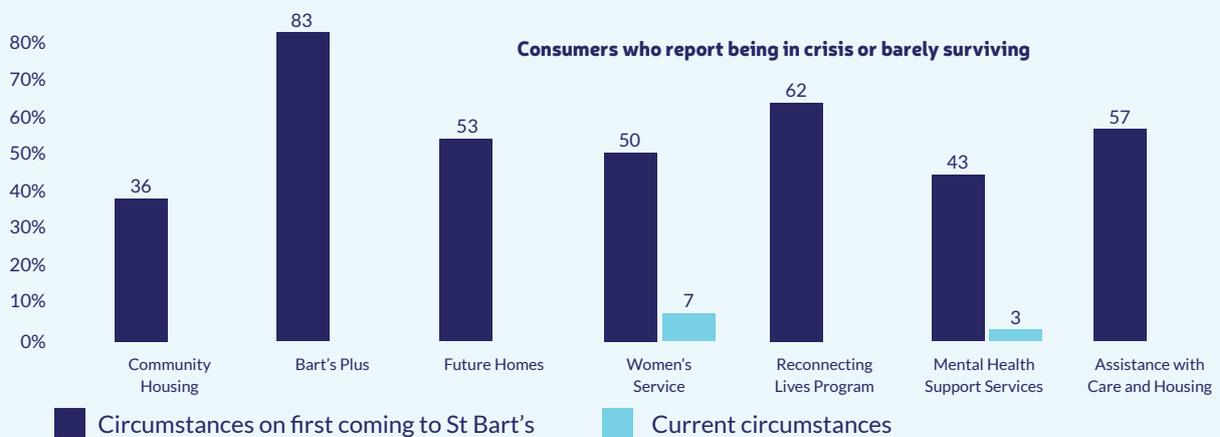
With that in mind, I was also honoured this year to take on the role of Chair of the WA Council on Homelessness (WACH). WACH is made up of key representatives from organisations that are all dedicated to supporting Western Australians experiencing homelessness, trauma or hardship and provides a vital advisory role to the Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence and Community Services.

It has been with pleasure that I have seen the success of St Bart's own consumer volunteering program over the past 12 months. The program has seen more than 14 past or current consumers take on volunteering roles with St Bart's over the year, with the roles ranging from making coffee at Café Lime and gardening at our Independent Living units, to painting units at Future Homes. We can't underestimate the positive impact volunteering has on people's self-worth and the confidence it brings – particularly for those who have faced long-term or extreme trauma.

I'd like to warmly congratulate volunteer Mark Piggott, who was named the City of Perth's Citizen of the Year. Mark's dedication to St Bart's over the past two years has positively impacted the lives of hundreds of Western Australians.

2020-21 proved a difficult year for volunteering due to COVID-19 restrictions, but our corporate volunteering program was able to continue with more than 1860 hours donated from St Bart's corporate partners during the past 12 months.

Total number of services provided: 1047



Another key achievement this year was receiving the National Safety and Quality Health Service accreditation, which was truly a team effort. The St Bart's team worked together to achieve this accreditation – an amazing effort by staff to the point where St Bart's was commended on the quality of our systems and processes.

Looking ahead, I am confident the future of St Bart's is looking positive, with the *St Bart's 2021-2025 Strategic Plan* creating a roadmap for ongoing success. Key highlights in particular include the redevelopment of our Brown and Kensington Street property, which has been the site of so many life-changing moments for Western Australian people over the years.

I invite you to read the stories contained herein that showcase some of those life-changing moments that have happened for our consumers over the course of the past 12 months.

The number of consumers reporting improved outcomes with nearly all no longer in crisis is a phenomenal achievement by the St Bart's staff.

I would like to acknowledge the amazing support of our Patron Graham Edwards, as well as that of our Board of Directors. They have been incredibly supportive during the development and now through the roll out of the Strategic Plan 2021-2025.

Rounding out this report for 2020-21, I come back to our team. It is not a coincidence that our Strategic Plan features People and Culture as our first priority. Having a highly energised team is something I look forward to continuing to foster and I, in turn, know I will continue to learn from the exceptional attitude and resilience of our own team and the people we support.

Samantha Drury
Chief Executive Officer



Overcoming homelessness

Beaten up, starving and deserted by emergency services, Matt Vapor lay on the dirt at a park in Rockingham, knowing no one was going to help him.

Less than a year prior, at the age of just 16, Matt had escaped a life of constant physical and emotional abuse, fleeing his family home where domestic violence tainted every waking moment.

His decision to leave was sudden and necessary. He fled with limited possessions, no cash and no clear idea on what he would do next. Even on the road, the sticky tentacles of domestic abuse refused to give him the freedom he craved and the respect he deserved.

“I faced not only domestic abuse, but also domestic violence. The school I was attending at the time was also incredibly violent and so I was very isolated and felt like there was no one I could talk to about what was going on,” he said.

“I dropped out of high school the first chance I got but that meant I was home more. Things eventually deteriorated to the point where my dad became incredibly violent one night and I ended up fleeing.”

“I remember my mum saying to me: ‘don’t do this, don’t do this to the family’. And it was at that time I realised she was siding with my dad who was basically threatening to kill me.”

“So, I left. I remember the door slamming shut.”

Crumbling into a heap in the alleyway next to his house, Matt said 16 years of emotions bubbled to the surface. By the time he gathered his thoughts and made it to the nearest payphone (it was the 1990s) he realised two things: 1. he didn’t have any cash; and 2. his father had his address book.

“I remembered my best friend’s number off-by-heart and I called him reverse charges. I gave him a run-down of what was going on and said I needed somewhere to stay,” he said.

“But my parents had already called his parents and had basically instructed them to take me back home if I turned up. I realised my parents had my address book and were calling everyone.”

Matt ended up couch surfing with contacts his parents hadn’t been able to reach. However, with limited experience in trusting and seeking help from adults, and no access to any income or support, he soon found himself back on the streets.

“I came up with a plan, in my 16-year-old mind, that I would enrol in TAFE and sleep on campus. But I didn’t have any ID, and I needed a parent or guardian’s permission to enrol,” he said.

“So that was it – I was now looking down the barrel of sleeping rough for the first night.”

In a heartbreaking twist, Matt spent that first night less than 50 metres from his family home.

“It was just where I felt comfortable. I slept okay the first night, but the second night someone must have thought I was trying to break into a house, so they came out and threatened me,” he said.

“I realised I had to keep out of sight.”

Humans are built to adapt and survive. For Matt this meant it only took about three nights before his focus adjusted solely to survival. He settled himself on the Rockingham foreshore, scavenging for food and trying to avoid trouble.

“I would race into the small cafes on the foreshore and if anyone had left any food on their plates I would eat it as fast as I could,” he said. *“I would get the fish and chips out of the bin – any way I could find food I would. As a 16-year-old you’re hungry anyway – in that 12 months I was hungry all the time.”*

It was that fierce hunger that eventually led Matt to receive the help he deserved. But not before another terrible blow.

“It was a Thursday night. I was really hungry but I couldn’t get anything. It was getting late and I was approached by this group of guys who said they had some food at their place. It was already a massive red flag but I was hungry enough to trust them,” he said.

"To get there we had to go through a park – another red flag. The minute I got into the middle of the area, I was attacked pretty badly and lost consciousness.

"I came to and there were paramedics attending to me. I must have lost consciousness again and then the paramedics weren't there anymore. That is something that has taken me a lot to get over – the paramedics had left me there.

