



Supporting the most disadvantaged and marginalised within our community since 1978.

# Our Vision, Values and Purpose

## Vision

Our vision is for a society in which there is full recognition of the dignity, equality, human rights and humanity of all people.

## Purpose

Our purpose is to uphold the dignity of each person by providing support and advocacy to empower the most disadvantaged, vulnerable and marginalised members of our community.

## Values

### • Welcome

With warmth, kindness and generosity, we welcome, respect and connect with all people, regardless of sex, gender, faith, race or social circumstances.

### • Empower

By actively listening, walking with and amplifying the voices of disadvantaged, vulnerable and marginalised people, we create opportunities to build resilience and resourcefulness, encouraging them to change and grow.

### • Respect

We honour the uniqueness and dignity of each person, upholding their right to be treated equally and valued for their difference.

### • Connect

We value meaningful connections with our community and work to welcome and connect respectfully with our clients, partners and supporters.



St Francis Social Services acknowledges the traditional owners and custodians of the lands on which St Francis Social Services operates. We pay our respects to them, their customs, their culture, to elders past and present, and to their emerging leaders.





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St Francis Social Services upholds the dignity of each person by providing support and advocacy to empower the most disadvantaged, vulnerable and marginalised within our community.

## Our Services

Our services support disadvantaged young people and their families and people seeking asylum and refugees.



Centre 360 Youth and Family Service specialises in counselling and early intervention for disadvantaged young people and their families. We believe in young people before they believe in themselves.



The House of Welcome provides housing and other support services including case work, employment assistance, English lessons and community programs for refugees, individuals and families who are seeking asylum.



A social enterprise creating employment pathways through fusion-inspired global cuisine, House of Welcome Catering offers a delicious range of menu items, lovingly made by refugees and people seeking asylum.





## Our Team

The Board thanks the dedicated and skilled team for their excellent work.

### Board of Directors

Fr Nick Lucas OFM, Chair  
Peter Hennessy, Company Secretary  
Carol Dettmann  
Sr Libby Rogerson  
Fr Anthoni Selvaraj, OFM  
Anna Coroneo  
Chris Sidoti  
Laurie Ferguson  
Nicholas Carney  
Renee Dal Santo (until Dec 21)

For more information about our Board of Directors, please read their bios located here: [stfrancis.org.au/#our-board](https://stfrancis.org.au/#our-board)

### Employee Listing 21/22

#### St Francis Social Services

Peter Hennessy

#### CENTRE 360

Charmaine Grey  
Emily Morrissey  
Etheon Parkes  
Gary Stocks  
Natalie Femia  
Natalie Mackenzie  
Paula Parmakellis  
Sarah Bays  
Scarlett Harrod

#### HOUSE OF WELCOME

Abbey McDonald  
Aliyeh Tooba  
Andreina Lugo Moreno  
Anne Moran  
Georgia Holloway  
Hoorieh Hosseini  
Jae Ann Maher  
Leonie Dyer  
Lucie Stephens  
Lumka Liwela Power  
Maryanne Sneddon  
Miriam Pellicano  
Ruth Lesmana  
Sayed Musavie  
Siobhan Raffan  
Suma Pillai

## Chair and CEO Report

Our vision at St Francis Social Services is that there is full recognition of the dignity, equality, human rights and humanity of all people. Our services provide support and advocacy to empower the people in our community who are disadvantaged, vulnerable and marginalised. Our key values are Welcome, Respect, Empower and Connect. We draw inspiration from the life and work of St Francis of Assisi.

The disruptions caused by COVID-19 impacted our year again in 2021-22. Our offices in Paddington (Centre 360) and Granville (House of Welcome) closed for periods of time. Staff had to work remotely and deliver many services online. This was particularly challenging for the House of Welcome, located in the western suburbs of Sydney, given the COVID-19 lockdown restrictions in that area and the types of services we provide to clients. As restrictions began to ease in the latter part of 2021, the emergence of new variants of COVID-19 required us to again be very flexible with our service delivery.

Centre 360 and the House of Welcome developed new ways to deliver services. We adapted quickly to the rapidly changing environment which was also driven by government health directives. Staff needed the capacity to work away from the office, generally at home. This placed additional pressure on our IT systems and the way in which we interacted with clients. For long periods, no face-to-face meetings could be held. Staff, clients and Board members rapidly became familiar with various software to enable services to be provided online and electronically. This new way of operating was not without its challenges. Staff missed the opportunities for regular, spontaneous contact with each other and with clients. It was a real test of staff resilience.

COVID-19 also impacted the way our organisation and many others in the not-for-profit charity sector operated from a financial perspective. It was not possible to hold many networking and fundraising events. Fortunately, both the federal and state governments stepped in. In early 2021, the Federal Government Jobkeeper Allowance ensured that staff wages could be paid, and we had no reduction in staff numbers. In addition, Multicultural NSW (MNSW) provided significant funding to ensure that we could support our clients at the House of Welcome with housing and financial assistance. Many philanthropic foundations also provided additional support.

There were some major achievements during the year. The House of Welcome assisted in the roll out of the COVID-19 vaccinations by enabling several clinics to be run from our offices in Granville. All staff and clients were able to participate. The new industrial kitchen at Granville enabled us to revive our social enterprise catering business. The business had extremely limited capacity to operate during the lockdowns but built considerable momentum during the first half of 2022. Our catering business is important as it provides a training program and employment opportunities for people seeking asylum who are our clients. Demand for housing from our clients remained strong throughout the year. Our program provides temporary housing assistance for up to ninety clients for a period of up to twelve months.

From a governance perspective the Board reviewed the Constitution of St Francis Social Services, and we also commenced the planning process for a Strategic Plan. Additionally, we reviewed and updated all the tenancy agreements with our housing clients at the House of Welcome to ensure they meet the needs of our clients and our organisation.

*I thank all our donors, supporters, and volunteers – our organisation could not operate without them.*

We experienced some sad news during the year. In April 2022, Fr Nick Lucas OFM, Chair of the Board, who had overseen and guided St Francis Social Services for almost forty years, suffered a major stroke and subsequently had to resign from the Board. Fr Nick, when he was Parish Priest at Paddington in the early 1980s, had encouraged and facilitated the development of a service for homeless youth in inner Sydney, now known as Centre 360. He was also responsible for St Francis Social Services taking responsibility for the House of Welcome in 2010 and developing it into the organisation it is today. We acknowledge and thank Fr Nick for his contribution to St Francis Social Services.

Following Fr Nick's stroke, I was appointed as the interim Chair. I had been the CEO/Managing Director since July 2020 and resigned from this role on 30 June 2022. Dr Angela Argent will commence as CEO in July 2022. Angela brings extensive experience in the not-for-profit sector, and we wish her all the best in this new role. I will continue as Chair of the Board.

I thank the Franciscan Provincial Council for its steadfast long-term commitment and financial support of St Francis Social Services. We have also been strongly supported during the year by international law firm Herbert Smith Freehills (HSF). HSF have provided financial, mentoring, and pro bono legal support to St Francis Social Services. I thank all our donors, supporters, and volunteers – our organisation could not operate without them. I also thank and acknowledge the contribution of all Board members during these challenging times. Renee Dal Santo's financial expertise was especially appreciated by the Board, and we wish her the best following her retirement from the Board. I also welcome David Hardie and Thuy Huynh, who will commence as Board members in the new financial year.



