



StreetSmart Collective
May 2018
Grants Impact Report
SEPTEMBER 2019



In May 2018 StreetSmart Australia distributed \$218,450 to fund 58 Community projects.

Through a partnership between StreetSmart Australia and Australian Communities Foundation seven Lead Projects were selected and some were co-funded. This report provides a summary of feedback provided by each Lead Grant recipient through their acquittal reporting.

Given the increasing difficulty small homelessness organisations face in securing funding, these outcomes have only been made possible through our collective partnership.

MATCHED FUNDS WERE PROVIDED BY

Story Street Fund	Alf and Meg Steel Fund
Info X Change	Willum Warrain
FareShare	
Travellers Aid	

LEAD PROJECT SUMMARY

\$62,500 funding provided

7 Projects Funded

Over 4900 people impacted

MATCHED FUNDS WERE PROVIDED BY

Anchor	Extreme Weather Relief Project	\$5,000
FareShare	Night Shift	\$12,500
Infoxchange	Ask Izzy Power Cards	\$9,500
Society Melbourne	Training for the Future	\$7,500
St Mary's House of Welcome	Keeping My Home	\$7,500
Travellers Aid	Homelessness Support Points	\$10,500
Willum Warrain	Women's Group	\$10,000
Total		\$62,500

IMPACT SUMMARY

Anchor Inc – 25 people sleeping rough assisted - awaiting full report

FareShare – up to 4000 people provided with a healthy meal

Infoxchange – 400 people better connected to services, friends and support

Society Melbourne – 16 young people helped with job training and readiness

St Mary's House of Welcome – 25 people supported into housing or to maintain tenancies

Travelers Aid – 450 people assisted through Support Points

Willum Warrain – 20 women supported

FareShare

\$12,500 Night Shift – Completed

IMPACT 75,000 extra free, healthy meals
for up to 4000 people

“Over the years StreetSmart has taken FareShare from a nomadic food rescue operation to a social enterprise that runs Australia’s two largest charity kitchens. As one mother who received FareShare meals during a difficult time in her life said about her children... “having full tummies makes things just that little easier”.

FareShare runs Australia’s largest charity kitchens - cooking surplus food into free, nutritious meals for people in need. StreetSmart’s most recent support has enabled us to increase the number of meals we cook. Since the start of financial year 2018-19 our production has increased 20 percent, with our staff and volunteers now cooking 6,000 meals a day from our Abbotsford kitchen.

We have achieved this by rostering an extra chef at night to cook ready-to-eat meals. Ready to eat meals are easy to cook in bulk and have a high nutritional content. Prior to this, we were cooking only pastries during night shifts. The funding we received from StreetSmart enabled us to pilot a change in our use of the kitchens at night. With this support we have employed a chef for four hours, two nights a week, working alongside a team of volunteers to cook curries, casseroles and soups in bulk. These meals – loaded with protein and vegetables - are distributed via our network of hundreds of frontline charities to vulnerable people.



The key objective of this project has been to cook more free, ready to eat, healthy meals for people seeking food relief, while saving food from waste and bringing people together around a meaningful community activity. The idea was to start to maximise the resources at our disposal utilising the space in our Derrimut warehouse (established in 2018, with support from StreetSmart), to store and prep vegetables and protein for these meals.

We closely monitor the number of meals we cook to measure the effectiveness of our organisation and in particular this project as we were testing an idea of the extra night time shifts. Thanks to this project, we have cooked an extra 75,000 free, healthy meals and, subject to funding, we will continue with this staffing. This pilot has given us a good benchmark and case to take to other funders for continued support.

We estimate around 3-4,000 people will have benefitted.

Infoxchange

\$9,500 Ask Izzy Recharge Program – Completed
IMPACT 400 people experiencing homelessness benefitted directly with better connection to services, friends and support through their mobile phone, and 1000's more made aware of Ask Izzy and it's benefits

Ask Izzy is a mobile website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with over 370,000 services listed across Australia.

“Ask Izzy powercards can act as a vital lifeline for someone sleeping rough, ensuring they're able to connect to support in times of crisis. Funding the purchase and distribution of powercards can mean the difference between sleeping rough, alone and vulnerable and finding a warm meal and safe place to sleep for the night. Thank you so much for your support.”

Jess Perrin, Infoxchange

The aim of the Ask Izzy Phone Recharge Program was to directly support 400 people experiencing homelessness to better connect to services, friends and support through their mobile phone, and also raise awareness of Ask Izzy and it's benefits.