"In that moment, I realised how everyone else viewed me."

Knowing he needed medical attention, but was too far away to walk to the nearest hospital, Matt called on old family friends who had long fallen out with his parents.

"I rocked up on their doorstep in a hell of a state. They took me in, made sure I got some medical help, enrolled me in TAFE," he said.

"They even posed as my parents so I could get welfare, which was easy to do as the entire time I had been sleeping rough my mother had been claiming a payment for me."

The compassion and humanity demonstrated by that family back in 1999 led to Matt receiving an education – he now has a Master's degree – and his own place to live. Yet his battle was only beginning.

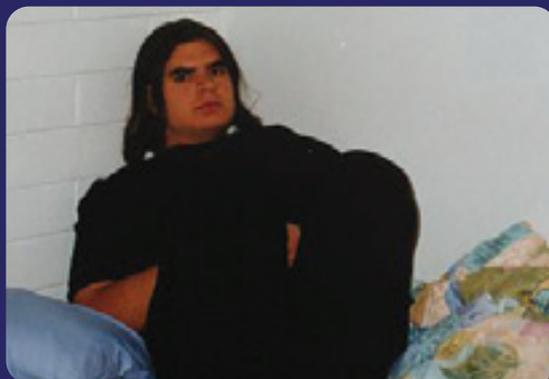
"It got to the stage in 2012 where I had been running so long and trying to hide my past that even people who knew me didn't even know who I was. I attempted to take my own life," he said.

"That was the first time a lot of people saw who the real Matt was. That was a lot for me to overcome. It wasn't for another five years that I really connected with a psychologist, and I was diagnosed with PTSD."

Those 12 months in the '90s irrevocably impacted Matt's life – the ongoing trauma is real – and yet he now chooses to use his own experience to raise awareness and compassion for people experiencing homelessness.

"I view the world through a lens of my homelessness experiences. As a survivor of domestic violence and domestic abuse I think it's incredibly important we talk about it more," he said.

"I work with youth who don't have the luxury of having good role models...(as I know) I am going to be dealing with the effects of that 12 months for the rest of my life."



One year, or a lifetime?

Matt is candid about the ongoing trauma and impact his 12 months of sleeping rough, as well as the domestic violence he endured as a child, has had on his life. More than 20 years since receiving help, Matt's ongoing struggles include:

Poor sleep – *"I wake up with night terrors, I have constant nightmares. Anything will startle me out of sleep and once I am startled out of sleep the adrenaline is pumping almost immediately."*

A mixed relationship with food – *"Scavenging destroyed my relationship with food. One of my more visible signs now is my struggle with my weight. If I am experiencing negative emotions, I will do anything not to feel hungry. If I feel hungry it takes me right back to that 16-year-old boy."*

Difficulty receiving physical affection – *"Even after I got off the street and had a safety net it was almost impossible to open up fully or to accept any affection. People were going above and beyond to help me and I had never received that attention before – it made me feel incredibly uncomfortable."*

Inability to trust and open up – *"I didn't know how to handle the kindness people were showing me. I ended up distancing myself from the family who helped me – it's one of the biggest regrets of my life."*

Employment – *"I can't tell you how many times I have turned down opportunities. I am well educated now, and I enjoy job interviews. But when I am offered a position, I am hit by a tremendous amount of anxiety about starting the job, getting to know so many new people."*

Crowded places – *"I find crowds so overwhelming because I still expect violence."*

Lenny Brown – Recovery Support Worker

Even before she says a word, it's clear Lenny Brown is a force to be reckoned with.

At age 12, Lenny started volunteering for her local community in Victoria. Between the ages of 15 and 18, Lenny amassed an impressive array of achievements, including:

- Lion of the Year, Leo's Club
- Mayor of Gannawarra Shire Youth Council
- Passed two legislations for the YMCA Youth Parliament
- Premier's Volunteer Champions Award (VIC) – Outstanding Youth Volunteers
- Gannawarra Shire Citizen of the Year
- Gannawarra Shire Australia Day Young Citizen of the Year
- Baton Bearer for the Commonwealth Games

However, like the people she now supports in her role as a Recovery Support Worker, a couple of seemingly innocent life choices meant Lenny's life took an unexpected turn. And, like the people she now supports, it was St Bart's which helped set her back on track.

Lenny worked in the debt collection industry during COVID's initial outbreak. *"The industry was draining me; I was in a very unhealthy relationship, and I was waking up for work everyday dreading the fact I had to go and sit in an office. I didn't really know left from right anymore, I just knew I had to get up every day and do it."*

As a teenager, she was actively kept busy with volunteering commitments and proactive community engagement. *"As a fresh adult, I got distracted by all the nuisances and shiny bits of adulthood, and the activities I once thrived off got lost in the wind of life. I had personal circumstances impact my wellbeing, and from these I needed to recover,"* she said. The day she came for her interview with Gayle at St Bart's was the day her appetite for community services was reignited.

"I remember after the interview just sitting in my car and staring at this building for what felt like hours. I had walked into a shell of a building, but when I came out of it, it wasn't a building anymore. It was a place brimming with hope, vision and drive. I came out to a tower of wonder, a tower of opportunity, a tower of happiness and endless possibilities."

Lenny embraced her opportunity to work at St Bart's in a casual role, taking the chance to learn about the organisation, its services and its people. She started working full time in the Future Homes service in March this year and plans to stay with the company for the foreseeable future. *"I've got the best team of people to work with and a brilliant manager, who supports and educates me, I'm so thankful for all of it! I am looking forward to seeing what we can achieve together,"* she said.

"It's just like this is the place I'm meant to be. As much as St Bart's is here for the consumers and for the people we take care of – I feel like in turn, I have been given an amazing opportunity in my life to re-rail my career, re-rail my focus and really look at my purpose and what I want to do with my life."



By your side

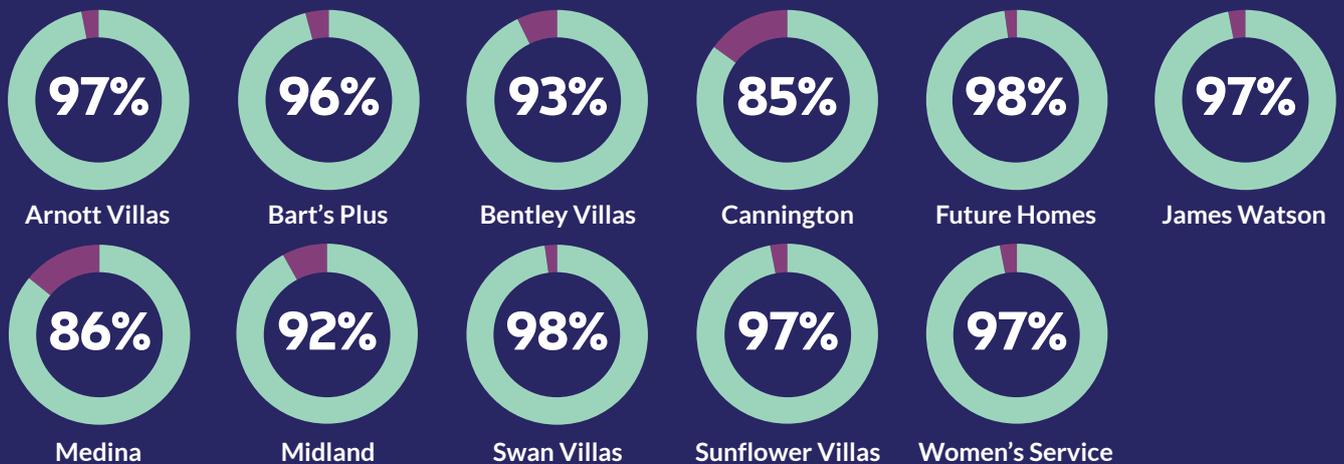
In 2020-21, St Bart's supported:



experiencing, or at risk of, homelessness



Occupancy at all sites was near capacity



Enquiries received:



*New referrals were put on hold in May 2021

Volunteer activity:



*Based on ABS estimates of the replacement cost of volunteer time

Meet Stephen

Stephen's story is one that hit home for many people for one very simple reason – it could happen to any of us.