**Peter Hennessy**

Chief Executive Officer/ Chair



**Centre 360**  
Youth and Family Service

**We believe in  
young people  
until they believe  
in themselves**



## Programs

Centre 360 offers a holistic, creative and flexible approach to mental health support to ensure that young people can access the help they need, when they need it. Our counselling service works with financially disadvantaged young people aged between twelve and twenty-four, and their families. We meet youth where they are - in their community, at school, at home, online, or in our Oxford St based Centre in Paddington.

One of the most important strength factors for young people is connection. Throughout this year, staying connected proved a challenge for many of the young people who access Centre 360, with months spent separated from peers, away from school and work. Many were disconnected from the parts of their everyday lives that provide meaning, purpose and a sense of all that the future holds.

At the heart of our work, we believe in young people before they believe in themselves. In the second half of 2021, Centre 360 experienced a spike in demand for our services and an increase in the intensity of support required, particularly during the months of lockdown. Throughout this period, our counselling service and programs provided an opportunity, either online or face-to-face, for young people to seek support to reconnect with their peers, school and family. The Centre 360 team worked tirelessly in navigating the escalating mental health crisis during this especially challenging time.

As the social world re-emerged in 2022, Centre 360 continued to welcome young people through its door. We pride ourselves on placing the young person in the driver's seat of their therapeutic journey. This sometimes means that we provide long-term, wrap-around support, as a young person transitions into adulthood. Our school-based programs have also seen a resurgence post lockdown, and we continue to provide psychosocial support on the ground, where it is needed.

## Support Provided

Centre 360 provides an unlimited number of counselling sessions to each young person accessing the service. Some young people and families attend for a short period to work on a specific challenge or navigate a specific life shift, while others access counselling support from adolescence into young adulthood. Counselling is client focused and conducted in ways that are supportive, respectful, and empowering. The team provide individually tailored treatment options utilising each young person's inner strengths to problem solve and reach goals. A Trauma Informed Care framework underscores our counselling program. We recognise that many young people have experienced trauma which impacts their mental health and wellbeing. We ensure that counselling sessions foster a sense of safety, empowerment, and choice.

Our team is composed of seven Counsellors (part-time and full-time) from a range of disciplines, including Social Work, Art Therapy and Psychotherapy.



*I've had a really good experience at Centre 360. I have a therapist who really understands me and helps me.*

**GEORGIA, SIXTEEN YEARS OLD – A RECIPIENT OF WEEKLY INDIVIDUAL COUNSELLING SESSIONS.**

448

YOUNG PEOPLE, INCLUDING THEIR FAMILIES OR CARERS WE WORKED WITH ACROSS ALL PROGRAMS.

220

YOUNG PEOPLE WE PROVIDED ONE-TO-ONE COUNSELLING.

7311

TOTAL NUMBER OF SUPPORT SESSIONS OFFERED.

## School based counselling programs

Our team of counsellors provides an outreach program to three schools in our local area. We take a partnership approach with schools in recognising that there are often barriers for young people accessing mental health support, and we understand that services need to be where young people are. Our individual counselling provides much needed support to young people.

The schools we provide outreach programs to include:

- JJ Cahill Memorial High School
- Matraville Sports High School
- Redfern Jarjum College – supporting Aboriginal and Torres Strait Islander children.

## Our Redfern Jarjum College Partnership

Centre 360 provides student wellbeing support to Redfern Jarjum College, a First Nations focused primary school.

A counsellor from Centre 360 works with the school one day per week, providing embedded/situational and medium-term student counselling and guidance, teacher support, family work, or one-to-one individual clinical support. The counsellor supports children in class, during break periods, or in breakout sessions when the student decides they need support.

The counsellor supports the immediate and medium term needs of students week by week, via a self-determination lens. Narrative therapy, social work, First Nations informed practice, systemic family therapy, strengths-based, interpersonal psychotherapy, and First Nations trauma informed and wellbeing practice, are often used as frameworks of working with the young people, staff, and family members at the school.

Centre 360's counselling role within Jarjum College continues to adapt to meet the evolving needs of the students from year to year.

# Group Programs

## 1. Dialectical Behavioural Therapy Skills Group

Over the year we ran four ten-week online Dialectical Behaviour Therapy (DBT) groups with sixteen to twenty-four-year-olds. The aim of the DBT Skills Group is to provide young people with the opportunity to learn and practice useful skills in a supportive environment. The group helps young people learn to;

1. Manage strong emotions in a healthy way
2. Improve emotional regulation
3. Build self-soothing skills
4. Increase tolerance to distress
5. Practice mindfulness
6. Improve interpersonal effectiveness to create and maintain healthy relationships
7. Develop a toolkit of coping skills.

Survey results from the first group program show that one hundred per cent of DBT Skills Group attendees found the program helpful and would be likely to recommend it to others struggling with self-regulation, anxiety, stress, and other mental health challenges.

Centre 360 DBT Skills Group attendees reported an increase in their use of mindfulness strategies after completing the program and an increased ability to manage difficult emotions.

## 2. Body Narratives Group

From May to June 2022, Centre 360 ran our first six-week Body Narratives Group. This group is based on Narrative Therapy techniques with Somatic Therapy practices, informed by research and literature from Black and Indigenous People of Colour (BIPOC). The Centre 360 group is for all bodies and genders, for young people aged between sixteen and twenty-four years old.

The group helps young people to:

- 1) Decrease body shame and blame
- 2) Increase body trust
- 3) Unlearn the story of their bodies provided by society and reclaim their own body narratives
- 4) Connect to values and shared issues of social justice to increase body liberation.

The feedback from this first group was incredibly positive. Several young people said that this was their first opportunity to explore social messaging about their bodies, and how these messages are shared both societally as well as intergenerationally within families. Other young people noticed that they felt a sense of solidarity in exploring these messages with peers and hearing from others as they shared their experiences.

*Strive was fun! I enjoyed the games and activities. I had never tried mindfulness meditation and that was cool too.*

**KYLE, THIRTEEN YEARS OLD**

### 3. STRIVE Group Program

Strength Through Resilience, Identity, Validation and Empowerment (STRIVE) was developed as a prevention program in response to schools reporting an increase in mental health issues affecting students. The program works with teachers and student welfare staff in schools to identify students at risk of experiencing mental health issues and who may be at risk of disengaging from education. The program provides students with the coping strategies and emotional regulation skills they need to overcome obstacles.

Due to COVID-19 related school closures, we were only able to run two STRIVE groups in Term Four of 2021, including a female group at Rose Bay Secondary College and a mixed gender group at Matraville Sports High School. Group members reported that the group taught them coping skills.

