



# STREETSMART

ACTION AGAINST HOMELESSNESS

## ANNUAL IMPACT REPORT

YEAR ENDING  
JUNE 2022





# ACKNOWLEDGMENT OF COUNTRY

As an organisation that operates from inner Melbourne, we acknowledge the peoples of the Kulin nation, the Traditional Owners of this land. We pay our respects to their Elders, past and present. StreetSmart delivers our work on unceded land across Australia which always was, and always will be, Aboriginal land.

We recognise and celebrate the resilience, histories and cultures of the First Nations peoples across all Nations in which our work has an impact, and their continuing connection to Country. We acknowledge theirs as the oldest continuing culture on Earth.

With acknowledgement of the importance for self-determination, StreetSmart funds and supports First Nations led organisations and their programs, where possible, to assist people experiencing homelessness and disadvantage in their communities. In the Financial Year 2021-2022, we have supported 33 Indigenous run organisations, with 19% of grantrecipients and 34% of SleepSafe recipients identifying as Aboriginal or Torres Strait Islander.

**Lizards © Michael Breen 2017**

Find out more at [opencanvas.com.au](https://opencanvas.com.au)



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**THANK YOU**





# CEO FOREWORD



**Geoff Hills** | CEO

Since 2020, the health and economic fall-out of COVID-19 pandemic has further demonstrated just how important smaller, grassroots community services are for delivering support services to vulnerable people in Australia. These organisations are in touch with local needs and are an essential part of our welfare safety net, providing immediate critical aid and acting as a prevention against further vulnerability. Right now, we are seeing demand for these services continue to rise as our cost of living and housing crisis puts more people at risk, often for the first time in their lives.

The grant and material aid support StreetSmart provides to smaller community services has become even more crucial as nearly all our network organisations continue to struggle with multiple challenges, including; loss of fundraising revenue, a decline in volunteers, new health and safety policies and costs for organisations operating in a pandemic and people presenting with multiple, complex needs. Our aim continues to be a supporting ally for organisations on the front line, listening to their challenges and targeting our support to those people who are identified as the most vulnerable.

In response to the challenges of 2021-22 we are pleased to report that the team of StreetSmart have continued to build and broadened our areas of impact resulting total revenue increased by 12%,

to \$2,341,951, noting a total community support increase of 20% (\$1,920,091) and an additional grants payable of \$587,097 earmarked for an early 2023 financial year distribution.

To date StreetSmart Australia has provided \$9,668,675 in grants support, 270,141 SmartMeals and 55,308 Sleep Kits to 966 organisations, from 2003- 2022.

StreetSmart's period of growth, results in an increased staffing model, growth across community partner networks and the sheer size of national scale partnerships, such as SleepSafe x Sheridan Australia. Taking this into consideration, it's StreetSmart's opportunity to harness our recently acquired new audiences, establishing quality community engagement connections and awareness, generating direct support for vulnerable communities who sit under StreetSmart's goal and objective, under the poverty and homelessness focus. The organisation continues to build a transparent and active partnership with the Executive Board Member group creating a strategic outlook, considering risks and good governance.

Finally, it is with genuine heartfelt gratitude that I thank every single one of our supporters. StreetSmart is founded and continues to achieve great impact through the generosity and good will of our philanthropic, individual, corporate, sponsors and small business social impact champions.



# CHAIR NOTE

The last 12 months have been dynamic and challenging as the StreetSmart community has come together, as always, in line with our belief that no one should be without a safe and secure place to call home.

It has been a pleasure to observe the thoughtful and very successful handover of the CEO position from our founder, Adam Robinson, to Geoff Hills. As a community, we are immensely grateful and humbled by Adam's achievement in establishing and building StreetSmart. To see the CEO baton passed on so seamlessly gives us tremendous confidence as we seek to honour and build upon Adam's legacy.

In turn, we acknowledge Geoff and his team on delivering an excellent year in ever-changing conditions. Significant growth across key areas of the organisation has enabled StreetSmart to increase resourcing to enable greater fundraising capacity, which will translate to broader impact through our projects and partners.