A highly experienced Quality Assurance Manager, Stephen was an employee of Chevron Corporation and was sent on assignment to Thailand. It was a dream opportunity and one he thoroughly enjoyed. It even led him to meeting and marrying his wife.

But in 2015, tragedy struck. At just 46 years of age, Stephen suffered a stroke and lost function of the left side of his body. Adding further complexity to the situation was that Stephen and his wife hadn't had the opportunity to start the visa process before his stroke. Leaving Thailand to come back to Perth would mean leaving his wife, and that simply wasn't an option.

With enough savings to get them by, Stephen stayed in Thailand while his wife cared for him. But eventually those savings dried up, and he had to make the difficult decision to return to Perth, alone.

Back on home soil, Stephen went from Royal Perth Hospital, to RUAH, and then found a place at St Bart's Men's Service in 2018.

"St Bart's not only showed me compassion, but they also assisted me with obtaining Centrelink and the disability pension," Stephen said.

In December 2019, Stephen was able to secure long-term stable housing through the Department of Communities and has since been receiving wraparound support from the BHP-funded Reconnecting Lives Program.

After numerous interventions from the neurologist, Stephen was advised that he would not be able to regain full use of his hand. Accepting this as his fate, he began looking at obtaining a mobility scooter that would allow him to become more independent.

With the help of his St Bart's case manager, support was requested through NDIS and after three attempts, Stephen was finally approved for

funding and provided with a six-month plan to look at options that would support his recovery. In this plan, he obtained weekly physiotherapy sessions that have shown immense progress in his journey.

"The physio sessions include electrical stimulation, which involves jump starting the nervous system and that has helped me a lot," he said. *"In fact, I don't need an electric scooter anymore... a bicycle will be better!"*

It's been a long journey for Stephen, but it hasn't deterred him from setting his sights on two goals – bringing his wife to Australia and getting his career back on track.

"I'm extremely grateful for St Bart's – they picked me up, dusted me off and got me going. Now it's time for me to pick up where I left off and get back into the workforce."



Our Supporters and Partners

St Bart's could not have helped the hundreds of men, women and children we did in 2020-21 without the generous support of our corporate and philanthropic partners.

Our Women's Service and the Reconnecting Lives Programs in particular, which positively impacted the lives of more than 200 people in 2020-21, cannot exist without the support of our partners.

A total of \$2.194m was donated to St Bart's in 2020-21, a 30 per cent increase on 2019-20. However, there are many more people who desperately need our support – particularly as the availability of affordable housing stock remains low, and the COVID-19 pandemic continues to impact the national and global economy.

We would like to thank the following corporate and philanthropic partners of St Bart's in 2020-21:

- WA Charity Direct
- Anglican Community Fund
- David and Coral Mack
- Feilman Foundation
- Bowen Foundation
- Vermilion
- Paul Griffin Charitable Trust
- McCusker Charitable Foundation
- Stan Perron Charitable Foundation
- Lotterywest
- BHP Billiton Iron Ore Pty Ltd
- Wright Burt Foundation
- Clayton Utz

St Bart's is very much a part of the Anglican family and would like to particularly thank the many individuals and groups within the Anglican community for their continued support.

Those by our side

\$2.194m

donated in fundraising and sponsorship

30%

increase from 2019-20

226
individual donors



37
Anglican parishes



21
organisations



14
foundations and estates





Bart's



Aged Care Services

Outreach

Wellbeing Chaplaincy Service

James Watson Aged Care Centre

BHP Reconnecting Lives Program



Home Care

ReSet



Assistance with Care & Housing



Supported Accommodation and Services

Homelessness can affect anyone, and St Bart's provides supported, short-term accommodation to hundreds of men, women and families each year, working with them to secure long-term housing.

Our consumers come to us directly, or are referred from other services, and are supported by dedicated case workers who assist them in their recovery and in finding stable, long-term accommodation in the community.

From sourcing a birth certificate to accessing the NDIS, St Bart's provides individualised support that is focused on ensuring our consumers have the fundamentals they need to secure and retain their own housing.

Where possible, our goal is for our consumers to secure their own long-term accommodation within three to six months. However, in 2021, the COVID-19 pandemic did impact both the length of time our consumers spent at East Perth, due to the limited availability of affordable housing stock in WA.

Men's Service (Future Homes)

Since 1963, St Bart's has been supporting Western Australian men experiencing, or at risk of, homelessness. Our Future Homes service supported 103 men in the 12 months to July 2021, with the majority ranging in age from 36 to 55 years.

These men were provided short-term accommodation at our East Perth site, and were supported through case management and referrals to external specialist agencies to develop and implement goals that supported their recovery and assisted in the transition to their own homes.

Read Rhett's story on page 30.

Women's Service

This vital service is made possible through the financial support we receive from our corporate and philanthropic partners. St Bart's welcomes and encourages ongoing support to ensure Western Australia's women are provided with a safe place to sleep and the assistance they need to regain their independence.

In 2020-21, St Bart's Women's Service supported 41 women experiencing, or at risk of, homelessness, assisting them with short-term accommodation and providing the support and services they needed to secure and sustain long-term housing.

We base our services on recovery and trauma-informed practice to help our consumers improve their confidence and independence. Our consumers have regular access to case management to support their individual recovery plan and explore suitable, long-term accommodation options.

Read Cate's story on page 19.

Family Service

St Bart's provided community-based supported accommodation for 13 families in 2020-21, comprising 15 adults and 31 children. The family service supports parents who are at risk of homelessness whilst they look to secure stable accommodation.

Our team works closely with each family to support them with trauma-related issues, to create community networks and to support parents in accessing services and support for them and their family.

In 2020-21, 37 per cent of the families supported identified as Aboriginal or Torres Strait Islander, with another 20 per cent coming from culturally or linguistically diverse backgrounds.

My Story – Cate

“In 2015 my marriage ended, and my ex-husband threw me out on the street with nothing. We had been married nearly 25 years. He kept absolutely everything, down to the last dollar.

“From there I met a guy who was as evil as hell – he raped me and drugged me and all sorts of stuff. I was then vulnerable again – I was in different share houses, on the street.

“I ended up working at a hotel in Perth as their cleaner and in the bar, and then the boss cracked on to me there and so I had to leave there.