*It was nice to share my feelings and realise I'm not alone*

*Sarah, fourteen years old*

*Talking about stuff made me feel better*

*Bella, fourteen years old*

### 4. Herbert Smith Freehills Social Mentoring Program

Herbert Smith Freehills (HSF) and Centre 360 Social Mentoring Program is a social mentoring and scholarship program that provides opportunities for disadvantaged young people to form trusting relationships with a caring, positive adult role model and other youth involved in the program. The program also provides a scholarship. This year, nine young people were selected to participate in the program.

The program works by pairing a young person with a volunteer from Herbert Smith Freehills over an eight-month period, where each pair meets monthly to enjoy social activities and build positive relationships.

Throughout the lockdown period, participants engaged in some fun virtual games and craft activities. We returned to running the program in the community as soon as we were able to in April 2021. Both mentees and mentors continue to enjoy all they learn from each other.

*It was really out of my comfort zone, but it was such a warm and welcoming space, and I was able to have insightful conversations and build confidence in myself through the mentoring program.*

**NICOLE, SEVENTEEN-YEAR-OLD HSF MENTEE**

**Sam's story - a HSF mentee**

Sam has recently finished high school and is currently working at an Oporto's in the CBD. When he is not in his Oodie, Sam likes to play video games, walk his Tenterfield Terrier, create exotic culinary masterpieces in the kitchen and read. He is currently thinking about what education options to pursue in the future.

Through the mentoring program, Sam has learned that he is more creative than he once thought and was surprised by how cathartic he found the creative activities. He also loved going to Teppanyaki.

He plans to spend his scholarship money on a new computer to assist him with future education.



***It was helpful to know that there are other teens and families in similar, difficult situations. We are not alone!***

**CASEY, MOTHER, FORTY-SIX YEARS OLD**

## **5. Tuning into Teens**

Tuning in to Teens (TINT) is a parenting program that aims to provide parents and carers with helpful ways of supporting their teenagers by providing skills to develop their emotional intelligence. Centre 360 ran a seven-week TINT program with seven parents and carers, from August to September 2021.

TINT provides parents with skills in 'emotion coaching,' to help them recognise, understand, and respond to their children's emotions in accepting and supportive ways. This approach nurtures positive parent-child relationships and helps parents support their teenagers to understand and manage their emotions.

*Thank you for the opportunity to participate in the Tuning in to Teens Program, it was an excellent experience, the people were very kind and I felt very comfortable. I discovered that I was not the only one going through issues with teens. Also, the group shared a lot of situations that were good examples to help me understand my situation better.*

*I hope we can learn how to handle the daily situations with our children wisely and continue to show them our love and support on their journey to adulthood.*

*Thanks for the program, for the patience, for the time, for allowing us to share and express our feelings. Everything was excellent and professional. I would like to stay connected to those in the group.*

**Sally, Mother, forty-six years old**

*This program is a must for all parents. I've recommended it to all my friends, and I wonder why I didn't do it sooner. The facilitators were extremely professional and experienced, they held space for the difficult subjects and walked alongside the participants as they spoke of their parenting challenges, offering coaching in how to coach our teenagers. They were caring, authentic, understanding and skilled at training parents. I am currently out of work and have been struggling for some time, but I think for me and my family, this course has been life-changing, particularly for those parents needing a deeper more meaningful experience. I'd recommend ongoing support for this program and Centre 360 because they really do help change lives and strengthen families during some of the hardest times imaginable.*

**Kate, Mother, forty years old**

*This program helped me deal with anger.*

**David, Father, forty-five years old**

**Jack's story**

Jack was eighteen years old when he was referred to Centre 360 in April 2021. He was experiencing social isolation, emotional dysregulation, grief, and depression.

Jack is originally from Greece but moved to Sydney when he was twelve years old. Jack now lives in transitional housing and works in a café in the eastern suburbs. Jack's mother passed away six years ago, and his father still lives in Greece.

Jack and his counsellor from Centre 360 worked on therapeutic goals together. Jack decided he would like to work on managing his grief, as well as emotional regulation, self-care, values, self-esteem, interpersonal skills and building and maintaining relationships.

After seeking ongoing support and consistent weekly sessions for twelve months, Jack was able to get into a double degree studying psychology and primary school education at Macquarie University. In addition to this achievement, Jack's mental health has significantly improved. Jack reports that he no longer feels low, or socially isolated due to the purposeful life he has built for himself and the multitude of connections he has made at work and university.

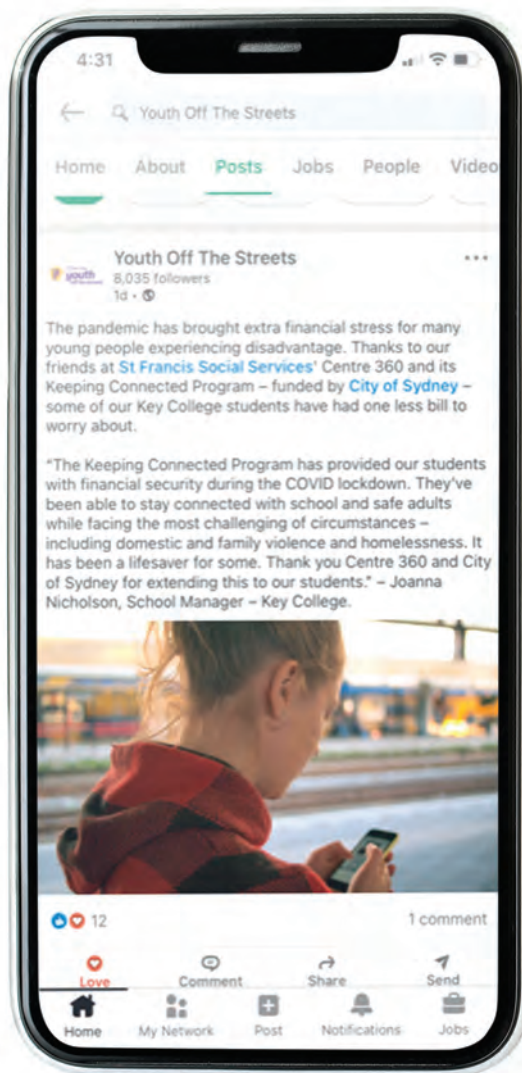
**6. Keeping Connected**

The Keeping Connected Project, made possible by grants from City of Sydney Council and Waverley Council, supported sixty young people. The project provided funds to help young people struggling to access and pay for technology and associated bills, to stay connected to their community, family, education, workplaces, medical and therapeutic services throughout COVID-19. Centre 360 coordinated credit/data top-ups, and purchased phones, laptops, and modems for young people at risk of disconnection.



*The Keeping Connected Project really helped me out. Thanks so much.*

**JUSTIN, SIXTEEN YEARS OLD**





Artwork by Peter, a whole universe of creativity within something discarded

### **Peter's story**

When Peter\* started art therapy sessions in 2021, aged seventeen, his referral stated that he suffered from depression, was not attending school, lacked peer support and may be 'on the spectrum'.

Peter's art therapist observed that Peter was initially quite withdrawn. Engaging with pastels, clay, paint, and digital art was a way for Peter and his therapist to get to know each other and develop trust. Peter had a high degree of perfectionism about art making and seemed unable to envisage any future path for himself.

