



Annual
Report
2013



From the Chair

We believe that Servants Community Housing offers a compelling alternative social housing model that changes lives.

The model has distinctive elements: live in housekeepers that provide a safe home and give support; long term tenure that provides security; shared

“ *One night on the street is one night too many.* ”

facilities that encourage interaction; two nutritious meals provided daily that support the efficacy of medication; high quality facilities like broadband internet that promote social inclusion.

What really brings the model alive is the passion and hard work of our staff, volunteers, and the growing list of partners and supporters.

2013 was a year when Servants had a good hard look at itself, then rolled up its sleeves and went back to work, stronger and more mature than before.

We never forget that this report is not about Servants but about the people we serve. One night on the street is one night too many.

Warren Clark

From the CEO

“ *Servants is about people and relationships and networks.* ”

The 2012/13 financial year saw Servants concentrating on running Carrical House and Hamer Court brilliantly whilst considering what our next moves might be. I think that for the most part we accomplished this. We enjoyed incredibly low empty room rates and most residents were clearly happy with the services we provided.

Servants is about people and relationships and networks. Our networks grew significantly throughout the year — and with each and every new relationship Servants is that bit

stronger and healthier and, in turn, life is just that bit more comfortable for those who call our houses home.

The most painful moments of the year were farewelling longstanding Carrical House resident, Carlos Mascaro, and arguably the most influential supporter Servants has ever had, Terry Gretton, who passed away in January and December respectively.

Matt Maudlin



From the Treasurer

FY 2013 was a year of strengthening and consolidation. Where FY 2012 was dominated by a single housing venture resulting in a large financial loss, FY 2013 showed the results of good management with low vacancy rates, allowing us to recover financially. Higher operating costs are an ongoing challenge to our operations and we are looking to a range of measures to continue to provide quality affordable housing for those who need it.

This year has also been one where increased fundraising activity has had a great impact on our figures. This ongoing fundraising will allow us to look for areas to expand and spread the stories of some of the extraordinary people being housed by Servants. We are very much back on track.

David McKeown

	2013 \$	2012 \$
Rooming Houses	759,749	847,541
Other income	160,002	158,092
Interest & Donations	60,865	49,023
Total Income	980,616	1,054,656
Rooming House Costs	499,260	751,357
Other Operating Costs	132,462	171,219
Overheads	239,673	196,270
Total Expenditure	871,395	1,118,846
Surplus (Loss)	109,221	(64,190)
Current Assets	306,809	252,549
Non-Current Assets	102,440	63,922
Total Assets	409,249	316,471
Current Liabilities	74,804	91,247
Total Liabilities	74,804	91,247
Nett Assets	334,445	225,224

A full financial report is available on request.

Servants Events in 2012/2013



On more than 45 occasions, guests including Rotary and church groups joined residents for meals.

120 guests attended 14 Community Dinners on Saturday nights at Carrical House.



Two events for 50 guests were held in conjunction with our friends from Leadership Victoria.

Four residents were given the opportunity to speak publicly about the stories of their lives — sometimes this was the first occasion in which they had spoken publicly.



9 outings for residents were made in Gretto's Bus (below) — a wonderful gift from the Rotary Club of North Balwyn. Destinations included the Zoo,

Imax Cinema, restaurants for lunch and the Monet exhibition.



Six Carrical house residents shared their stories of home and homelessness with Candlelight Productions to help Candlelight prepare for a piece of theatre about the concept of home.



Committee and staff celebrated the end of the 2012 calendar year with a wonderful evening of lawn green bowling courtesy of our friends from the Hawthorn Pirates Bowling Club.



Our great friend, Lynton Kemp, decked out the 'computer labs' in both houses with 17 reconditioned iMac computers.



Really, How Are We Doing?

AT A GLANCE



YEARS IN
OPERATION

65

BEDS IN 2
LOCATIONS



AT RISK PEOPLE
HOUSED



YEARS AVERAGE
STAY



MEALS SERVED
TO RESIDENTS

GOVERNANCE



42 MEMBERS OF THE
ASSOCIATION

4 COMMITTEE MEETINGS
THIS YEAR

2 SUBCOMMITTEES:
FINANCE & RISK

90% COMMITTEE
ATTENDANCE

RESIDENTS



90%
RESIDENT
SATISFACTION



60%
OF TENANCIES
LASTED ALL YEAR



87%
OF RESIDENTS FEEL
THEIR VIEWS ARE TAKEN
INTO ACCOUNT

MANAGEMENT



5 DAYS
VACANCY REPLACEMENT



\$2.3K
TOTAL LOST RENT



1.9%
RENT OUTSTANDING



2.7%
BAD DEBTS



8
EVICTIONS

COMMUNITY SUPPORT



13
REGULAR
DONORS



14
COMMUNITY
DINNERS

120
GUESTS



Into the Future (2014-2016)

Operational Excellence

Strengthen the operations of Servants

Foster residents to be attentive to others needs and by their contributions build a more responsible community

Raise the standard of administrative and management procedures and documentation

Sustainability

Ensure a 'pipeline' of staff and volunteers to adequately resource current and future needs. Keep financial resources adequate to deliver on strategic intent (5% of income held over as surplus, 6 months of operating capital in reserves)

Extension

Maintain the organizational culture of Servants Community Housing Inc (Servants)

Servants to operate a third rooming house

Encourage community and corporate initiated development of new facilities for Servants' use

Maintain the organizational culture of Servants

Replication

Explore, identify and document the Servants model

Identify 2 or 3 groups to replicate the Servants model

Partnership & Resident Development

Develop partnership with appropriate individuals, groups, schools, service providers etc. to enhance the work of Servants and the quality of life for residents

Seek out, identify and develop potential partners Partner with other organisations to develop employment opportunities and development programs

Encourage individual residents in employment, training and personal development

Advocacy

Find creative ways to advocate for residents and for the Servants Model targeting community and local, state and federal government

Engage Servants members to act as advocates of Servants and its model

Thank You

Servants would like to recognize and thank the following organizations for their support and encouragement of Servants throughout the 2012/13 financial year.

*The people of Hawthorn West Baptist Church
Kew Baptist Church
Canterbury Baptist Church
Christ Church, Hawthorn
Rotary Club of North Balwyn
Rotary Club of Camberwell
Rotary Club of Canterbury
Rotary Club of Balwyn
Rotary Club of Hawthorn
Sing Australia (Hawthorn)
Leadership Victoria
National Australia Bank*

*The Housing Registrar of Victoria
The Dept of Human Services
Michael Cutter.com
Boroondara Council
The Office of The Hon Josh Frydenberg MP
Candlelight Productions
CBRE
Scotch College
Orsino Media
Reach
The Victorian Police*

There are individuals too numerous to mention, who have supported the work of Servants in ways too numerous to mention. You know who you are! Please know how much you mean to Servants and that you are an integral part of the Servants family.
Thank you.