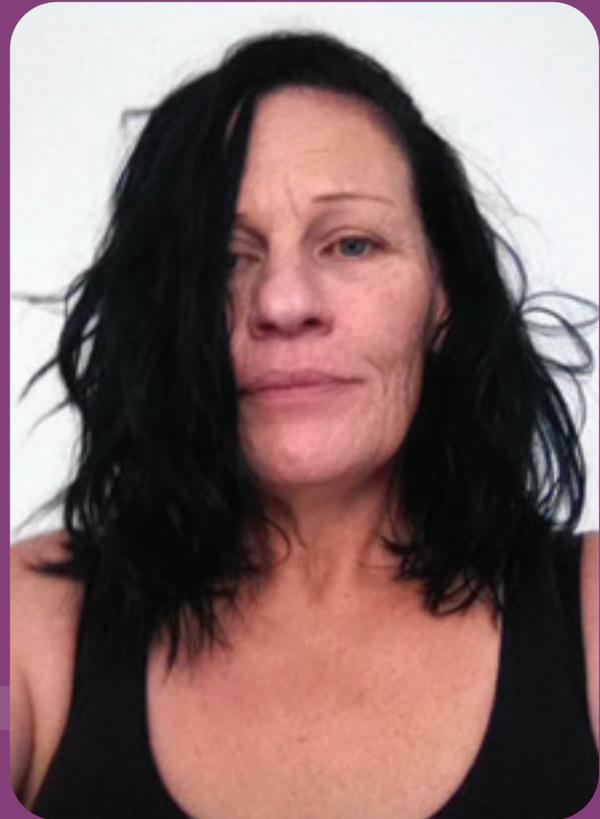
“My friend Juliarna, who had been a resident of St Bart’s, recommended I speak to them. I spoke to them and the day of my interview I was offered a room.

“I call my case manager the glue. Without her I wouldn’t have been able to get rid of my ex-husband’s name and go back to my maiden name.

“To remove that name from my world after 20 years of domestic abuse – it was much more than just a name.

“The man that abused me is actually dying in hospital of liver cancer. I still felt a lot of love and care and put a lot of my time into giving him help.

“Through St Bart’s and the Women’s Service I have learnt that is not right, that is not a positive thing for me. I have removed him from my life – without St Bart’s I would never have done that.



“I went there with a list of goals, and they were met within three months. The support, along with my application for priority housing, got me my house so quick.

“I have found Cate, I love who she is. I am not lonely or alone.”

Risk factors for homelessness

- Domestic violence
- Isolation – limited or no support networks
- Losing your job
- High rental prices
- Relationship breakdown
- Death of a loved one
- Physical and/or mental illness
- Addiction



What do you want people to know about



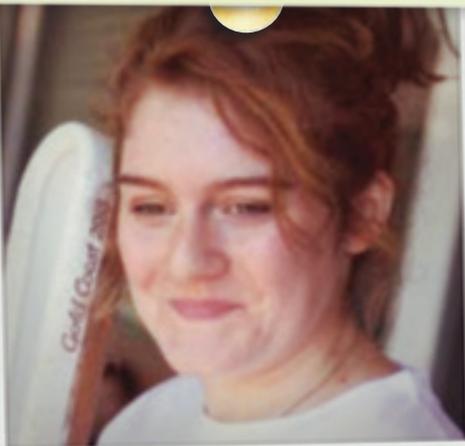
Graham Edwards AM
- Patron of St Bart's

St Bart's isn't dealing with no-hopers. They're working with people who are just going through hard times in their life. They're battling the odds. It doesn't mean to say they've given up, it just means they need a bit of a helping hand. That's what I'd like the public to understand - and to be a little more sympathetic and a little more giving in terms of resources, money and understanding.



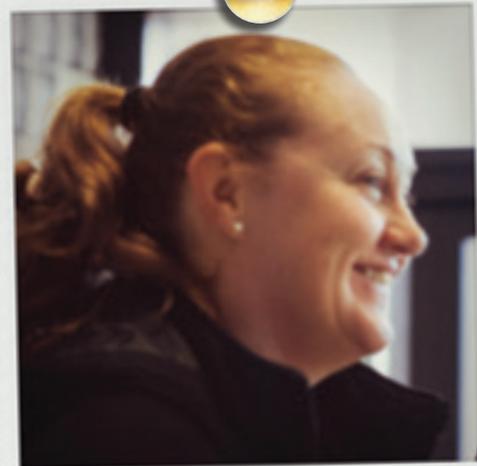
Rhett Hayes
- Men's Service (Future Homes)

My first thought is that most people have money in the bank and would be prepared for something to go wrong so part of me does think 'it's your own fault'. But in saying that I know a lot of people out there who don't know the services are available, they just don't know where to get help.



Lenny Brown
- Recovery Support Worker

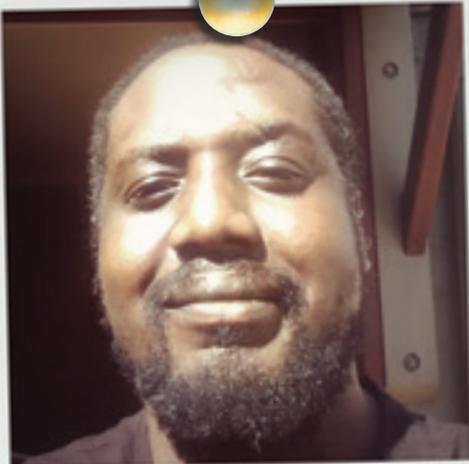
If everyone took 60 seconds to step back and evaluate themselves they would see how quickly life can change. You don't have to run your whole life, no one is trying to beat you, it's not a race. We're all just trying to figure it out.



Amanda Sutton
- Social Support Assistant

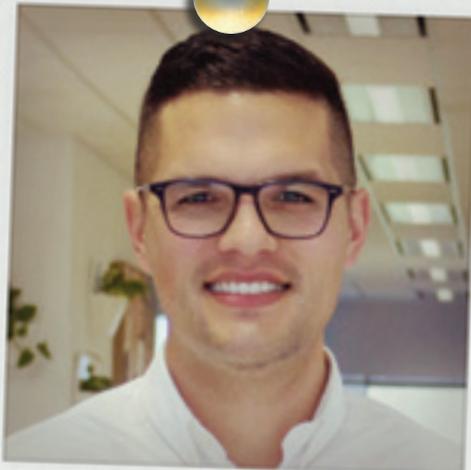
I wish people had a bit more understanding about what it means for someone to become homeless or estranged from their family. It's not simple, and you shouldn't be judging these people. No one wants to be homeless.

homelessness?



Joseph Neube
- Community Housing

It can happen to anybody. I have met people who have doctorate degrees, engineers – it can happen to anybody. Divorces happen, life surprises, drugs happen, alcohol happens – you might never think of yourself as being on that flipside, but it can happen.



David Frost
- Case Manager, Future Homes

That is someone's grandpa, that is someone's brother, someone's dad, someone's uncle, someone's aunty. They were a primary school kid at some point and that is potentially where a lot of their trauma began because they were displaced, or they were beaten, or they were in state care, or they were introduced to substances at an early age and the flow on effect of that is now they're on the streets. People just want to be heard.



Karen McAuley
- Aged Care Services Manager

Homelessness affects people of any age. There is a place here where people can be looked after, and still have their own choices and their own dignity. Older people can be homeless as well.



Matt Vapor
- Advocate for ending homelessness

Homelessness doesn't end with a roof over your head. You have the trauma that exists prior to homelessness, you have the trauma people face during homelessness and you have the trauma from re-adapting into society. It's incredibly hard and it's a lifelong process to overcome it.

Community Housing

St Bart's provides tailored tenancy and property management services across 147 properties in the community. We are a registered Community Housing Provider under the Community Housing Regulatory Framework.