Together, some therapeutic goals were chosen to support Peter to develop interpersonal skills, articulate goals and build confidence to make decisions. Through weekly sessions online and face-to-face, Peter's willingness to take social risks increased.

He enrolled in the Herbert Smith Freehills mentoring program for 2022 and enjoyed making art with a Social Work student on placement at Centre 360.

These days, Peter is completing a TAFE Certificate III in Design Fundamentals. Study is helping him develop strategies to address specific learning challenges. He now uses public transport independently, increasing his autonomy. Peter is also speaking out about difficulties in relationships, his preferred communication styles, and his passions. Art therapy has led to greater creative choices.

### **Interview with Peter**

**What are three words to describe Centre 360?**

*Caring, supportive and fun.*

**What advice would you give someone who is new to art therapy?**

*Don't think too much about what to do.*

**What do you like about the TAFE Artworks course?**

*I think there's a lot of like-minded people so far – well, especially with the other person who likes making masks. Most people there are friendly once you talk to them a bit.*

**What were you nervous about before you started the course?**

*The amount of people.*

**What do you hope to learn from the course?**

*We are doing photography, so proper photography methods; and art-wise, better composition or how to make your artwork look better.*

**Do you have any hopes for the future?**

*I am planning to buy a computer and to get into design and textiles and stuff like that.*

**What are some of your achievements over this past year?**

*Becoming more independent.*



# Welcoming refugees and people seeking asylum into our community

3000+

INDIVIDUALS ACCESSING MULTIPLE PROGRAMS AND SERVICES AT HOW

## House of Welcome services:

- House of Welcome Catering Social Enterprise
- Job ready support
- Work & Welcome placements
- Intensive casework support
- Food security
- Digital connectivity
- Transport support
- Welcome Start Transitional Housing Program
- Crisis accommodation supports
- Emergency financial relief for tenancies, medication, utilities, telecommunications
- Community connections
- Advocacy
- Providing platforms for people with lived experience to advocate
- Volunteer led programs
- Community lunches

## Providing service during lockdown

House of Welcome entered July with cautious optimism, tempered by the reality of the hard lockdowns in operation until early October. Cumberland Local Government Area, where House of Welcome and many House of Welcome clients are located, experienced a highly visible police presence, fear and additional pressure points pressed down on our community members. Clients were banned from leaving their immediate surroundings and engaging in face-to-face work, except for authorised essential workers (including House of Welcome staff residing in the area), who were put under a strict three-day COVID-19 testing regime. With restricted access to vaccinations, opportunities for clients to return to work remained limited.

House of Welcome worked closely within the community to communicate public health orders to clients, particularly in relation to registering clients for COVID-19 travel permits in the Cumberland LGA.

House of Welcome saw a 183% increase in demand for services in the first weeks of the hard lockdown, with 127 individuals in families and 134 singles reporting financial distress. The main needs identified through referrals were for housing, financial assistance, and food security. Across the funding period, around 1,954 people were referred to the service. During the hard lockdown period in particular, caseworkers reported client desperation and distress, with stresses impacting mental health and family relationships.



## Employment

House of Welcome builds employment confidence to empower clients to access labour markets through skills development, job ready foundational support and work experience.

*I love everything about House of Welcome Catering and the opportunities you give to refugees and people seeking asylum. Thank you for feeding us delicious food and making everything run so smoothly! One of our party said these were the best falafels she had ever tasted. Look forward to having you cater our next event.*

**CUSTOMER FEEDBACK**

### Truth be Told

*I loved listening to the talker share his experience, as it increased my awareness of the extent of the challenges that refugees and people seeking asylum face and how hard it is for them to enter a country safely.*

*Truth be Told attendee*

The Truth be Told program provides a platform to develop community leaders to share their personal journeys and real-life experiences at schools, and in community spaces and workplaces. It trains participants in best practice methods to tell their stories, empowering them to speak their truth in public.

*Her story was truly touching. It was inspiring to hear how she came out of such a dangerous situation and is thriving today because of House of Welcome and their amazing programs.*

*Truth be Told attendee*

### PAYCE foundation joins Work and Welcome program

House of Welcome welcomed the announcement by the PAYCE Foundation to commit to a three-year partnership to grow the Work and Welcome program into schools and organisations across Greater Sydney.

Work and Welcome provides tailored support to enable successful structured, short term, paid job placements that address barriers to employment and build foundations for long-term employment success for people seeking asylum and refugees. The partnership has provided introductions to schools for future work placements and funding has enabled a Work and Welcome Project Officer to join the team.

*Refugees and people seeking asylum have the odds stacked against them and this is a great program that deals with the circuit breaker that is required within the community. The PAYCE Foundation believes that everyone should have the opportunity to live a fulfilling life.*

*PAYCE Foundation Director, James Boyd*

98%

OF AUDIENCE STRONGLY AGREED/ AGREED PRESENTATIONS INCREASED THEIR UNDERSTANDING OF WHY PEOPLE SEEK ASYLUM

99%

OF AUDIENCE STRONGLY AGREED/ AGREED PRESENTATIONS INCREASED THEIR AWARENESS OF AUSTRALIAN POLICIES CONCERNING REFUGEES AND PEOPLE SEEKING ASYLUM.

15

PRESENTATIONS

328

AUDIENCE PARTICIPANTS

5

TRUTH BE TOLD PRESENTERS



Khwaja

### New Host School St Aloysius

At the end of Term Two, the St Aloysius Parents and Friends Association hosted an event to thank the school community for supporting Work and Welcome and to hear about the impact that their inaugural work experience placement, Khwaja, had on the boys at the school:

*When Khwaja came to speak to us, he moved our year ten cohort by his depiction of his journey to Australia and his experience with the Taliban... Their battle to escape and survive is such a stark contrast to what was coined as our 'bubble of privilege', where nothing comes close to the events Khwaja witnessed.*

#### Luke – year ten

Khwaja joined the senior school community for a ten-week placement where he supported several roles, including administration, student services and hospitality. Since the placement, Khwaja has completed a TAFE qualification and is pursuing a career as a painter and small business owner.

### Pathways to Employment

The hard lockdowns in Western Sydney impacted businesses and in turn opportunities for people seeking asylum to secure work. The region withstood the worst of restrictions, with strict testing regimes for essential workers and stay-at-home orders in place. Clients became increasingly financially vulnerable with few avenues open to enter the labour market. Despite all the challenges, clients remained connected to House of Welcome throughout the year thanks to remote support provided by volunteers.

The easing of restrictions from October enabled the program to recommence face-to-face, with intensive support offered to clients in the Welcome Start Transitional Housing Program, providing the wraparound support required to assist clients to meet their exit goals from the program.

6

WORK AND WELCOME JOB PLACEMENTS

1

NEW PARTICIPATING SCHOOL

5

PARTICIPANTS SECURED EMPLOYMENT FOLLOWING PLACEMENTS

48

NEW CLIENTS ASSISTED WITH JOB READINESS AND EMPLOYMENT

143

JOB READY EMPLOYMENT APPOINTMENTS

4

VOLUNTEERS DELIVERING REMOTE ASSISTANCE

## Casework

House of Welcome provides trauma-informed casework to assist clients to access resources and community supports, and to build networks of referral.

