

Changing Times



Continuing to fill the gaps

2008

Compassion in Action



SISTERS OF CHARITY
OUTREACH
Compassion in Action



Sr Margaret Fitzgerald, rsc Executive Director

service according to the particular need in that area, the Visit Program is the first to be duplicated within Outreach. The SWVP will be similar to the Eastern Area Visit Program in that it will aim to support the socially isolated, frail aged and disabled and provide in home respite for carers.

We have continued to develop and grow our other Services, which have also been challenged by changes over which we have little control. Retirements, resignations, recruitment of new volunteers and staff are an ongoing part of the fabric of our lives. Obviously many things have happened over the year and we have tried to keep you informed particularly through our newsletter, 'Links,' as well as the Annual Review. The Outreach Committee has continued to guide us positively through the various changes as we continually look to the future growth of our Mission. An important part of that has been the evaluation of our 2003-2008 Strategic Plan, facilitated by Michael Thornber. Meetings are currently underway to develop a new plan for the next 5 years.

Another piece of exciting news is that our website has been under review this past year. Many creative ideas and suggestions have been shared and we're delighted to be launching its new look tonight.

This includes the new website address, www.sistersofcharityoutreach.com.au I'd like to take this opportunity to sincerely thank Melissa Webber and her team at Holy Cow!, Bruce Stephens for his photographic skills as well as the Volunteers and Staff for their input into revitalizing it!

Once again thanks to our Sisters, Volunteers, Staff, Campus Colleagues and generous supporters who make it possible for us to continue to live out our motto, 'Compassion in action.' We are truly blessed.

Let me conclude with thoughts from our Foundress, Mary Aikenhead. **'Gentle spring showers and continuous nourishing dews will duly serve to bring forth abundant harvest in due season.'**

Twelve months ago the theme we took for 2007/08 was 'Challenges: Listening, Discerning, Responding'. While endeavouring to carry this through during the year, the challenges have continued as have the changes! To acknowledge that, the Media Committee, after much discussion, decided upon the theme **Changing Times...continuing to fill the gaps**, for this year's Annual Review.

The decision to have to close the doors of the Learning and Living Skills Centre at Lewisham last December, due to the St Vincent de Paul Society needing to demolish the building where it was housed, presented us with a difficult challenge. A changing situation which results in the closure of any Service is always difficult and sad. During the life of a particular Service it is comforting to know that those Volunteers and Staff who have served in it over the years have certainly made a difference in the lives of those they have reached out to assist.

A scripture passage used in preparation for our recent Congregational General Chapter was, "Cease dwelling on days gone by and brooding over past events! Look! Here and now I am doing something new; at any moment it will break from the bud. Can you not see it!" (Isaiah 43: 18-19). As one Service closes, opportunities to plan and respond to gaps in the provision of services present new opportunities. Therefore our theme of continuing to fill the gaps... leads to sharing with you the good news that the South West Visit Program, which had been in the planning phase since this time last year, has commenced in the Liverpool area. Apart from the Court Support Programs at Darlinghurst, Downing Centre and Liverpool, where each provides a unique



SISTERS OF CHARITY OUTREACH SHOP

The major change to the Shop over the past couple of years has been its refurbishment and relocation to a prominent position in the foyer of St Vincents Clinic. Volunteer numbers have increased due to the recruitment process, resulting in an increase in the capacity of the Shop to raise funds for Outreach Services.

Volunteer numbers have increased due to the recruitment process

SAFE HAVEN

Over the past twelve months there has been a significant decrease in the availability of longer term refuge accommodation for women and children who find themselves victims of domestic violence. This lack of availability can impact on Safe Haven's Policy of providing short term crisis accommodation. The increasing demand for refuge from domestic violence challenges Safe Haven to continue to fill the gap in providing crisis accommodation for women and children.

There has been a decrease in the availability of refuge accommodation for women and children



COUNTRY CARE LINK

The numbers of transports have increased during 2008, continuing the trend of the ever increasing need for Country Care Link. New Volunteer Office Workers and Drivers have joined the service during the year, increasing the capacity for the Service to meet the demand. It has been noted that there has been an increase in the number of adults transported, while the numbers of children have decreased, and there is an increase in requests for Sunday transports.

There has been an increase in the number of adults transported



PARENT SUPPORT PROGRAM

The beginning of 2008 saw a change in the Coordinator, Staff and Volunteers at the Parent Support Program. Working together, a cohesive team has been developed, sharing the common goal of helping parents enhance their parenting skills, by working with parents and their pre-school children, with a focus on early intervention. A new family activity day has been introduced during the school holidays. The future focus of Parent Support Program will be to continue to meet the needs of parents and children and to grow the Service by accessing government and local government grants.

A new family activity day has been introduced during the school holidays.



COURT SUPPORT – Darlinghurst, Downing Centre and Liverpool

The closing of the Redfern Courts over the past year has had a great impact on the Court Support Service at the Downing Centre. All Redfern AVOs are now heard at the Downing Centre, greatly increasing the demand on the Service. A program “Conferencing for Young Offenders – Facing up to Crime” was initiated last year at Liverpool Court. Our Volunteers need to be aware of people eligible and direct them accordingly. The Call Over Court has also been introduced this year, and again, this has impacted on our Volunteers as they direct appropriate people to it. The Volunteers at Darlinghurst continue to provide a friendly face, listening ear and refreshments to all who need it.