Last year was also a period of transition for our board. I offer my heartfelt gratitude to our outgoing Chair, Adam Milgrom, for his superb leadership of the StreetSmart board. During the year, we also farewelled Barb Taylor,

who, similarly, had made an important contribution to StreetSmart. We also thank our outgoing secretary, Michael Sapountzis. Barry Moore and Katarina Throssell were welcomed to the board and have been quick to add value to the organisation.

As we reflect, and acknowledge the wonderful work carried out by the StreetSmart team and the many grassroots organisations that we are honoured to support, we remain alert to the harsh reality that, on any given night, more than 116,000 people continue to experience homelessness. We are as motivated as ever to drive change for people experiencing homelessness or are at risk.

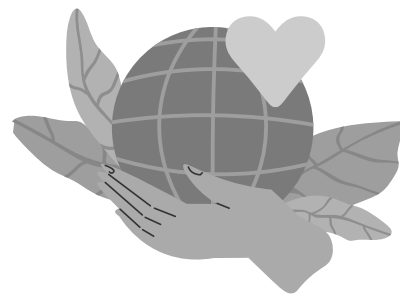
We thank all of our stakeholders for your ongoing resolve and support. You make our work possible – and enable us to deliver critical assistance to the wonderful grassroots organisations that deliver hope to our most vulnerable.



**Damien Farrell**  
Chair



# TOTAL IMPACT



**\$6.3 million**  
Social Return on Investment



**\$904,950**  
In Community Grants to  
frontline homelessness and  
community services.



**73,530**  
vulnerable people assisted



**\$1,245,400**  
In Material Aid

# TOTAL IMPACT



# STREETSMART RESPONSIVE GRANTS

## MONTHLY PROJECTS

RELEVANT SDGS: 10, 1, 2, 3, 5

**StreetSmart Responsive Grants (SRG's)** fill the gaps for a diverse number of needs, from older women's homelessness to natural disaster recovery to educational support for at-risk youth.

Funded by monthly and once off donations, SRG's rely heavily on innovative campaigns and the generosity of the donor community.

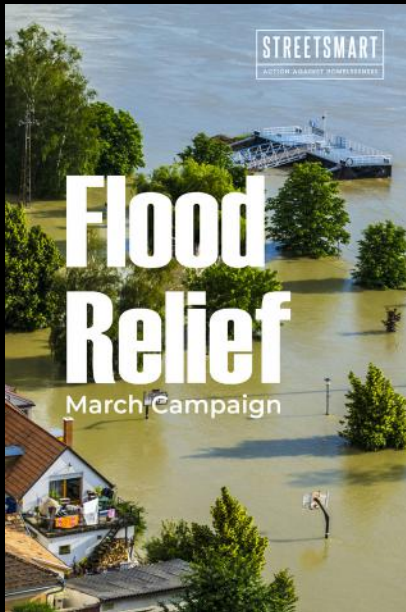
## IMPACT AREAS

- Youth Support (2021 & 2022)
- Older Women's Homelessness
- Back to School Educational Support
- Flood Relief
- Food Relief
- Housing
- Frontline Worker Support



**\$140,000  
TOTAL DISTRIBUTED.  
5 IMPACT AREAS. 4,015  
DONATIONS. 43 NEW  
MONTHLY DONORS. 1,903  
ONCE OFF DONATIONS.**





*"Thread Together have established an emergency clothing hub in Lismore which has been supporting hundreds of vulnerable people in the community across the Northern Rivers regions. Your donation has helped us provide new clothing to 500 Australians in need."*

**Thread Together, QLD/NSW**

*"The refugee and migrant families we support have temporary or bridging visas, are not eligible for Centrelink, and come from a background of trauma and conflict. Attending school, having the appropriate uniforms, stationery, books and other equipment, gives them a sense of belonging and pride. However the costs associated with schooling, even in public schools, is beyond their present capacity due to their visa status and employment conditions. Families have a burning desire to provide an education for their children, and parents feel a great sense of shame and failure if they cannot provide this, so these funds will help these children fully participate in their education."*

**Communify, QLD**





CHANGE STARTS  
WITH A GOOD  
NIGHT'S SLEEP

# SLEEP SAFE

PARTNER  
**SHERIDAN**  
EST. 1967

RELEVANT SDGS: 3, 1, 10

**SleepSafe is a collaborative material aid program**

that brings care, comfort, and dignity to vulnerable Australians. High quality, brand new linen and towel kits are delivered to frontline services, saving staff valuable time and money, and supporting people with very few personal possessions in times of high stress. From the Sheridan customers and staff who fundraise in stores, to the local services supporting at-risk people, SleepSafe empowers a community led, place based approach.