Community Housing

St Bart's manages 71 properties, of which 54 are single units located in East Perth at our Lime Street complex, plus a further 17 properties in the community. To be eligible for Community Housing, tenants are required to be on the Department of Communities Joint Wait List and meet Public Housing income criteria. In 2020-21, St Bart's supported 77 people in long-term tenancies.

These long-term tenancies have meant these people have avoided further risk of homelessness and all are managing their new homes well, particularly considering some have never held a tenancy before. Two people have now secured employment because of housing stability.

Independent Living Program

St Bart's Independent Living Program provides housing stability to people with complex mental health issues across 76 properties in the community. We support tenants to maintain their tenancies, increase their capacities and

work towards recovery using a supportive landlord model. To be eligible, tenants must be receiving support from a clinical team, GP or private psychiatrist and be capable of living independently in the community with supports in place. In 2020-21, St Bart's supported 81 people as they sustained and maintained their tenancies, 10 of whom have additional family members residing with them in larger family properties.

This year, the Independent Living Program had more referrals for younger people who meet the ILP criteria, than previously. Two of our youngest tenants had not had a long-term roof over their heads for many years, had never lived by themselves and had never had a tenancy agreement before. They both have huge goals for the future and we are looking forward to working with them as they move into the next phase of their lives.

Community Recovery Villages and Accommodation Units



233

people supported

average age
26-65



60%
men



39%
women



1%
transgender

6% Aboriginal or
Torres Strait Islander people

14% Culturally and
Linguistically Diverse people

Meet Joseph Ncube – Community Housing

Starting life in a refugee camp in Botswana was the first of many challenges Joseph Ncube has faced in his life.

And yet, chatting and laughing over a cup of tea in a suburban home in Perth, it's difficult to fully appreciate the demons that continue to shadow Joseph, including mental illness, addiction, a criminal record, and homelessness.

"My mum and dad met at the refugee camp and fell in love; I was born there in 1984. We went to South Africa to get our refugee status and then we came to Australia," Joseph said.

"The first time I needed St Bart's I had just gotten out of jail – it was about 2009. A family friend picked me up and we called a few places and Brown Street was the only place that would take me in because I have mental health issues.

"They accepted me and everything went well and there was a positive exit from there. St Bart's helped me straight away to accommodate me, they had the medical service, the mental health service – they had everything lined up for me to get back into the community.

"After six months they helped me get my own place and I entered the exit program because I could stand on my own two feet.

"A bit later I moved in with my ex-girlfriend and her family, but that relationship deteriorated so I left and I was homeless again. I should have gone to St Bart's but I didn't think anyone would remember me.

"I ended up going back to jail for another year. When I got out, St Bart's got me in again and I had a successful exit again. I then got kicked out of where I was living so I stayed with my sister and my mum but they couldn't house me, so I went to a backpacker's hostel.

"When I was at the backpackers, one of my roommates lit the room on fire while I was sleeping – I woke up, and woke up everybody and helped save



lives and after that fire I went to St Bart's the very next day."

Joseph is now living in a home as part of St Bart's Community Housing program and is striving to make this opportunity a success.

"I want to be here for at least five years – I have a plan made up and am saving money. When I move on, I can move on to a fully furnished apartment, but this place is perfect for me right now," he said.

"This is the third time St Bart's has helped me and I am really grateful for that. I have been through drugs, I have been through jail, I have been through crime – it pops up when you have a history like mine. When people find someone like me, who is giving and understanding, they tend to rely on me and when they are going down the barrel they try to take me down too and it usually turns out ugly.

"I am thankful St Bart's has been there for me. The people have been amazing – they have been really understanding."

Mental Health Supported Accommodation

At St Bart's we provide short to medium-term supported accommodation for adults with persistent mental health challenges who are experiencing, or at risk of, homelessness. We offer a range of support and referral services to help people manage and cope with the process of finding a safe place to live.

Our Community Recovery Villages provide accommodation for people living with a mental health challenge who require low levels of support to live independently in the community. Each village comprises one, two and three bedroom units in small groups, located within the Perth metropolitan area. Residents have regular access to a recovery facilitator who works with them to develop their individual recovery plans.

We also have three Accommodation Units with three bedrooms in each, located across the Perth metropolitan area. Residents have regular access to a housing support worker who works with them to determine their goals and establish a plan to secure long-term housing. These accommodation units are intended as community-based transitional or respite accommodation for adults living with a mental health challenge.

By your side

- Number people supported – 233
- Majority aged between 26-65 years
- Male 60%, female 39%, transgender 1%
- Aboriginal or Torres Strait Islander people – 6%
- Culturally/linguistically diverse – 14%



Lifeline – 13 11 14
Beyond Blue – 1300 22 4636
1800RESPECT – 1800 737 732
WA Homeless Helpline –
1800 065 892
Samaritans – 13 52 47

My Story – Phil

Gentle, welcoming and soft spoken, Phil lives a life that, at first glance, seems to have the kind of enviable simplicity many of us are seeking.

Within his neat apartment, Phil's love of music is immediately evident. From the guitar to the keyboard, and the myriad tapes and CDs stacked at the ready.

He speaks warmly of his sister, and lights up when asked about his kitchen garden – red beets, peas, capsicum, pumpkin...

But with gentle English rock by Soft Machine playing in the background, it quickly becomes evident just how much of a silent challenge every day can be for Phil.

A survivor of mental illness for more than 40 years, Phil has been a resident of St Bart's Community Recovery Village for more than a decade.

"I had a nervous breakdown of sorts after a relationship breakdown, but I got help from St Bart's – my sister found me some St Bart's accommodation while I dealt with my anxiety," he said.

"Life is always tiring when you have a mental illness – I usually keep that close to my chest.

"I have had problems psychologically since about 1980 – I had been in and out of institutions for about one month every year. I am lucky I have always had lots of support from my family."

Staff profile – Wanda Davies

Wanda Davies is a force to be reckoned with – the sort of determined and forthright person who explained: for real change to happen, one needs to change the way we support and offer options to empower the people in our community who are living with a mental health diagnosis.

As Manager of St Bart’s Community Recovery Village in Middle Swan, as well as undertaking the role of St Bart’s Recovery Consultant, Wanda is passionate about providing support for residents that sets them up for long-term success.

“I was hired four-and-a-half years ago to embed recovery practices and teach trauma-informed practices and awareness.

“The old way of doing things – which some services call the caretaker mode – doesn’t actually support people to become independent in a person-centred way. It fosters interdependence which generally doesn’t help long term.

“Trauma-informed awareness says what we acknowledge about a person first is that, quite often, people have had experiences which are traumatic and we offer a safe environment for the person to heal.

“We focus on the details of where this person is right now in their life and what support they think they need.

“Quite often people can’t tell you what they need because no one has ever asked them.

“The work we do is really about being strength-based and person-centered. It’s about pointing

out to a person the strengths we see in them and the skills they already have.

“It’s about dusting off those skills people forgot they had and reintroducing themselves to them.”

With an average stay at St Bart’s Community Recovery Villages of between twelve months and three years, Wanda said establishing clear goals and exit points was instrumental for people to transition into the community.

“We take small steps with people, because we try to make them sure steps,” she said.

“The team here are kind and compassionate with good boundaries. When people know where they stand with us, they tell us it feels better for them.”