The closing of the Redfern Courts has had a great impact on the service.

EASTERN AREA VISIT PROGRAM

Over the past twelve months, Eastern Area Visit Program has been impacted greatly by two social trends occurring in Australian society; the ageing population and a greater reliance by older people on informal support networks. As new and existing clients have become older, their needs have become more complex. Increased complexity of client needs has resulted in a number of changes to the operation of Eastern Area Visit Program, including a closer working relationship with other agencies, in keeping with the ongoing trend to keep people in their own homes. There has also been a 25% increase in the number of clients to the Service over the last year.

As new and existing clients have become older, their needs have become more complex.



VOLUNTEER TRAINING PROGRAM

The Volunteer Training Program has changed to better reflect the needs of Volunteers. The evening program, originally an abridged version of the full program, has been changed to the full program. This has allowed flexibility for new volunteers, who can choose to either attend the Training Program during the day or evening, at Darlinghurst or Liverpool. Graduation takes place for all volunteers who have completed both the Training Program and the three months probationary period. In the last year, a total review of the legal units within the Training Program was undertaken, resulting in these units better reflecting the needs of Volunteers.

The Volunteer Training Program has changed to better reflect the needs of Volunteers.



DONATIONS, GRANTS & SUPPORT IN KIND 2007-2008



VOLUNTEERS AT SISTERS OF CHARITY OUTREACH 2007-2008



While we sincerely appreciate all donations made to Outreach we are only able to include those of \$50.00 or more.

Federal & Local Government Grants

Australian Government of Health and Ageing - Service Development Grant under the Dementia Community Grants Program for our Eastern Area Visit Program

Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)- Stronger Families and Communities Strategy 2004-2009 Local Answers funding for the Parent Support Program

NSW Department of Ageing, Disability and Home Care - NSW Seniors Week Grant

NSW Department of Ageing, Disability and Home Care and NSW Ministry of Transport Joint funding- for our Country Care Link Program

City of Sydney - Local Community Grant - to review and improve Court support to ensure continuing high quality support service is being provided to the community

Waverley Council - Small Grant for EAVP Christmas Party, client's transport and gifts

Community Groups, Clubs, Companies, Trusts

Beswick Family Fund
Bethlehem College
Bowler's Club of NSW
Catholic Church Insurances
City of Sydney RSL & Community Club
City Tattersalls Club
Collingwood Hotel
Daltons Garden Chapel Committee
Dept of Anatomical Pathology
Gold's Gym
Hay Shire Council
HLF Australia Pty Ltd
Holy Cow! Design & Advertising Pty Ltd
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Maroubra Seals Sports & Community Club
Medical Industry Association of Australia Inc
Missionary Sisters
Nedigi Pty Ltd
NSW Leagues Club
Paddington Woollahra RSL Memorial & Community Club Co-op
Reckitt Benckiser (Aust) Pty Ltd
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Sisters of Charity Mt Oliveto Convent
St Margaret's Chapel Committee
St Vincent's College
SVH Past Nurses
The Rodney & Judith O'Neil Foundation

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Craft Volunteers
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St Vincent's College
SVH Executive Office
SVPH Food Production & Stores

SVPH Level 10
SVPH Nursing Administration
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10 Years of service

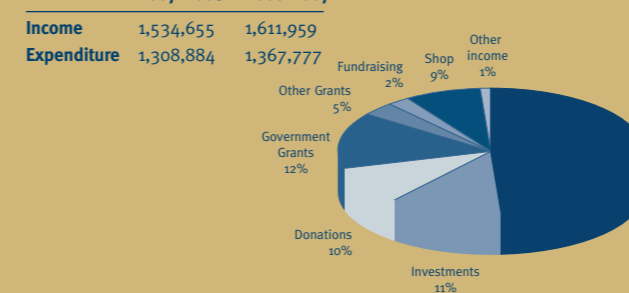
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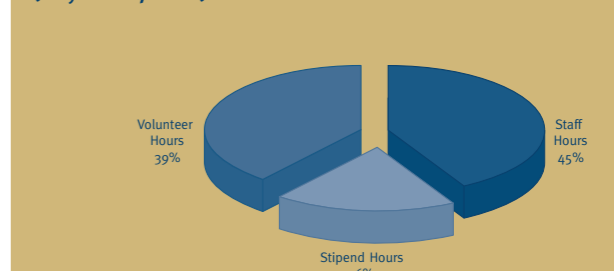
Financial Snapshot 2007-2008