**37,056 SLEEP KITS DISTRIBUTED.  
\$1,111,680 IN MATERIAL AID. 413  
ORGANISATIONS SUPPLIED.  
34% OF BENEFICIARIES IDENTIFY  
AS INDIGENOUS. 22% OF KITS  
SUPPORTED DV SERVICES. \$195,120  
IN WAGE COSTS SAVED FOR  
PARTNERS. 4,218 VALUABLE STAFF  
HOURS SAVED.**



In early 2022, when devastating floods impacted NSW and QLD communities, StreetSmart moved quickly to increase Sleep Kit supply to our partners on the ground. Over 3000 kits were distributed into these communities, meeting needs as they arose.

**Sheridan Staff in-store** (pictured)

## Tracy's Story

"After fleeing our home due to family violence, we were left with very little personal items. It was great to be able to give each of my children something new to help ease them into our new home in emergency accommodation. These sheets are great. It is so nice for my daughter to have something brand new and not always a hand-me-down"

**Karinya Support Services, Ballarat, VIC** (pictured)







SPECIAL PROJECT

# IMMEDIATE PHILANTHROPIC IMPACT GRANTS

RELEVANT SDGS: 1,4,6,5

**Since July 2021, StreetSmart Australia has had the privilege of partnering with a generous foundation to provide ‘Immediate Impact’ grants to grassroots community services across Victoria.** Through this initiative we have targeted support to vulnerable people, communities and grassroots support services heavily impacted by the COVID-19 pandemic and continuing economic fallout. As demand for support has increased at smaller services through 2021-22, many organisations budgets have been hit hard with fundraising curtailed or postponed.

Our focus throughout the year has been on supporting organisations on the front line, targeting support to those people who are the most vulnerable and impacted the most. We have had a responsive and flexible approach to grant making relying on frequent conversations with front line services to identify areas of need and under funding, providing small grants for immediate impact.





**TOTAL FUNDS  
DISTRIBUTED:  
\$480,000.  
NUMBER OF  
RECIPIENT  
ORGANISATIONS:  
88. AVERAGE  
GRANT: \$5,454.  
\$53,000  
TARGETING  
DOMESTIC AND  
FAMILY VIOLENCE  
SERVICES.**