By providing a rechargeable, portable Ask Izzy powercard, our aim was to enable the beneficiary to charge their phone to full battery power when they aren't able to access a powerpoint, and therefore enable them to use their phone to connect to vital services and support networks.

“Thank you so very much for sending us some Ask Izzy power cards. Many of our rough sleepers camp out in bushland, and as you can imagine, travelling to a charging station can be too much of an effort, costly and means their campsite is left alone. Welfare checks, appointments and social contacts are all impacted by a flat battery. These power cards will be incredibly helpful to our clients who need to find assistance.”

Rachelle Beckett, Haven; Home, Safe



Our secondary aim was to raise awareness of Ask Izzy with the goal of reaching over 1,000 people. Funding enabled us to purchase and distribute postcards, posters and wallet-cards combined with an awareness campaign including community engagement at events including Homeless Connect, Feel good Fridays with City of Yarra, New Day box domestic violence outreach initiative, and ongoing promotion at any event or workshop run across the wider Infoxchange offering.

We were able to leverage the StreetSmart grant into a Christmas awareness campaign focusing on how power cards can help people escaping family violence. This video campaign lead to fundraising an additional \$10,000 towards power cards.

“StreetSmart have been a wonderful supporter of Ask Izzy. Your understanding approach and focus on impact has meant we've been able to dedicate the grant to support beneficiaries directly. From an administrative perspective, we appreciated the timely release of funds and the lack of burdensome reporting.

Society Melbourne

\$7.500 Training for the Future – Completed

IMPACT 16 young people provided with job readiness training and experience

“We are so grateful for the generous support provided by StreetSmart and Co-Funders, underpinning the early stages of our social enterprise’s lifespan. This has enabled us to test ideas, develop our model and set us up to be a sustainable organisation that creates significant and long-lasting impact into the future.”

Tenille Gilbert, Co-Founder and CEO.

This grant has allowed us to finance the funding of two managerial roles (for the last 12 months on a one-day per week basis) that are of crucial importance to our ongoing growth as an organisation – a Chief Operations Officer and Training Program Coordinator. This project was imperative to strengthening and increasing the capacity of our Hospitality Training Program for young people at-risk of or currently experiencing homelessness, whilst allowing Society Melbourne the scope to strategise, to grow our revenue, reach and overall impact.

“This has been a really important grant for Society Melbourne’s organisational growth over the last year.”

All of our participants are young people who are currently at-risk of or experiencing homelessness. They face significant barriers to entering employment and securing stable housing. Participants have all been referred to us by our partners at Launch Housing and Melbourne City



Mission with whom we work closely.

Over the past 12 months we have been able to build a new coffee cart for private events across Melbourne, opened a new café ‘home.two’ at The University of Melbourne, increased sales revenue, and developed our organisational structure – reducing reliance on volunteers and key person reliance on former CEO.

Importantly, the funding from StreetSmart for the establishment of a paid COO/ Managing Director allowed us to demonstrate the significant impact that this has had on our growth as an organisation which we were then able to leverage in securing funding for the fulltime role.

St Mary's House of Welcome

\$7,500 Keeping My Home – Completed

IMPACT More than 25 people aged between 22–65 benefited from the Keeping My Home project.

“St Mary's House of Welcome is extremely grateful for the ongoing support of StreetSmart. This opportunity enables us to directly support the most vulnerable and raise the profile of the challenges of people experiencing chronic homelessness.”
Kristine Robertson

The Keeping My Home project allowed St Mary's House of Welcome to support homeless people into safe, secure and affordable housing by providing them with essential set up furniture and equipment to establish their home, as well as to help vulnerable people with housing to maintain their tenancy by providing support such as forensic cleans.

The key goals/objectives of the Keeping My Home project were as follows:

- To support people who have experienced chronic homelessness to move into secure housing
- To provide newly tenanted service users with basic essential items for their new homes (furniture, crockery, bedding, utensils, small electricals, etc), improving their overall quality of life, self-esteem and the motivation to sustain and maintain their housing opportunities.
- To provide forensic cleaning, rubbish removal and other practical supports to complex and high needs clients who are currently housed but whose tenancies and/or health is at risk due to hoarding or poor cleaning practices.

