



Annual Report 2017

From the Committee



This year we farewelled Matt Maudlin, our CEO of 17 years. In that time Matt has overseen the growth and development of Servants from a single household at Carrical to an organisation which now operates three properties that eighty-nine residents and a group of committed housekeepers call “home”. He built strong connections with the local community, nurtured staff and volunteers, and championed the cause of residents for whom Servants exists. Matt has left Servants in great shape and his legacy within the organisation is significant.

We also farewelled Connie Janssen, our Vice President and committee member for many years. We wish both Matt and Connie all the best for their new adventures as we know they are “rooting for Servants” (as Matt would say) as Servants heads into its new adventure.

It was with delight that we welcomed Amanda Donohoe as the new CEO of Servants in January. Formerly our Operations Manager, Amanda has already played a significant role in development of Servants. Amanda brings deep experience and commitment to working with vulnerable people to the role. Over the last six years, Amanda has built trusted working relationships with residents, staff, supporters and stakeholders as she has consistently demonstrated competence in character and in her work. We are confident that Amanda will provide Servants with the leadership it needs to continue to serve and support its residents, bring strategic initiatives to fruition, and live out the Servants’ values.

Amanda takes over at an exciting time, with the organisation in good shape. The committee looks forward to working closely with Amanda to continue to grow the impact of Servants Community Housing as we look to expand the organisation both in size, influence and professionalism.

Banning and restricting the use of alcohol at our houses this year has made our residents feel safer while upgrades to the facilities at each of houses have shown our desire for inclusive, supportive, close knit communities where people don’t need to be put at a disadvantage.



In March 2017, we received a card from the mother of one of our residents. It says it all really.

Warren Clark
President

From the CEO

In my six months as Chief Executive of Servants Community Housing, I have been privileged to meet many wonderful people who are passionate about caring for people and reducing homelessness. I continue to be amazed at the passion and commitment of our staff and volunteers who give so much time and energy in what are often difficult and challenging circumstances. It is encouraging for all of us to see the positive impact that these people are making to people's lives. We greatly appreciate the generous financial donations that allow us to improve the facilities and services we offer.



This Annual Report can only give a snap shot of our last year with its many highs and lows. Our lows centre around the health and welfare of our 89 residents and are out of our control. These are the times when a resident is mentally or physically unwell and requires extra care and attention. Regularly the person has no family or friends to provide support and our live-in Housekeepers and residents become the carers. It can be a struggle for all concerned but offering care and respect gives people dignity at their most vulnerable. It is at these times we see that our unique model makes a difference. Other lows include the occasional incident involving anti-social behaviour. It is really encouraging to watch the number of incidents decreasing over the years due to careful resident selection and increased staff training. This year, new house rules limiting the consumption of alcohol has seen an even further reduction in incidents and evictions that is very pleasing as we try and maintain a safe, secure home for people to live.

We modified our annual survey of residents this year and instead of asking how things have been over the past year, we asked residents how things could be different in the year to come. We were keen to identify any extra support services that residents required and as a result of the feedback, we will be partnering with Boroondara Community Outreach Program to bring health professionals and health education to our various houses.

Unfortunately, affordable housing continues to be elusive and low cost, safe, housing is even rarer. We are a business that turns away customers because we cannot keep up the supply. Next year we will be partnering with sympathetic organisations that generously allow us to use their properties to house the alarming number of homeless people in Melbourne. Our challenge will be to house more people whilst continuing to know and care for our residents as individuals.

I would like to extend my thanks and appreciation to Matt Maudlin, our long-standing CEO. His dedication and 17 year commitment to Servants was outstanding and I have appreciated his leadership. I look forward to the coming year with a highly competent board and skilled and dedicated staff, all brimming with ideas and expertise in their mission to serve our vulnerable residents.

Amanda Donohoe

CEO

Events 2016 – 17



Run Melbourne 2016



Eucalyptus Fundraiser



Matt's Farewell



Carols at Carrical



Visions Training for Run Melbourne 2017



Glenferrie Festival

Student Talk



Projects & Support 2016 –17

200 sets of bed linen and towels from
North Balwyn Rotary



Quilts from the Patchwork and quilters
guild of Victoria



South Haven
Carrical bathroom

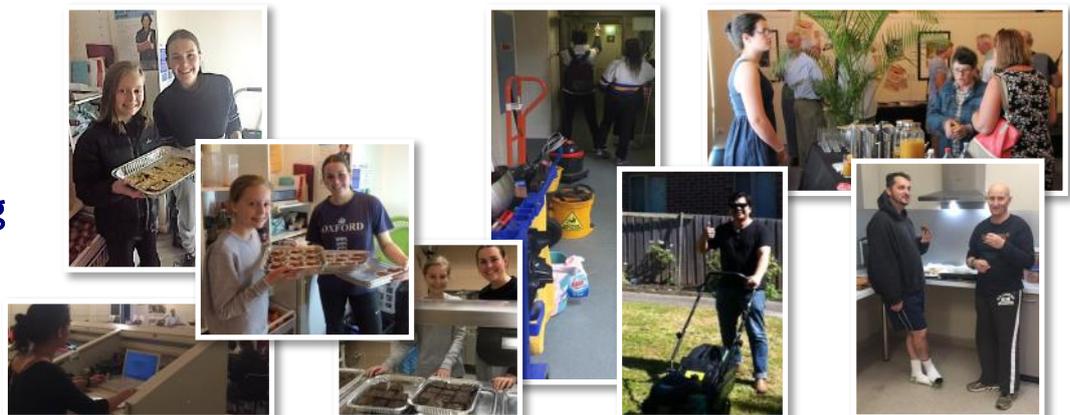


Hamer
pergola

Romana solar panels



Residents,
neighbours and
friends cooking,
cleaning and
generally making
things happen.