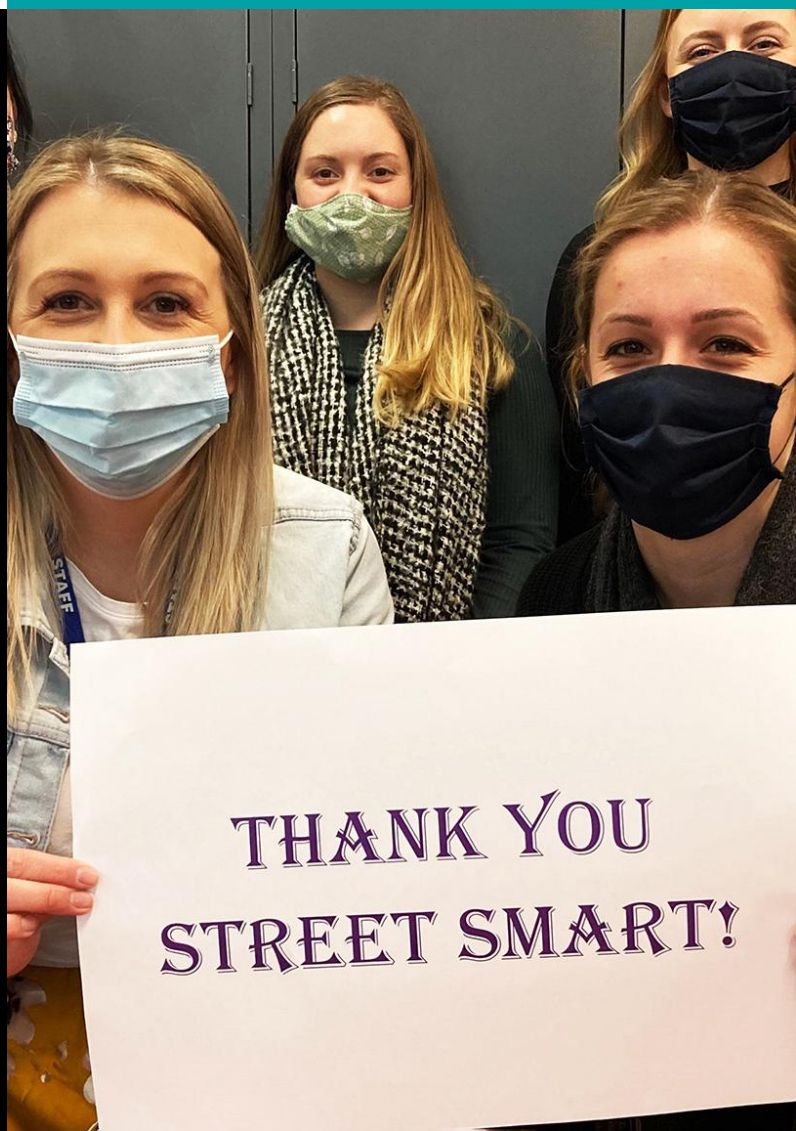
## Impact Areas

- Back to School and Education
- Emergency Relief
- Food Relief
- Material Aid
- Preventing Evictions- Keeping People Housed
- Social Enterprise Training and Education
- Social Inclusion, Connection and Opportunity
- Supporting Women

## Anya's\* Story

"Anaya is a single older woman with limited job prospects and limited government funding, so it has been almost impossible for her to find stable accommodation. This funding allowed us to immediately assist Anaya to secure a long-term leased private rental, which was a huge relief for her. Anaya said 'it has helped me so much. I can move to a new home where I can stay for a long time and not have to worry about the money to move. Thank you for all your help, you have helped me so much. I am so much stronger now than when I came into Kara House.'" -

**Anaya\* 52 years**  
Kara House, VIC







MEALS. JOBS. TRAINING.

# Smart meals

RELEVANT SDGS: 2, 8, 4

**SmartMeals is a dual-impact food security program**

that secures employment and training opportunities for at-risk social enterprise workers while feeding their communities. Over the year we have supported 23 social enterprises to train and employ staff, for over 5800 hours, to cook close to 97,000 nutritious meals. Through 2022 as the cost of living rose dramatically, SmartMeals continued to provide our partners with business and employment certainty, and the means to meet rising demand for food relief.





**96,894 MEALS  
COOKED. 5,882  
HOURS OF  
EMPLOYMENT  
AND TRAINING.  
23 SOCIAL  
ENTERPRISES  
INVOLVED.  
\$308,739 IN  
GRANTS. 90  
ADDITIONAL  
ORGANISATIONS  
SUPPORTED.**

## Bree-Anna's Story

"Bree-Anne works 10 hours per week at Lagoon Creek Café and has done so for almost 4 years. At Lagoon Creek, we call Bree our "wildlife warrior" as she is so into the nature around our bushland.

Bree feels happy that the meals they make for Street Smart go to helping people in her community and she said has learnt new skills which will help her to become independent, cooking for herself and her family."

**Lagoon Creek Café, QLD (pictured)**







DRINK COFFEE.  
DO GOOD.

# Cafe SMART

SPONSORS & PARTNERS



la marzocco  
handmade in florence

RELEVANT SDGS: 10, 1, 2, 3

In 2021, **CafeSmart** overcame **lockdown restrictions and empowered communities** in all states and territories to raise funds for their local services. Our local community partners were reporting increasing demand, sometimes as high as 300%, due to COVID restrictions and the decreasing of welfare payments.