Trauma-informed awareness principles

The principles of recovery-orientated mental health practice results in services that support an individual’s:

- Uniqueness
- Choices about how they want to lead their lives
- Attitudes and rights
- Dignity and respect
- Partnership and communication
- Recovery evaluation

Wanda with Phil ▶



“I’ve always loved music – all my life. It elevates my mood to play it and hopefully it helps elevate other people as well.

“Music is more about survival for me. It’s helpful for my survival.”

For Phil, St Bart’s Community Recovery Village ensures he can live comfortably in the community while also ensuring he has the support he needs, when he needs it.

“My advice is not to burn any bridges. Value the people that you love. It’s too easy sometimes to see the greener grass,” he said, “St Bart’s has been a paradigm shift for me.”

Aged Care Services

Homelessness and trauma do not disappear with age, and St Bart's is committed to supporting older Western Australians who are experiencing, or are at risk of, homelessness.

St Bart's Aged Care Services include residential aged care accommodation, home care and support for seniors needing to secure independent accommodation.

The **James Watson Aged Care Centre** is a unique residential aged care service that assists up to 40 Western Australian men. Current residents range in age from 52 to 82.

"Many of the gentlemen have been homeless, they are financially and socially disadvantaged, or have been in prison. A lot have chronic mental health issues and have also had issues with drugs and alcohol. They have very few family members," Aged Care Services Manager Karen McAulay said.

"They have freedoms here, they can decide their own routines. Aged care doesn't mean people can't have their freedom."

The service is accredited under the *Aged Care Act 1997* by the Australian Aged Care Quality Agency.

The **St Bart's Home Care** service supports approximately 28 Western Australians who are living in their own homes but who are at risk of homelessness and have limited support networks.

Through the service, consumers can access a wide range of support, including nursing care, transport, meal preparation, shopping and help around the house. The goal of the service is to give people the support and freedom to remain an active participant in the community.

Our **Assistance with Care and Housing (ACH)** team identifies suitable accommodation and care options for older people, connects with them and helps them through the process. We also provide the support people need to remain in the community, by ensuring their access to appropriate housing-linked aged care services. With additional funding coming through, we will be expanding this service across the wider Perth metro area.



Staff profile – Amanda Sutton, Social Support Assistant

"I organise all the men's activities, group activities, events. I provide one-on-one support and activities as well, which includes exercise, for people who don't like to mix in groups."

"I have been with St Bart's for 10 years in February. I was working in a nightclub, I was a nightclub manager, and I just realised I wanted a change."

"I felt that I really wanted to help people, so I went and did my Cert III in Community Services. My uncle is an Anglican priest, and he used to refer a lot of people here who went to his house."

"I knew the best way to get a job in community services was to volunteer first, so I volunteered here for about six months in the James Watson Centre"

“I have been a resident here at James Watson Centre since April 2021. I am 53-years old with balance problems due to a brain injury nearly three years ago, plus chronic liver failure. The staff here have been nothing less than supportive and understanding of each and every resident here. I hope to live for some time yet. Living here has changed my priorities altogether. A nice place to live.”

Feedback received from a resident of James Watson Aged Care Centre

and then I was offered a position as a support worker and from that to this role.

“The people I work with are vulnerable, they’ve been through trauma, they don’t have family and I am here to support them.

“When someone is in palliative care and you’re supporting them during that process, that is a privilege. I say that when I do their memorial services – it’s always a privilege to have someone trust you and let you be there at the end of their life.

“I’m really impressed and happy with what St Bart’s has become. It’s just wonderful to see how many more people St Bart’s is supporting – it’s not enough, it’s never enough, but it’s grown so much and I am proud of the organisation for being able to help more people.”

Services offered through St Bart’s Home Care

Domestic support

- Cleaning
- Laundry
- Meal preparation
- Showering and personal care
- Gardening
- Handyman



Community/ social health

- Transport
- Shopping assistance
- Social outings
- Pet care
- Equipment and supplies
- Respite



Health

- Nursing
- Physio
- Podiatry
- Occupational therapy
- Dietician
- Medication support



Outreach

By providing support through our Outreach Services we work with our clients to guide them through the steps required to move into sustainable long-term housing within the community. Support is flexible and able to be adjusted according to an individual's needs.

Both the BHP Reconnecting Lives Program and ReSet are available to men and women who are currently accessing St Bart's services.

BHP Reconnecting Lives Program

As of 30 June 2021, St Bart's had **151** clients in this pilot program, which is fully funded by BHP and aims to assist Western Australians to achieve long-term housing success through an innovative, person-centred approach.

Of the 151 clients, **one hundred per cent** were able to maintain their accommodation in 2020-21.

- People supported – **187**
- **139** males, **45** females, **2** transgender, **1** non-binary
- Aboriginal or Torres Strait Islander people – **36**
- Culturally/linguistically diverse – **16**
- Goals closed – **288**

ReSet

ReSet is a consortium led by the Wungening Aboriginal Corporation that supports people in prison in their preparation to re-enter society, and also after they have left the justice system.

ReSet is available for men and women who have been assessed as being at a medium to high risk of re-offending and people taking part in the program must be referred by the prison Transitional Managers.

Prisons involved in the program are:

- Bandyup Women's Prison
- Boronia Pre-release Centre
- Casuarina Prison
- Hakea Prison
- Karnet Prison Farm
- Wooroloo Prison Farm



Wellbeing Chaplaincy Service

In the 2020-21 feedback survey, 80 per cent of consumers who accessed the Wellbeing Chaplaincy Service said they felt befriended, valued, and respected as an individual, while 80 per cent also said they would recommend the Chaplaincy service to other consumers.

St Bart's resident chaplain is assisted by a network of volunteer chaplains to provide pastoral, spiritual and religious advice and promote staff and consumer wellbeing.

Key services include grief and bereavement support, wellbeing support, emotional and spiritual advice and a listening ear.

The service supports St Bart's vision of a community where everyone has a safe and secure place to call home, by supporting our consumers in finding connection, hope and purpose.

What was the most significant change you experienced from this service?

"I felt cared for and listened to."

"Friendship."

"No significant change, but I was treated with dignity and compassion."



Meet Rhett Hayes – Men’s Service (Future Homes)

Rhett’s cheeky and extremely dry sense of humour belies the difficulties he has faced in recent years. His ability to deadpan one-liners demonstrates his intelligence and quick wit.



Q: “What brought you to St Bart’s?”

Rhett: “The police.”

Amid the dry humour, Rhett has been working with St Bart’s since September 2020 to get his life back on track after a relationship breakdown led to him living in his car.

It was while asleep in a car park in Mandurah that a chance encounter with a ranger set him on the path to St Bart’s.

“People living on the street don’t usually get the support they need through the people they meet – the police, the ambulance services. But there was a really cool ranger in Mandurah who got called out to my car when I was sleeping in it, and she gave me a little card with who I could contact for help,” he said.

This act of humanity eventually led to Rhett calling the Homeless Helpline (1800 065 892) and being directed to St Bart’s.

“St Bart’s has changed my life – it really has. Having somewhere stable to stay, there are really good support staff here. The opportunities St Bart’s can lead you towards are really important.”

“I do understand the men’s service is a stepping-stone and I have been using it for ages, but it’s also only been in the past two or three months that I have felt, and I use this term very loosely, normal.”

“St Bart’s has definitely helped me a lot – where would I be without them? Possibly in jail, that is a big possibility. I have really come a long way in the last year.”

As part of his road back to independence, Rhett volunteers in St Bart’s Café Lime two days a week and will shortly be undertaking barista training thanks to a collaboration between St Bart’s and a social enterprise.