*I am happy as I know my caseworker will assist me in the solution for my problem. Her support encourage me to be independent.*

CASEWORK CLIENT

## Casework

During the hard lockdown period, referrals spiked by fifty-five per cent, with acute needs identified in relation to client housing and financial security. Clients, particularly those with chronic health conditions and no work rights presented with rental arrears. With the compounded stresses of a protracted visa processes and COVID-19, caseworkers identified an increased use of alcohol amongst some of the most vulnerable clients.

With grants provided by Multicultural NSW and other donor support, House of Welcome was able to assist over 687 individuals with critical housing, food, medical and telecommunications.

The casework team worked remotely and onsite to deliver 3000 intensive casework support appointments, including 571 meetings to support women experiencing domestic and family violence.

HoW continued to see increased referrals for women identifying instances of Domestic and Family Violence (DFV). Of concern is the under-reporting of DFV as women and their dependents are generally referred to House of Welcome because they are identified as being at risk of homelessness/or homeless.

## Foodbank

In July 2021, the Cumberland local government area was identified as COVID-19 area of concern and the five-kilometre radius rule was enforced. The need to restrict movement became paramount, and to minimise risk for staff and volunteers, House of Welcome closed the face-to-face foodbank program. Through the Multicultural NSW grant and generous donations from the community, House of Welcome provided vouchers and Electronic Funds Transfer payments to maintain food security for clients. Volunteers assisted with 1660 home deliveries to vulnerable clients, including working with community leaders to assist large community groups experiencing intractable hardship across this period.

House of Welcome received donations from sixty individuals, parishes, services, and schools to assist with the program. With volunteers returning to deliver the program face-to-face, the foodbank re-opened for client drop-ins in March 2022.

65

CLIENTS WITH DFV  
BACKGROUND SUPPORTED WITH  
INTENSIVE CASEWORK SUPPORT

440

INDIVIDUALS SUPPORTED WITH  
INTENSIVE CASEWORK SUPPORT

5405

FOOD PARCELS AND  
FINANCIAL DISTRIBUTIONS  
TO PEOPLE IN NEED

17,715

ENGAGEMENTS THROUGH  
THE FOODBANK PROGRAM



Vaccination clinic

### Access to health services

In partnership with Western Sydney Health and with the support of South West Sydney Local Health District and NSW Refugee Health, House of Welcome hosted several pop-up clinics, providing COVID-19 vaccinations to 246 clients, many of whom were ineligible for Medicare and therefore faced barriers in accessing the free national vaccination program.

*The communities we work with have been eager to access the vaccination, but unfortunately have faced barriers due to their visa and Medicare status, lack of required identification documents, and fear of engaging with Government services. Vaccination equity is not only an issue of the right to health care, but an essential element of an effective response to COVID-19. Community agencies have an important role in ensuring vaccination equity, and we are glad that we could do our part to support not only the community we work with directly, but the broader community as well.*

**Georgia, Casework Manager**

House of Welcome was able to deliver critical health supports including paying for critical medications and access to GP services for those without Medicare.

118

CLIENTS INELIGIBLE FOR MEDICARE PROVIDED FUNDS FOR MEDICATIONS AND GP ACCESS

### Connectivity

Isolation and remote learning proved to be even more difficult for House of Welcome clients. House of Welcome provided households with a weekly stipend for their connectivity (phone credit, mobile data), and one-off emergency assistance payments for those who had lost their employment, to ensure that their phone contracts were not cancelled. The House of Welcome team and the stipend enabled clients to stay connected with legal, health, welfare and interpreting services when these services began to operate remotely.

175

INDIVIDUALS SUPPORTED WITH PHONE AND INTERNET DATA COSTS, TO ENSURE THEIR CONNECTION TO EDUCATION, FAMILY, SERVICES, LEGAL AND HEALTH SUPPORTS



*When I walk into House of Welcome, I feel like I'm at home with family.*

CASEWORK CLIENT

### Medevac arrivals from offshore detention

House of Welcome continued to support people exiting the Villawood Detention Centre and the Alternative Places of Detention (APODS) – the Mantra and Kangaroo Point hotels. Through Medevac provisions, critically sick refugees and people seeking asylum held in offshore detention were transferred to Australia for urgent medical treatment and held in APODS while they underwent treatment.

In the absence of government financial safety nets and with acute mental health impacts, people released were given work rights and a six-month final departure visa. The compounding effects of years of detention and COVID-19 restrictions impacted peoples' capacity to enter the workforce. Through the Welcome Start Transitional Housing Program, twelve men were provided with accommodation or financial assistance to secure stable housing. Clients continue to report mental health concerns and elevated levels of anxiety.

### Transport support

Volunteers played a critical role in supporting clients to access transport, via drop-in or remote services to apply for and top-up Opal cards. Transport also allowed clients to continue to access vital appointments, in particular women with a DfV background needing critical and immediate support.

8

MEN WERE PROVIDED WITH ACCOMMODATION VIA WELCOME START TRANSITIONAL HOUSING PROGRAM

7

MEN EXITED THE PROGRAM WITH EMPLOYMENT AND MOVED INTO PRIVATE RENTAL ACCOMMODATION

8

AVERAGE NUMBER OF YEARS THE MEN HAD BEEN IN OFFSHORE AND ONSHORE DETENTION

331

PEOPLE ASSISTED WITH OPAL CARD CONCESSION APPLICATIONS

175

PEOPLE ASSISTED WITH TRANSPORTATION AND OPAL CARD TOP-UPS

## Housing

House of Welcome provides safe and stable accommodation to clients, providing a foundation to pursue employment, legal and health needs, and mitigate against destitution for the most vulnerable.



### Welcome Start Transitional Housing

Welcome Start Transitional Housing Program is a twelve-month program providing intensive casework and housing support, access to secure and safe accommodation, financial support, and employment mentoring to enable independent financial and housing security for people from asylum seeking backgrounds.

### Safe and stable housing during the pandemic

Temporary visas mean that clients are not eligible to access public and community housing. The application process is slow, and people routinely wait years for their claim to be processed. Hard lockdowns and ongoing restrictions meant that many people seeking asylum struggled to re-enter the workforce. By obtaining additional NSW State funding support and COVID-19 emergency relief grants, HoW supported 525 people to maintain their tenancies or move to secure housing and supported twenty-one people with ongoing crisis accommodation support.

COVID-19 emergency grants were released across this period to respond to the devastating impacts of the pandemic, in particular the risk of homelessness experienced by clients. Despite the extension of the Residential Tenancy support package to eligible COVID-19 impacted tenants and landlords until early 2022, many clients faced the risk of eviction due to financial hardship. The NSW Civil and Administrative Tribunal continued to enforce the repayment of rental arrears with some clients.

Lack of access to crisis housing for people seeking asylum, especially those with no income, remains a significant policy issue. In the absence of Federal Government support, it is left to charities to provide a safety net for these vulnerable people.