**\$169,000 IN GRANTS. 69 COMMUNITY PARTNERS SUPPORTED. 285 CAFES INVOLVED. 45 ROASTERS INVOLVED.**

### CafeSmart Grants by State

STATE	GRANTS	NO OF GRANTS
ACT	\$ 3,500.00	2
NSW	\$ 44,000.00	27
NT	\$ 2,000.00	1
QLD	\$ 27,250.00	17
SA	\$ 7,750.00	5
TAS	\$ 3,000.00	2
VIC	\$ 60,500.00	30
WA	\$ 21,000.00	12
TOTAL	\$ 169,000.00	96

“As a new charity, supporting young women experiencing homelessness, we are relying on grants and donations to be able to operate. The funds we will receive from CafeSmart will support the two new residential programs we are opening in St Kilda. They will enable us to buy much needed items for the women’s rooms which will turn the rooms into comfortable homes”.

**Bridge It, VIC Treasure Boxes, SA**

### Grant Recipient / Venue Map



“Since day dot in NSW we’ve been getting involved and helping connect more awesome cafes to this campaign. The Single O crew love to get involved and every year it’s a case of thinking differently how we increase the donations. We always support cafes with a few free beans on the day, have inspired (but not mandated) “smart dress ups on the day” and over last few years have run a \$5 per pack incentive on retail & online sales which has gone well. People love to get involved with it!”

**Mike Brabant, Single O  
CafeSmart 2021 Roaster Partner**





DINE OUT.  
HELP OUT.

# DINE SMART

RELEVANT SDGS: 10, 1, 2, 3

Over 50 venues participated in our annual DineSmart 2021 event, raising awareness and funds for local food relief, material aid, education, housing support, and safety for women and children fleeing domestic violence. Our Hospitality partners were faced with an Omicron COVID outbreak and the challenges that staff and supply shortages brought.



**\$86,250 DISTRIBUTED IN GRANTS. 26 COMMUNITY PARTNERS IN 4 STATES. 1,776 PEOPLE SUPPORTED, 28% OF WHOM WERE INDIGENOUS AUSTRALIANS. 23% OF BENEFICIARIES WERE DOMESTIC AND FAMILY VIOLENCE SURVIVORS.**

STATE	GRANTS	NO OF GRANTS
NSW	\$ 25,000.00	7
QLD	\$ 8,000.00	3
SA	\$ 2,750.00	2
VIC	\$ 48,500.00	14
TOTAL	\$ 84,250.00	26

"Once women and children can start to feel safe in their homes outside of refuge, they can focus on their recovery and their futures. This grant will be spent on giving women and children victim survivors of family violence access to safety audits for their accommodation post refuge to help them assess the safety of their new home. Thank you!"

**Emerge Women and Children's Support Network, VIC**



**Grant Recipient | Community Canteen, Brisbane**

"For the past 4 years it has been a privilege to be part of the DineSmart program, helping raise much needed funds that will help the ones in need. The opportunity that DineSmart provides to all of us to help raise awareness and work with our communities to help others has proved to be more than successful by obtaining the highest percentage of engagement and donations."

**Alejandro Saravia, Farmer's Daughters**  
**DineSmart 2021 Venue Partner**





SETTING PEOPLE UP  
FOR TENANCY SUCCESS.

# Making a Home

RELEVANT SDGS: 11, 9, 10

**Making-a-Home is a high impact housing initiative** that equips people entering tenancies with all the essentials to make a house a home. Setting people up for a successful and sustainable tenancy helps to end the experience of homelessness as well as prevent a future experience. One year after launching, Making-a-Home has helped 227 people into safe and secure housing in the past year.

(photo: *MICAH Projects, QLD*)





**\$75,000 DISTRIBUTED. 227 PEOPLE INTO HOMES. 30% OF BENEFICIARIES WERE YOUTH (18-25). 30% OF RECIPIENTS AGED BETWEEN 18-25. 20% OF RECIPIENTS ARE DV SURVIVORS. 16% OF RECIPIENTS ARE INDIGENOUS AUSTRALIANS.**