Having also recently signed a lease on a St Bart’s community housing apartment, Rhett said his outlook on life had definitely brightened.

“I still don’t know exactly where I will be in a year’s time but at least I am thinking about it. I have some hope and it’s just nice to have that option – it didn’t feel like I had a future when I came here,” he said.

“I do tend to be a smart arse though. Now, I get \$50 for doing this interview, right?”

Staff Profile – David Frost



As a Case Manager with St Bart's Future Homes program, David Frost personally assists about 14 men at any given time who are homeless or at risk of homelessness.

David once had dreams of becoming a personal trainer or a medical doctor – dreams which, like those of most young people, pivoted significantly as his own experience and priorities changed.

"In high school I wanted to be a personal trainer and then very quickly realised I enjoyed health as a subject, so when I came back from two years working as a missionary in South Africa I decided to study medicine," he said.

"I had my first son in that first year of pre-med and quickly realised I wanted to be there for him and not spend 12 to 14-hour days on the ward."

David instead moved into public health, working with not-for-profit organisations in his native New Zealand before moving to Perth and joining St Bart's in March 2021.

With career experience in gambling harm minimisation, disability services and mental illness support, David said joining St Bart's was "like returning home".

"Some of my guys have had a lengthy experience of street presence, some have only been street present for a couple of months. Our goal is to prevent prolonged exposure," he said.

"I aim to meet up with them on a weekly basis and predominately discuss housing, as the focus of the service, but at the same time trying to address a lot of the other things that are impacting their progress.

"Something as simple as getting an ID, as simple as getting a birth certificate, for example. Many haven't ever had one, or mum had it and that was 30 to 40 years ago and they have no idea what's happened to it.

"A lot of that becomes a barrier to accessing housing, or accessing a job, accessing a whole raft of things we need to live in a society.

"In addition to that, the guys who are street present, that comes with a high level of trauma and my role involves helping them work through those difficulties in a therapeutic way – providing some de-escalation techniques, or emotional regulation techniques.

"I am happy we can lean into how multi-faceted the problems are that are experienced by people experiencing homelessness."

Who has inspired me – Aiden

"Aiden checked in just before COVID hit – he is a young guy, he had been working and found himself displaced through a breakdown in a relationships. He came to us and he had no job, and no goals or things he wanted to achieve. Through a lot of support, encouragement and hands-on work we got

him into a job that matched his qualifications – he is a mechanic by trade – and then he was shortlisted and then priority listed as well with the Department of Communities.

"But in the month before he left St Bart's he was notified he got his home, then the next week he was stabbed in the hand, the following week he found he had won a raffle, and the week after

that he found out he couldn't work for six months because of his injury, but then his boss kept him on the books – it was just a rollercoaster of experiences.

"It was inspiring to watch his emotional regulation, which those of us who have grown up in reasonably stable homes learn from our parents and the role models around us. But Aiden had to redevelop all those skills."

Our People and Volunteers

We have a team of more than 160 employees and approximately 130 regular volunteers, working together to achieve the St Bart's mission and vision, knowing that what we do is always in the best interest of our consumers.

We recognise and celebrate the diverse skills and knowledge of our people, as it is their pride in their work, their work ethic and commitment that make a real difference in the lives of those we support.

Our team is supported and guided by our values: empowerment, innovation, commitment, collaboration and social justice.

Volunteers by our side

Throughout 2020-21 a huge 12,430 hours of work was donated to St Bart's from 439 active volunteers. With the ABS estimating the market cost of a volunteer's time to be \$45.10 per hour, St Bart's received more than half a million dollars in support in the 12 months to 30 June 2021.

This is a remarkable achievement – particularly with the COVID-19 pandemic impacting how volunteers could provide their support.



2020 also saw one of our dedicated volunteers, Mark Piggot (below), named the City of Perth's Community Citizen of the Year for his efforts helping people experiencing homelessness.

A full-time volunteer with St Bart's since 2018, Mark's efforts were recognised at the Australia Day awards ceremony on 26 January 2021.

Volunteering more than 20 hours per week, Mark provides a range of services to St Bart's consumers and residents, including providing emotional support to elderly residents, cooking breakfast and making coffees twice weekly, supervising volunteer activities including painting, gardening and mulching, and supporting the 2020 Christmas appeal.

- 12,430 volunteer hours
- \$560,000 in value
- Types of volunteers

 Community – 64	 Corporate – 200
 Consumer – 15	 School – 150
 Chaplain – 10	

Total: 439 active volunteers

- Cafe Lime:
 - 18 volunteers on a rotating roster (six resident volunteers)
 - Approximately 4,500 hot meals served
 - Approximately 7,125 barista-made beverages
 - Approximately 100 people served per week (over two days of service)
- 660 Christmas hamper packs, and an additional 75 toiletry packs for external Midland homelessness services.

Volunteer profile – Jan Korek

Jan Korek is one of the 64 community volunteers who were signed up to support St Bart's in 2020-21. However, his experience with St Bart's goes back long before he started assisting residents in the James Watson Aged Care Service.

Jan first stumbled across St Bart's nine years ago, working his way through our services after ill health and the collapse of a business venture and a relationship left him exposed to homelessness.

"I was a manager in a local council authority and was brought in to introduce a new system, which was heavily opposed by most at that council," he said.

"I tried to do it and tried to make it work for almost seven years, without any success. My contract came to an end and both the council and I decided it would be better if we parted ways.

"Almost immediately after I left, I started to get sick. We discovered I had no pituitary gland – I had a growth and so it had been squashed out of existence, which explained my physical illness.

"I also had a start-up with my then-partner – we were trying to introduce a new breed of horse into Australia, and I had put about a million dollars of my salary into the business.

"When I was in hospital, my partner decided she wanted nothing to do with me and when I got home, I discovered she had sold my photographic equipment to buy hay for the horses."

Jan's relationship with his partner deteriorated to the point where he was

forced to leave home after a false domestic violence accusation, leading to his self-admission into a mental health support unit.

"When I came out, I was effectively homeless: I had nowhere to go," he said. "I came here carrying everything I had in the world, which was in one suitcase. I used the room I was offered as a cave, to repair myself."

Jan embraced the support offered by St Bart's, working his way through the range of services until he regained his independence. And it was during that time he started volunteering to fill his time and add value to his days. Jan has now volunteered with St Bart's for nine years, providing hundreds of hours of support.

"One of the reasons I volunteer is because I want to repay St Bart's. They saved me from homelessness."



Volunteer roles at St Bart's

St Bart's has a range of volunteering roles available across many areas, including:

- Serving customers at Café Lime
- Driving residents to appointments
- Social visits
- Assistance writing resumes
- Gardening skills
- Corporate volunteering

Active volunteer hours June 2020 to June 2021



Note: volunteering activities returned in June 2020 after being temporarily suspended due to COVID-19



Meet the Executive



Samantha Drury
Chief Executive Officer

Sam is a qualified CPA and MBA financial professional with over twenty years' experience leading teams through change and continuous improvement.

Sam has worked in a number of industries, including the public sector, infrastructure, construction, transport, oil & gas, property, haulage and professional accounting practice.

After working in the Aged Care industry for a few years, Sam now works at St Bart's contributing to our vision of a community where everyone has a safe and secure place to call home.



Lena Hopkinson
Chief Operating Officer

Lena has been working at St Bart's for over three years as our Chief Operating Officer.

Prior to this she has spent over 20 years in management roles in Health and Social care organisations.