More than 25 people aged between 22-65 benefited from the Keeping My Home project, representing approximately 10 women and 15 men. All people who benefitted from the project have experienced chronic homelessness, significant mental health issues and/or issues with alcohol or other drug dependency.

The experience gained through this funded project has given us a greater understanding of the specific services and resources required to maintain complex clients in ongoing housing. Extremely vulnerable people have additional complex issues such as significant mental health and drug and alcohol issues, which make it difficult to provide them with assistance that would improve their lives. Often complex clients are resistant to having residences forensically cleaned, due to inability to trust due to trauma histories, mental health status. They may also be unexpectedly absent from the service for long periods of time making it challenging to provide them with consistent, planned assistance.

Given the nature of the work of St Mary's House of Welcome, the activities undertaken in this project reflect an ongoing need of our service users. As appropriate, we continued to work with these service users in order to achieve an outcome that will be beneficial to them. We will endeavour to continue to meet this need through our fundraising efforts.

Traveller's Aid

\$10,500 Homeless Support Points – Complete
IMPACT over 450 people assisted through
Homeless Support Points

“StreetSmart is a wonderful organisation that has been a valued supporter of Travellers Aid for a number of years. The funding that we receive from StreetSmart enables us to provide emergency relief services that we would not be able to deliver at the point of real need.” Elaine Shallue

Our Homeless Support Points connect people who, for a range of reasons, have found themselves disconnected from the normal support networks in the community. Their lives are often chaotic; they can feel disorientated and invisible; their personal choices are limited and their dignity and self-esteem often crumbles and disappears.

Travellers Aid assists these people at the railway stations of Melbourne by providing transport tickets to get them to a place of support; other crisis supports services as needed; essential hygiene items; internet access for them to organise accommodation and access to warm showers to improve their sense of wellbeing and to maintain their dignity.

People came to us from a variety of backgrounds including people from Aboriginal and Torres Strait Islander communities, non-English speaking backgrounds, refugees seeking asylum, people fleeing family violence, young people having run away from home and people recently released from prison or discharged from hospital.



All lacked support at the point they came to see us and needed assistance to reconnect with their family, friends, community, support services or to find emergency accommodation and assistance.

During the funding period we provided practical assistance to over 450 people experiencing homelessness or at risk of homelessness by providing 300 showers, 170 items of material aid (including hygiene packs, soap and towels), 300 instances of internet access, 250 travel vouchers for people to reach their point of support within Victoria.

This funding enabled Travellers Aid to continue to expand its reach of services to people experiencing homelessness as they came to us for assistance. Unfortunately our services do not resolve the long term issues around homelessness but we proactively refer people on to support services, where we can, that will hopefully help them to resolve their long-term needs.

Willum Warrain

\$10,000 Aboriginal Women's Group – Complete
IMPACT 20 women assisted

Willum Warrain is the aboriginal gathering place on the Mornington Peninsula that provides a culturally safe place for vulnerable women of the Aboriginal and Torres Strait Islander community to gather and seek support. It is a place of hope and healing for all Aboriginal people focussed on cultural strengthening. We also support members experiencing distress or crisis in their lives.

The grant from StreetSmart and co-funders assisted in funding our Women's Group, enabling us to facilitate weekly Aboriginal Women's group program and support women in the group that required, in particular support with wellbeing and housing. The women were aged between 17-75 and 80% are single parents. The group aided and supported women who will often not connect with mainstream services unless supported by an Aboriginal support worker. The grant provided direct material support with a focus on housing outcomes and covered bonds, property cleaning and removalists. Other assistance included food vouchers, maintenance (repair washing machine), school books and clothes.

“The grant was aligned with Willum Warrain's vision for community and provided a much-needed injection of services to vulnerable women.” Karsten Poll

The women's group overall program also provides Aboriginal and Torres Strait Islander cultural activities connecting the women and enabling friendships and support networks to be created. Activities included traditional weaving and art, and excursions.

Staff concurred that the StreetSmart grant had allowed us to continue to strengthen our program and introduced useful services previously missing from the women's



group. We understand there is deep need to support and assist women with housing especially those that are vulnerable and impacted by family violence.

“One lady in her 50's had been removed from her accommodation by her landlord and didn't have a bond or home to move into. This lady and her two children were living rough in a tent on the beach. We were able to connect with her and support her and her family to establish a pathway back to housing. She is now in a position to look for work and care for her family again. Thank you from all our members at Willum Warrain as without this grant women would not have received the assistance required to make them and their families safe.”