615

INDIVIDUALS WERE SUPPORTED WITH RENT AND MAINTAINING TENANCIES

29

PEOPLE ASSISTED WITH CRISIS ACCOMMODATION

*After experiencing domestic and family violence, my children and I would be either homeless or at a refuge, if it weren't for House of Welcome. Thank you for providing us with safe and stable housing, and giving me the opportunity to get back on my feet.*

WELCOME START TRANSITIONAL HOUSING CASEWORK CLIENT

### Women With Domestic and Family Violence Backgrounds

Funding from Women NSW supported a dedicated Domestic and Family Violence (DFV) caseworker to provide critical supports for women in crisis situations, to provide emergency accommodation, and to support transition into House of Welcome's Welcome Start Transitional Housing (WSTH) program. In addition, the specialist caseworker provided critical support with separating visa claims, navigating court and police systems and applying for Apprehended Domestic Violence Orders (ADVOs). The funding also assisted with rental bond and/or rent payments to support clients as they transitioned into independent living when they were exiting the WSTH program.

6

WOMEN AT RISK/WHO HAVE EXPERIENCED DFV, INCLUDING TWELVE CHILDREN, WERE SUPPORTED BY HOUSE OF WELCOME

95

PEOPLE PER NIGHT WERE SUPPORTED IN WSTH ACCOMMODATION

20

PROPERTIES MANAGED

## 100% of occupants

- AGREE THEY FELT COMFORTABLE, SAFE, AND SECURE IN THE PROPERTY
- AGREE THEY HAVE INCREASED KNOWLEDGE OF AUSTRALIAN OCCUPANCY PROCESSES
- AGREE THEY HAVE INCREASED KNOWLEDGE OF THEIR RESPONSIBILITIES AS AN OCCUPANT IN AUSTRALIA
- WERE VERY SATISFIED/SATISFIED WITH THE WELCOME START HOUSING PROGRAM



### Rahan's story

Rahan was referred to House of Welcome in need of accommodation and financial assistance after experiencing DFV. The House of Welcome caseworker identified that Rahan and her child were at considerable risk of homelessness. Mother and child had been accessing community support but had exhausted opportunities for any further community assistance.

On arrival at House of Welcome, Rahan described her living conditions. She and her child had been given access to the living room of a house, where they lived and slept. In the evenings they had a blanket that they put on the floor and used as a mattress.

Due to her asylum seeker status, Rahan is on a bridging visa and as such is not eligible for any government income support and was unable to secure employment because of COVID-19 restrictions.

Housing became available and Rahan entered the WSTH program. She worked closely with the DFV caseworker at House of Welcome to co-design a case plan to find a pathway for Rahan to enter the workforce.

An opening came up for a trainee at the House of Welcome Catering social enterprise (HW Catering). Rahan enrolled in TAFE and began her traineeship at House of Welcome. Under the direction of the Head Chef, Rahan was able to learn the essentials of working in a commercial kitchen. The Head Chef was open to negotiating shifts with Rahan so she could work during school hours.

Towards the end of the twelve-month program, Rahan moved interstate and secured a job at a café. When speaking with another trainee over the phone, she asked that we "say thank you to Abbey [Head Chef]. Because of her I got this job." Being able to access housing stability and the HW Catering program, meant that Rahan was able to gain experience, confidence, and a local job reference.

Together, Rahan and the DFV caseworker were able to find ways to work around the barriers to entering the labour market. Women NSW funding also provided Rahan with a weekly stipend to assist with living expenses while she completed her traineeship.



## Community Connections

House of Welcome delivers programs based on community identified needs to build connections, reduce social isolation, and increase clients' sense of wellbeing.

*The emergence of COVID-19 has been a dominating influence on the way the Foodbank has operated.*

MARGARET – HOW VOLUNTEER

## Volunteers

As we navigated the hard lockdown, waded through restrictions, and finally opened the doors for Refugee Week events, our amazing volunteers were there every step of the way. The new year saw the cautious reopening of the onsite foodbank program, and employment and casework appointments resumed. With strict COVID-19 safety protocols in place, volunteers returned to the office and the buzz of activity was heard throughout the service. We are grateful to the volunteers who sustained their enthusiastic support of staff and clients via both remote and face-to-face support.

*This year has been one of mixed experiences and challenging times. The emergence of COVID-19 has been a dominating influence on the way the Foodbank has operated. For several months, House of Welcome was in lockdown, with the result that clients were unable to access the food services, which had been available on a weekly basis. As a considerable number of our clients travel by public transport and would have needed to travel outside of the lockdown city limits, it was deemed a risk for them to get to us on site. Fortunately, alternate means of finance was available for a limited time.*

*Christmas came and went without all the activities and special events usually provided. Generous donations of food and treats continued to be delivered from schools and some Parishes at this time. One of the important duties of another volunteer and myself was to store these donations for future use. Without the daily interaction between any volunteers and clients, this period was a lonely time.*

*House of Welcome organised some COVID-19 vaccination clinics for our clients. Prior to the actual day of the clinic, food parcels were made up and distributed on the day of the clinic. This was a large undertaking, as the number of people receiving vaccines was significant. Volunteers were involved in this process.*

*It is great to have the chance to continue developing our relationships and provide food aid to all our clients.*

*Margaret reflects on volunteering during COVID-19*



Bilal, Refugee Week

*Refugee Week celebrates the resilience, contributions and diversity of people from refugee backgrounds.*

### Student leaders forum

Incoming school leaders from Mt St Benedict College, Loreto Normanhurst, St Patrick’s College Strathfield and Cerdon College, attended a young leaders forum at House of Welcome, as part of our Refugee Week celebrations. The event provided an opportunity for students to hear stories about leadership and resilience from three people seeking asylum and a chance to engage in open discussions about their experiences, current challenges and hopes for the future. House of Welcome continues to build engagement and advocacy avenues through partner schools and parishes. These opportunities provide excellent learning experiences for social justice committees in schools and an avenue for young leaders to learn about organising and political engagement.

### Refugee Week lunch

Refugee Week is the perfect opportunity to deliver activities that bring people together, to create and strengthen community connections and celebrate the amazing contributions that refugees and people seeking asylum make to our communities.

After a long hiatus due to COVID-19, House of Welcome opened its doors for a Refugee Week lunch. For the first time in two years, the organisation was once again bustling with vibrant energy. Clients, donors, and supporters of House of Welcome socialised, whilst getting Henna tattoos and items of clothing upcycled by a talented tailor. Everyone enjoyed the delicious food from HW Catering. This event set the tone for the community connections we were rebuilding once again.

### Afghanistan Crisis

The fall of Afghanistan to the Taliban in August 2021 was devastating. Evacuation flights stopped soon after. House of Welcome supported the national campaign led by the Afghanistan-Australian Advocacy Network and through its partnership with Sydney Alliance, took the lead in organising thirteen delegations to Federal MPs to campaign for an additional 20,000 Special Humanitarian Visas. Campaigning also focused on providing pathways to permanent protection for refugees and people seeking asylum for Afghans in Australia, and prioritised family reunion. The nationally coordinated campaigns led by the diaspora resulted in 16,500 additional places being granted. House of Welcome supported twenty-one families (ninety-one individuals) of recently arrived Afghan families with financial assistance to secure stable housing, as they waited for permanent visas to be granted.