STATE	RECIPIENT ORG	AMOUNT
VIC	WOMBAT HOUSING SUPPORT SERVICES INC	\$4,000
VIC	WAYSS	\$4,000
NSW	TALDUMANDE YOUTH SERVICES	\$4,000
NSW	DV WEST	\$4,000
QLD	CHAMELEON REGIONAL COMMUNITY HOUSING ACCOMMODATION AND WELFARE ASSOCIATION	\$4,000
QLD	IMMIGRANT WOMEN'S SUPPORT SERVICES	\$4,000
NSW	NEWTOWN NEIGHBOURHOOD CENTRE	\$6,000
NSW	WOMEN AND GIRLS EMERGENCY CENTRE	\$6,000
QLD	OPEN DOORS	\$6,000
QLD	ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE	\$6,000
VIC	ANCHOR	\$6,000
VIC	YOU MATTER	\$6,000
NSW	TWENTY10	\$5,000
QLD	MICAH PROJECTS	\$5,000
VIC	JUNO	\$5,000



## Susan's Story

Susan became homeless after her husband passed away and for 10 years slept under bridges and in parks across the Brisbane area. Thanks to the support of the network behind StreetSmart's Making-a-Home initiative, she did not just move into 'housing'. Susan moved in with everything she needed to make a home. This included a refrigerator, a vacuum cleaner, a toaster, bedding, and more.

**Micah Projects, QLD** (pictured)





(photo: SCARF)



## Australian Hospitality Relief Fund

RELEVANT SDGS: 8, 9, 4



TipJar is a social movement founded by Worksmith Ventures with support and leadership by StreetSmart, as a response to the challenges the pandemic brought to the Australian Hospitality Industry and vulnerable workers experiencing barriers to employment.

During the last year, with the support of corporate partners and generous donors, \$23,412.69 has been raised through Tipjar, helping fund hospitality training programs run by Scarf, and food based social enterprises engaged with our SmartMeals program **(see page 11)**.

Moving forward, TipJar will be supporting both metropolitan and regional partners across Australia that are focusing on upskilling, training and mentoring the future crew of the industry, while also providing vulnerable people the tools to be job-ready and lift themselves out of the cycles of poverty and homelessness.

## Alex's\* Story

"Before Scarf I was really struggling with employment and confidence. I found it really useful and it's helped me to improve my communication, hospitality skills, English language and to meet very nice people. I think Scarf is one of the best ways for those who are looking to improve their hospitality skills, to gain confidence and experience. You are supported by so many friendly people with a lot of skills and important information. I hope to [come back to] this amazing organisation as a mentor."

**Alex\*, Scarf graduate, VIC**



# SMARTCARE

## SUPPORTING FRONTLINE WORKERS

RELEVANT SDGS: 11, 3



**SmartCare grants** have continued to play an important and unique role in recognising and caring for frontline workers. Staff and volunteers continued to carry the weight of increasing vulnerabilities and soaring service demand. In early 2022 research showed the community sector was underfunded, overworked, and underpaid. In August 2021, **11 small community grants** supported our frontline workers, through reward, recognition, and well being training. None of the organisations supported had previously been funded for staff care programs.

(photo: St John's Youth Service)

“Our staff team has been under huge pressure to quickly adapt to the new environment. This grant allows us to show our team how much we appreciate them and all of their great work and dedication - in filling up their cup they will be able to keep going and better support others as well.”

**Lou's Place**  
Redfern, NSW





# Thankyou.

Thank you to all of our supporters, donors, advocates and friends for their generosity throughout 21-22.

It is thanks to you that we were able to assist **73,530 vulnerable people** through our **community grants, SleepSafe sleep kits and SmartMeals** during the financial year.

“Like StreetSmart, I believe that everyone deserves a place to call home and it saddens me greatly to know that there are people in Australia who are homeless or at risk of it. StreetSmart’s mission supports my belief and I admire how you support the smaller organisations in the community and increase awareness of these organisations. I find your actions innovative and transparent and it is rewarding to know that supporting the organisation makes a positive difference to so many peoples lives. I also feel that StreetSmart has an authenticity to it which doesn’t exist among many other charities.”

**Anonymous Donor**  
Sent via Donor Survey

## Our global commitment to sustainability

At StreetSmart our team supports all 17 UN Sustainable Development Goals and believes in the power of community to make the goals a reality. We are playing our part in creating the world we want to live in.



## Contact

For further details of this report or any enquiries please contact Geoff Hills, CEO, [geoff@streetsmartaustralia.org](mailto:geoff@streetsmartaustralia.org)



[www.streetsmartaustralia.org](http://www.streetsmartaustralia.org)