	2007-2008	2006-2007
Income	1,534,655	1,611,959
Expenditure	1,308,884	1,367,777



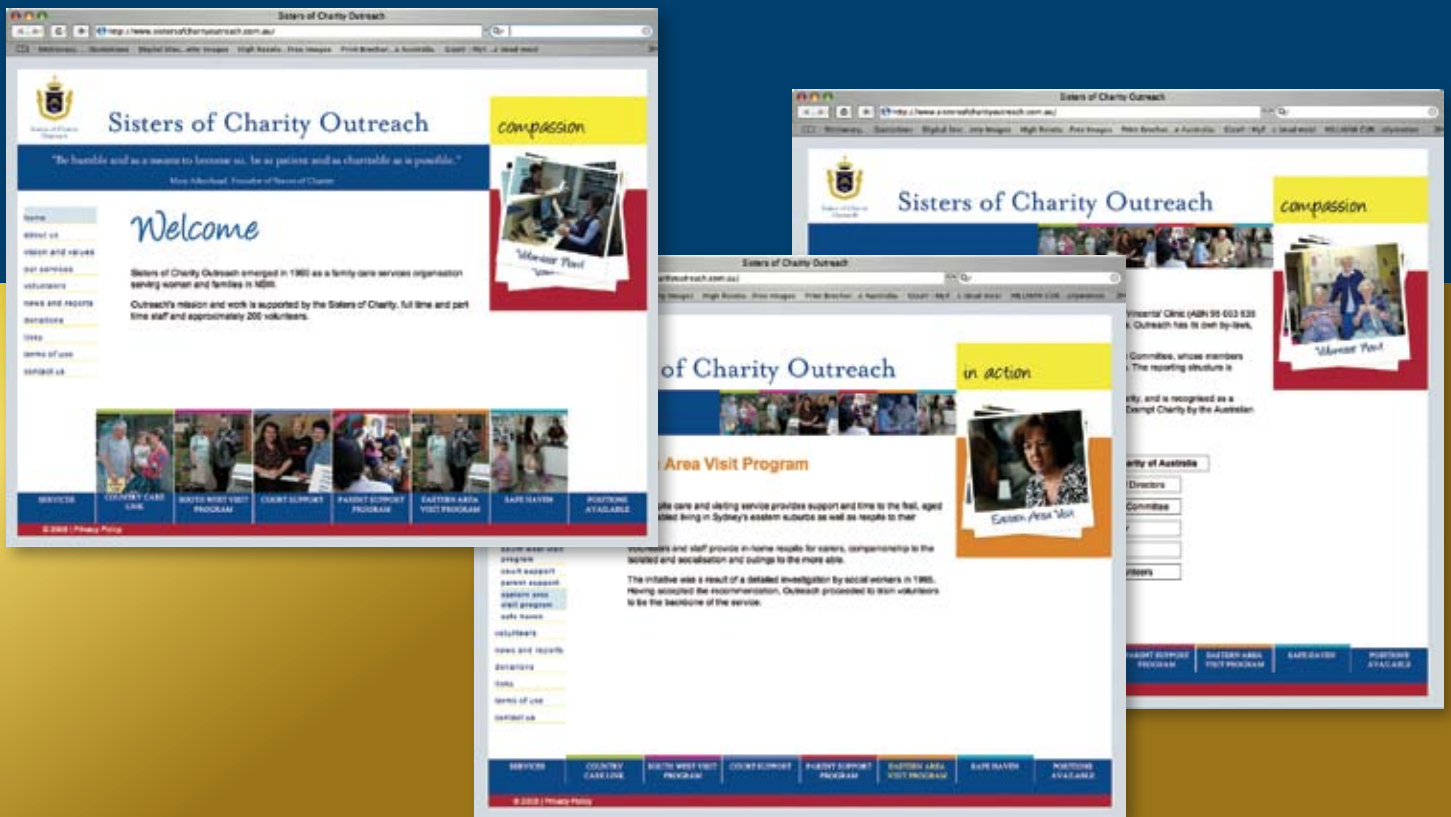
Dissection of Productive Hours

July 2007 to June 2008



Changing Times

Outreach Media



Our theme of 'Changing Times, continuing to fill the gaps' was an outcome of the process of brainstorming and discussion of the Outreach Media Committee. The purpose of the media committee, which has been in place for several years, has been to coordinate and implement Outreach's media activities and to ensure that media is professional in the promotion of Outreach's mission. Membership of the committee has changed over the years. Melissa Webber and Bruce Stephens have remained constant members. Other current members are Judy Harding, Rikki McIntosh, Maria McNuff and Sister Margaret Fitzgerald.

Some of the activities flowing from the committee have been the development of the DVD, the theme for the annual Cocktail Evening/Annual Review, and the new Outreach website.

In line with the rapid changes occurring daily in the world of communications, a discussion focussed on the need to recreate our website not only to reflect the changes within Outreach but also the changes in the worldwide web.

This would not have been possible without the creativity of Melissa Webber and her committed team at Holy Cow!

The Sisters, volunteers and staff are deeply indebted to Holy Cow! for the generous sharing of their skills, knowledge and expertise in the development and launch of our new website.

Don't forget to visit our new website,
www.sistersofcharityoutreach.com.au

Sisters of Charity Outreach

438 Victoria Street Darlinghurst NSW 2010

T: 02 8382 6430 F: 02 8382 6432

outreach@stvincents.com.au www.sistersofcharityoutreach.com.au



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