### Cumberland for the Common Good

In partnership with Sydney Alliance Cumberland for the Common Good, House of Welcome chaired a public forum with candidates prior to the local Council elections. 133 community leaders representing fifty local organisations attended the forum and sought commitments from three incumbent Councillors. The forum consolidated a commitment from re-elected Councillors to reinstate \$500,000 in funding to the community grants program, to provide more affordable housing, fund training opportunities for people seeking asylum and support families experiencing domestic violence.



*Diocesan conversations*



*Diversity and Inclusion award (Miriam Salvos Gala)*

### **Diocesan Journey: Walking with Refugees**

House of Welcome staff joined Bishop Vincent Long and around 100 participants in 'Table Talks'- The Diocesan Leaders Conversation – Walking with Refugees and People Seeking Asylum. House of Welcome provided expertise to shape conversations that reflected current global, national and local refugee and asylum seeker issues. House of Welcome staff also provided guidance as small group leaders on the day, facilitating community cohesion, encouraging participants to reflect on the stories they heard and assisting them to consider future actions in their churches and parishes.

### **150 Days of Action Campaign**

Concluding the 150 Days of Action Campaign, House of Welcome participated in a candlelight vigil for Migrant and Refugee Sunday, with over 200 people in attendance. Conducted over ZOOM, during the lockdown period, a rollcall was read to commemorate the men, women and children who have died in Australia's detention regime. Following the event, a video of the vigil was sent to incumbent Federal Members of Parliament by Catholics for Refugees.

### **Diversity and Inclusion Award**

The Salvation Army Diversity and Inclusion Award recognises organisations who are implementing processes to ensure a culturally and ethnically diverse workplace, and who are creating initiatives that are celebrating this diversity and are investing resources into understanding and meeting the needs of culturally and linguistically diverse (CALD) workforces.

House of Welcome Catering was the proud winner of the inaugural Salvation Army Diversity and Inclusion Award.



# CATERING

House of Welcome Catering reduces barriers for people seeking asylum and refugees to access work in Australia by providing traineeships, combining impact, wraparound support, and inspiring flavours.

### Significant impact on the business

The launch of the much anticipated and long-awaited new onsite commercial kitchen coincided with the July hard lockdown. After so much preparation for a new wave of business, the sense of disappointment was acute. House of Welcome Catering (HW Catering) maintained the business through corporate lunches and private functions when windows of opportunity presented themselves. When restrictions lifted, HW catering experienced a rapid and steady growth in business, with revenue surpassing pre-COVID-19 trade.

### New Website Launched

HW Catering launched its dedicated website, giving the business an opportunity to highlight its history, purpose, trainees and enticing menus ([howcatering.org.au](http://howcatering.org.au)). A new range of menus were incorporated to meet customer demand for more vegetarian and vegan dishes. This new menu was codesigned with client trainees to display cuisine from their homelands.

[www.howcatering.org.au](http://www.howcatering.org.au)



*I love everything about House of Welcome Catering and the opportunities you give to refugees and people seeking asylum. Thank you for feeding us delicious food and making everything run so smoothly! One of our party said these were the best falafels she had ever tasted. Look forward to having you cater our next event.*

**CUSTOMER FEEDBACK**

223

CATERING  
ORDERS  
LOVINGLY  
PREPARED

9400 2

SATISFIED  
CUSTOMERS

NEW TRAINEES  
+ ONE NEW  
SENIOR  
CLIENT COOK

**Building Pathways**

Following the easing of restrictions, to grow capacity to meet increasing demand, HW Catering created a full-time Senior Client Cook position. This role secures a skill set and knowledge base that allows for production across the year, including periods when the Head Chef is on leave.

**Street Smart Snack Packs**

The Street Smart Snack Pack project was delivered by HW Catering in partnership with Street Smart and Turbans 4 Australia, as part of a local initiative to provide food hampers to the Cumberland Community and provide employment for people seeking asylum. 1930 Snack Packs were prepared as part of the weekly food hampers distributed by Turbans 4 Australia.

**Dinner Boxes**

HW Catering continued to innovate during the period of hard lockdown to provide ongoing employment for trainees and to continue to generate revenue. With four different cuisines on offer, this project provided restaurant quality three-course-meals, delivered straight to the customer's doorstep. The project offered a "dining out experience at home" for a period of six months.





*Solar panels at House of Welcome*



*Aliyeh on The Cook Up*

**Two New Trainees**

HW Catering continues to grow the training and employment components of the business, with the goal to employ four trainees each year and one Senior Client Cook with higher duties. Trainees are mentored by the Head Chef for a period of six months. Two new trainees commenced the program this year. On completion of the program, assistance is provided to trainees to secure further employment through the HoW Pathways to Employment Program.

**Solar Panels**

House of Welcome was fortunate to secure a grant to install solar panels through the Powering Communities Program. Sustainability and reducing our environmental footprint are key goals of HW Catering and the installation of solar panels will assist us to achieve our goals.

**Aliyeh featured on The Cook Up With Adam Liaw**

Refugees and people seeking asylum contribute significantly to our community, and bring with them skills, talents and diverse experiences that enrich our economic and social fabric. Aliyeh joined House of Welcome in 2018 as a volunteer cook for community lunches. Her love of food soon saw her join HW Catering and commencing training to become a food service industry professional, enabling her to embark on a path to financial independence.

In early 2021 HW Catering revised its business model and committed to employing a Senior Client Chef on a permanent part-time basis. It was a seamless transition for Aliyeh to move into this role with higher duties and she met the challenge with excitement and enthusiasm.

Since coming to Australia nine years ago, HW Catering is the first permanent job that Aliyeh has been offered. There are many barriers to people seeking asylum and refugees securing employment, and targeted approaches that combine on-the-job skills and language acquisition have proven to be a model for success.

During Refugee Week, Aliyeh appeared in Adam Liaw's 'The Cook Up' where she prepared the Iranian sweet, sohan asali. Aliyeh shared her culture, knowledge, and skills on national television with enormous charm.