Lena is passionate about working with the staff at St Bart's to improve the opportunities of those who use our services.



Martin Nice
Chief Financial Officer

Martin has over 20 years' experience as a senior financial professional and is a member of CPA Australia. Having worked in a number of industries including the not-for-profit sector, most recently as General Manager Finance for The Bethanie Group, Martin brings a wealth of knowledge to the role.

Martin joined St Bart's in August 2020 and is looking forward to supporting the organisation to meet the needs of vulnerable people who find themselves without a home.



Neil Starkie
GM Strategic Partnerships and Growth

Neil brings a wealth of knowledge across the broad portfolio of his role, with significant experience in providing leadership and management in the areas of property development, support services and social outreach, finance, human resources, risk, administration, asset management, marketing, communications, policy, and the development of numerous outreach programs.

Combining his experience in property with a passion for addressing social disadvantage, Neil's focus on ending homelessness and having an impact on the community is fully aligned with the mission of St Bart's.



Wendy Rokich
GM People and Culture

Wendy has over two decades of experience in all aspects of the people function working as an effective partner and coach to leaders in businesses, from small and medium to large multinational corporates, including Horizon Power and the Royal Flying Doctor Service. Wendy works at St Bart's as the GM People and Culture, focusing on delivering strategic projects that will help unlock organisational capability and improve the effectiveness of services.

Wendy is passionate about getting the best out of people and creating great places to work.

Board of Directors



Mel Ashton

BCom, FCA, GAICD (Chair)

A professional Company Director and specialist in corporate restructuring and finance, Mel adds over 40 years of varied experience to the St Bart's Board.

Mel holds a number of non-executive director roles in different sectors, and he is currently Chairman of Venture Minerals Ltd and Quintis (Australia) Pty Ltd and a Director of Aurora Labs Ltd and Orminex Ltd. Mel is former Chair of Cullen Wines (Australia) Pty Ltd, former Director of The Hawaiian Group, and previous Acting CEO of Royal Flying Doctor Service. He has also been President and Director of Chartered Accountants Australia and New Zealand, and Vice President and Director of Fremantle Football Club Ltd.

Mel holds a Bachelor of Commerce degree from the University of Western Australia and is a Fellow of Chartered Accountants Australia and New Zealand. Mel is Chair of our Business Development Committee.



Hamish Milne

BA (Hons), MPhil, MBA, FAIM, FLWA, FRSA, GAICD (Deputy Chair)

A management and governance professional, Hamish has broad experience working with not-for-profit organisations. He has held numerous positions in Anglican organisations, including the Anglican Church Diocese of Perth from 2004-2015 and is currently WA State Manager for The Royal Australian College of General Practitioners.

In addition to a strong interest in history, contemporary art, ethics and governance, Hamish has been a lay member of human research ethics committees for over 20 years. A member of the Board since 2010, Hamish is Chair of the Nominations Governance & Remuneration Committee.



Pierre Dreyer

BCom, PG Dip Acc, FCA (Treasurer)

Pierre is a registered company auditor and an Assurance Services specialist, and his capabilities in information analysis and business decision-making make him an asset to our Board. His previous experience as Treasurer/honorary auditor for a number of not-for-profit organisations further enhances our capacity in those areas.

Pierre is currently an audit partner with Ernst & Young in Perth, having worked in Big Four professional services firms for the past 31 years in South Africa, the United Kingdom and Australia. Pierre is currently our Treasurer and Chair of our Audit and Risk Committee.



Felicity Morel-Edniebrown

PhD, BA (Hons), BComm, FAIM, FRSA, MAICD, MPRIA, MRI

Felicity brings over 25 years' experience as a non-executive director and committee member with international and cross-sectorial Board level expertise in governance/risk, policy, strategy, innovation and sensitive stakeholder consultation/cultural alignment and marketing.

Felicity currently sits on the Business Development Committee and the Nominations, Governance and Remuneration Committee.

Felicity is Principal of strategic consultancy Culture + Context and leadership coaching consultancy Morel Consulting.



David Smith

BCom, FCA, MAICD

A long-term Board member with nine years serving St Bart's, David's expertise in auditing, accounting and broader business advice is most welcome, and he has served as Treasurer of the Board.

A former Assurance Partner with PricewaterhouseCoopers (PwC), David is also a director of Royal Fremantle Golf Club Inc., a former director of Fremantle Port Authority, and a former member of the Port Hedland Port Authority Risk Assurance and Audit Committee, and University of Melbourne Audit and Finance Committees and is Chair of the St Bart's Foundation.



Sandra Hackett

MEng (Hons), MAICD

Sandra has over 25 years' consulting experience in strategy, risk management, project management and governance. Her experience in the implementation of risk management programs and assisting Boards, Executive management and stakeholders to understand and use risk information as an integral part of their oversight, strategic planning or operational function, is invaluable.

Sandra is a Partner in the specialist management consulting firm, Riskwest, which provides risk and business continuity advisory services to a range of corporate, government and community service organisations and major state infrastructure projects.





Robert Cole

BSc, LLB (Hons) (ANU)

Rob's skills in leadership, strategy, human resources, public and community affairs, audit, risk management, economic evaluation, legal and commercial affairs and corporate governance bring strength and experience to our Board.

A former Executive Director of Woodside Petroleum Ltd, and a former Managing Director of Beach Energy Limited, Rob also had a 20-year legal career. He is Chair of Synergy, Chair of Landgate, Chair of Perenti Global Ltd, and a non-executive director of Iluka Resources Ltd. He is also a former Chair of the Australian Petroleum Production and Exploration Association. Rob has held other directorships in the not-for-profit sector, including a role as Deputy Chair of the WA Youth Jazz Orchestra.



Michael Brown

BEng, MBA, GAICD

Michael brings strong business acumen to his work at St Bart's. He has experience working in the engineering, mining and financial sectors, and in small business to global market leaders. He is committed to creating opportunities for a better life for people who have been disadvantaged.

Michael is the owner and Managing Director of Goldmont Engineering, a steel fabrication and engineering business that provides services to the mining, transport and construction industries.



Dean dell'Oro

BE, Dip ED, MBA (ED), GAICD

Dean brings a powerful understanding of education and the fast-changing youth culture, gleaned from his experiences at Geelong Grammar School and his current role as Headmaster of Hale School, to our Board.

Dean also brings extensive business experience, having worked as an Engineer with Exxon-Mobil on their Bass Strait operations in Victoria. Dean is currently Chair of our People and Operational Performance Committee.



Richard Kilbane

BEng(Civil) Hons, GAICD

Richard brings 25 years' experience in property and infrastructure to the work at St Bart's. His skills in business planning, project delivery, leadership, strategy and risk management bring a focus to the built environment of St Barts' assets and their ongoing operations.

Richard is currently a General Manager at Hawaiian having worked in numerous roles across the company's various interests in office buildings, shopping centres and hospitality assets. He holds a Bachelor of Civil Engineering degree from Curtin, is a Graduate of the Australian Institute of Company Directors, and in 2014 completed the General Management Programme at Harvard. He is currently the Vice President of the Property Council of Australia (WA).

Financials

During the year, St Bart's recognised a net surplus of \$1,330,606. This includes \$807,380 non-cash income for the grant received for our Lime Street building which is amortised over 40 years and \$427,404 in donations received in advance for the Women's Service operations for the 2021-2022 financial year.

Income



That was used for



Expenses



St Bart's

Contact us

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