How is it going?

Measure	Servants					Sector Average	
	2013	2014	2015	2016	2017		
Vacant nights	1.9%	1.1%	0.03%	0.85%	0.48%	2.0%	✓
Bad debt	2.7%	0.2%	0.6%	0.23%	0.0%	1.0%	✓
Overdue rent	1.6%	0.0%	1.6%	0.0%	0.8%	3.4%	✓
Tenancies maintained	59.7%	85.9%	79.8%	82%	87.7%	86.0%	✓

This Year:



Over 60,000 meals served to residents

72 community and school led BBQs at houses.



4 community dinners, 88 guest attended



44 participants and 18 residents in Run Melbourne 2016



89 beds in 3 locations housed 113 at-risk people. 7 years average tenancy



Over **530,000** nights off the streets in **31** years of operation



12 public talks to 336 people



1,200 books given away

What residents think:

- 87% feel safe and secure.
- 78% were satisfied with the service they receive.
- 86% were satisfied with the value for money they pay
- 8 out of 10 feel they are supported by their house community.
- 92% would recommend Servants to others. 85% feel connected to Servants.
- 60% would prefer to be living with Servants in two years time than anywhere else.

A full financial report is available on request.

Our finances

		2017 \$	2016 \$
Comprehensive Income	Rooming houses	1,207,395	1,267,599
	Other revenue	206,123	211,157
	Total income	1,413,518	1,478,756
	House Operating costs	834,965	797,539
	Overheads	390,744	406,771
	Total Expenditure	1,225,709	1,204,310
	Surplus (loss)	187,809	274,446
Financial position	Current Assets	916,786	731,135
	Non-current assets	258,097	225,831
	Total assets	1,174,833	956,966
	Total liabilities	159,586	129,478
	Net assets	1,015,297	827,488



What are our goals?

Operational Excellence

- ◆ We provide safe, affordable, high quality, long-term accommodation for at-risk individuals
- ◆ Servants' houses are caring communities that foster residents to be attentive to others' needs and their contribution to community life
- ◆ Our operations are managed for the long term, financially viable, and within our risk appetite

Extension

- ◆ We have a well-documented, in-depth, business model that provides appropriate flexibility to allow growth
- ◆ Servants is prepared structurally, organizationally and financially to support growth
- ◆ A fourth facility in the local area is operated by Servants

Community engagement

- ◆ Servants and its model are recognised as a viable and effective means of long term accommodation for at-risk individuals
- ◆ We have active partnerships broadly across the community to enhance the work of Servants and the quality of life for residents
- ◆ Our fundraising and publicity activities are focused and effective

Thank You!

We would like to recognize
and thank the following
organizations for their
support and
encouragement:



Balwyn High School
Bar Ristretto
Bendigo Bank
Bicycle Network
Boroondara Cares Foundation
Boroondara Community Outreach Ministry
Boroondara Council
Canterbury Baptist Church
Canterbury Council of Churches
Carey Baptist Grammar School
Christ Church Hawthorn
Community Housing Federation of Victoria
Country Women's Association - Boroondara
Cyberhound
Department of Health and Human Services, Victoria
Eucalyptus Band
FareShare
Forest Hill Uniting Church
Freemasons Foundation Victoria
Genesis Digital
Glasshaus
Glenferrie Festival
Hawthorn Community Chest
Hawthorn West Baptist Church
Hewlett Packard
Hewlett Packard Enterprise
Holy Trinity Doncaster Anglican Church
Jenkins Foundation
Kew Baptist Church
Leadership Victoria

Melbourne Girls College
Melbourne High School
Patchworkers and Quilters Guild of Victoria
Playing Our Part
Red Rocks Flame Grill, Hawthorn
Rotary Club of Balwyn
Rotary Club of Camberwell
Rotary Club of Canterbury
Rotary Club of Glenferrie
Rotary Club of Hawthorn
Rotary Club of North Balwyn
Rotary Club of Yarra Bend
Ruyton Girls school
St Dunstons Anglican Church Camberwell
St Hilarys Anglican Church Kew
St Stephans Presbyterian Church Surrey Hills
Sing Australia (Hawthorn)
Slovenian Catholic Mission, Kew
Social Glutton Cafe
South Haven Group
The Cleaning Shop, Kew
The Housing Registrar, Victoria
The Office of John Pesutto, MP
The Office of the Hon. Josh Frydenberg MP
The Opalgate Foundation
The Pups
Trinity Grammar School, Kew
Visions Gym
W&K Williams Pty Ltd
Xavier College, Kew

**Finally, thanks to all of the individuals who have supported the work of
Servants this year!**