# A recipe for change



Business for good



# CATERING

Enquiries: 0411 086 057 | [howcatering.org.au](http://howcatering.org.au)

## Statement of Financial Position

St Francis Social Services  
As at 30 June 2022

	30 JUNE 2022	30 JUNE 2021
<b>Assets</b>		
<b>Current Assets</b>		
Cash and cash equivalents	1,585,993	1,528,381
Trade and other receivables	52,321	201,169
<b>Total Current Assets</b>	<b>1,638,313</b>	<b>1,729,550</b>
<b>Non-Current Assets</b>		
Investments	398,271	216,367
Property, plant and equipment Total	1,373,811	1,224,408
Non-Current Assets	1,772,082	1,440,775
<b>Total Assets</b>	<b>3,410,395</b>	<b>3,170,325</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	905,901	777,199
Provisions	132,583	92,540
<b>Total Current Liabilities</b>	<b>1,038,484</b>	<b>869,739</b>
<b>Non-Current Liabilities</b>		
Provisions	36,791	26,696
Total Non-Current Liabilities	36,791	26,696
<b>Total Liabilities</b>	<b>1,075,275</b>	<b>896,435</b>
<b>Net Assets</b>	<b>2,335,120</b>	<b>2,273,890</b>
<b>Equity</b>		
Retained Earnings	963,120	901,890
Reserves	1,372,000	1,372,000
<b>Total Equity</b>	<b>2,335,120</b>	<b>2,273,890</b>



## Statement of Comprehensive Income

St Francis Social Services  
As at 30 June 2022

	30 JUNE 2022	30 JUNE 2021
<b>Income</b>		
Church Body Donations	569,636	521,668
Donations	646,509	553,142
Fundraising Activities	–	50,000
Government Grants	1,461,561	1,372,710
Non-Government Grants	459,798	150,167
Operating Activities	221,129	133,907
Other Income	134,776	143,499
<b>Total Income</b>	<b>3,493,410</b>	<b>2,925,093</b>
<b>Expenditure</b>		
Building Maintenance	282,626	265,519
Client Support Services	849,579	497,321
Financial Costs	187,330	85,888
General Expenses	44,788	33,817
Insurance	15,662	16,065
IT Costs	119,330	108,613
Membership Fees	5,858	4,539
Motor Vehicle Expenses	24,200	21,483
Staff Costs	1,901,397	1,733,653
Volunteer Costs	1,410	54,505
<b>Total Expenditure</b>	<b>3,432,180</b>	<b>2,821,403</b>
<b>Current Year Profit/(Loss) Before Income Tax</b>	<b>61,229</b>	<b>103,689</b>
<b>Total Comprehensive Income for the Year</b>	<b>61,229</b>	<b>103,689</b>

Independently audited by Pascoe Whittle Chartered Accountants  
[www.pascoewhittle.com.au](http://www.pascoewhittle.com.au)

# Thank you

**We are particularly grateful to our closest partners and supporters for their generous support.**

Brigidine Sisters Maroubra  
 Buck Foundation  
 Catholic Archdiocese of Sydney  
 Catholic Church Insurance Giving  
 Catholic Diocese of Parramatta  
 City of Parramatta Covid-19 Response Grants  
 City of Sydney  
 Cumberland City Council Community Grants  
 Department of Communities and Justice Community Building Partnership Program  
 Department of Social Services Community Hub Grant  
 Franciscan Friars  
 Herbert Smith Freehills  
 Jenour Foundation  
 Keady Family Trust  
 Loreto Sisters  
 Marian & E.H Flack Trust  
 Marist Sisters  
 Mary Ward International Australia  
 Multicultural NSW Emergency Relief and NGO Support Grant  
 Multicultural NSW Crisis and Emergency Services  
 NSW Department of Communities and Justice Support Grant  
 PAYCE Foundation  
 Perpetual  
 Redfern Jarjum College  
 Scully Foundation  
 Sisters of the Good Samaritan Foundation  
 St Clare Region of the Secular Franciscan Order  
 St Francis of Assisi Parish, Paddington  
 St Joseph's Parish, Edgecliff  
 St Vincent de Paul, Paddington and Edgecliff  
 The Lewis Foundation  
 The Sisters of Charity Foundation  
 Waverley Parish  
 Westpac Foundation  
 Women NSW - NSW Govt

**Huge thanks to all of our partners for working with us so that we can continue to meet the needs of our clients.**

Abu Hussein Fruit Market  
 Addison Rd Community Centre  
 Amelie Housing  
 ANZ Bank, Sydney  
 Asylum Seeker Resource Centre  
 Asylum Seekers Centre  
 Auburn Asian Welfare Centre  
 Auburn Centre for Community  
 Australian Online Giving Foundation Benevity Community  
 Australia Post  
 Australian Red Cross  
 Blue Mountains Refugee Support Group  
 Braidwood Rural Australians for Refugees  
 Catholic Archdiocese of Sydney  
 Catholic Diocese of Parramatta  
 Catherine McAuley, Westmead  
 Catholic Education Foundation  
 Cerdon College Merrylands  
 Church of Christ, Castle Hill  
 Commonwealth Bank, Auburn  
 Cumberland City Council  
 Dandelion Support Network  
 Dominican Sisters of Eastern Australia and the Solomon Islands  
 Domremy Catholic College, Five dock  
 ENACTUS Macquarie University  
 George's Hall Parish, Georges Hall  
 Good Shephard Parish Plumpton  
 Granville East Public School  
 Grill'd Parramatta  
 The Mission Congregation of the Servants of the Holy Spirit (HSMS)  
 Homebush Boys High School  
 House of Sadaqa

Investing for Charity	St Bernadette's Primary
James Ruse Agricultural High School Farm	St Brendan's Cathilic Primary School, Bankstown
Jesuit Refugee Service Australia	St Columba's Primary School, Leichhardt
Josephite Justice Network	St Columba's Parish, Leichhardt
Kim's Magic blankets	St James Catholic Promary, Glebe
Life Without Barriers	St John Bosco, Engadine
Loreto Normanhurst	St Joseph's Catholic Parish
Marist Sisters	St Madeleine's Primary School, Kenthurst
Mary Immaculate Parish, Waverly	St Mary Queen of Heaven Parish George's Hall
Mt St Benedict College, Pennant Hills	St Michael's Catholic Primary School Lane Cove
Nappies Collective	St Michael's Catholic Primary School Meadowbank
Newleaf St George Community Housing	St Michael's Parish Lane Cove
North Sydney Community Centre	St Patrick's Cathedral, Parramatta
NSW Refugee Health	St Patrick's College, Strathfield
Our Lady of the Nativity Parish Lawson	Sydney Alliance
OzHarvest	Sydney Shakti Temple
PACE Macquarie University	The Bosco Knitting Group
Payntor Dixon	The Generous and The Grateful
Pendle Hill High School	The Good Shepherd Parish Plumpton
Presentation Sisters	The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
Refugee Advice and Casework Service	The Rotary Club of Granville
Refugee Council of Australia	The Sisters of the Little Company of Mary
Refugees Welcome	Thread Together
Sacred Heart Parish, Blackheath	Trustees of Sisters of St. Dominic
Services Australia Multicultural and Community Engagment Teams	Ursuline Community
Settlement Services International	VivCourt Trading
Share the Dignity	Western Sydney Local Health District
Sisters of Mercy Parramatta	Wrapped with Love
Sisters of St Joseph	Numerous individuals who made facemasks and donated vouchers
Sisters of the Little Company of Mary	
Sounds of Christmas from Asia Pacific	
St Alban's Church Epping	
St Aloysius College, Sydney	
St Bernadette's Parish Castle Hill	

## Contact Us

### St Francis Social Services

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### Centre 360

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[enquiries@stfrancis.org.au](mailto:enquiries@stfrancis.org.au)

[centre360.org.au](http://centre360.org.au)

### Donate

To donate please visit: [stfrancis.org.au/#donate](http://stfrancis.org.au/#donate)



St Francis Social Services is registered as a charity with the Australian Charities and Not-for-profits Commission ABN 67 064 978 347.

All donations above \$2 are tax deductible.