



**Many Rooms Inc.**

**ABN 51 850 896 155**

**Annual Report**

**October 2015 – September 2016**

## From the Chair

It's a real privilege to introduce the Many Rooms annual report for 2015-2016. Once again, Many Rooms has not only continued to provide stable, safe, and welcoming places for the homeless and marginalised in Melbourne, it has also been able to increase the *breadth* and *depth* of these services.

In this report you'll find wonderful stories, highlights and details of these initiatives, including,



The continued expansion of our second 'room' on Friday nights with numbers now reaching around 60 people every week, meaning that together with the Saturday service, we serve over **160 participants per week**, which translates to serving over **8,000 delicious meals a year** (and many thousands of cups of tea and coffee!);

The initiation of new services and community development activities, including a new fitness program in partnership with YMCA (Saturdays), and a massage service to aid weary bones of rough sleepers (Friday night); and

The expansion of our care pack ministry to provide much needed hygiene and food items to those presently experiencing homelessness.

I'd like to thank the fantastic partners that we work with to make all of this happen. Many Rooms is an outreach of Anglican Diocese of Melbourne parish, **City on a Hill**, who are naturally the primary source of volunteers for our venture, and also provide much needed administrative, in-kind and financial support. The **City of Melbourne** provides crucial financial support and advice to make Many Rooms happen. Our venue partners, **YMCA** and **AMES**, provide the locations for our main food service activities at affordable rates and with generous spirits. **Food bank Victoria** and **Second Bite** provide us with healthy donated food meaning we can serve more people for less. My thanks, on behalf of Many Rooms, to each of you.

May I also acknowledge the outgoing chair, Dave Miers, who lead Many Rooms while preparing to plant a church in Brisbane. Our thanks go to him for his leadership, prayers and wisdom over the main part of this reporting period.

Finally, may we acknowledge the mercy and grace of God the Father displayed to us in our Lord Jesus Christ. It was Jesus who first said that in his father's house are 'many rooms' for those who would walk in his love. We seek to provide Many Rooms to the homeless of Melbourne because Jesus first showed us the way.

Simon Angus

Chair, Many Rooms Board

## Meeting Needs – meals and material aid

*'Jesus said to them, "I am the bread of life; whoever comes to me shall not hunger, and whoever believes in me shall never thirst. (John 6:35)*

Many Rooms aims to be a practical expression of God's care for the poor. The main way we help is to provide free meals on weekends, to meet food security needs of low income people, and provide material aid. Its services are aimed mainly at those experiencing homelessness.

### Meals services

Many Rooms provides free meals services in two locations:

*The Kitchen*, a drop in centre in North Melbourne providing breakfast and lunch on Saturdays; and

*The Friday Kitchen*, a meal service in the CBD providing a dinner on Friday nights.

Together, the services provided around 8,000 meals over the course of the year.



### The Friday Kitchen celebrates one year

The Friday meal service provided its first meal in January 2015 and has built up a solid patronage of 50-60 participants each week. Feedback remains very positive, with many noting the friendly service, kind volunteers and the availability of nutritious and enjoyable food on a Friday night when options are limited.

*Judith Pallesen, Friday Kitchen Coordinator*

**Left:** Volunteer Charlene Mercy (left) with Judith Pallesen (Right), with a cake donated by Sassy Cakes

Key highlights for the last year included:

- Consistently high patronage of all our services, with around 100 people served most Saturdays, and between 55 and 65 people served at our Friday service.
- High satisfaction from participants about food and service by volunteers,

- Good standards in relation to environmental outcomes including high use of food banks, recycling and the initiation of a community garden which provides a sustainable source of fresh food for lunches.

In July 2015 we did a survey of participants across our breakfast and lunch and Friday services. People attending each week highly value the services being provided. An important part of our service is to provide nutritious and healthy meals in a safe environment. Much effort is taken in making sure we meet the mark in terms of food safety, nutrition and managing the environment for all volunteers. The survey indicated that most of the participants felt that their access to healthy food, sense of social connection, safety, belonging, physical and mental health had improved.



Lynne and Steve enjoying the Christmas spirit at The Kitchen in North Melbourne





### **The Garden produces across the seasons**

The Garden is a kitchen garden planted by a team of volunteers to help supplement the supply of vegetables and herbs for our meals program.

The garden uses two plots in the Community Garden space near the North Melbourne Community Centre, where the Kitchen meets.

The gardeners, assisted by participants, plant the plot on a seasonal rotation, responding to the demands of the cooks. For example, this has meant zucchinis and cherry tomatoes over the summer months and lettuces, chard and beans in the winter, with herbs throughout the year.

Teams preparing cooked breakfasts during the year have appreciated having a supply of fresh herbs to add to scrambled eggs, while fresh tomatoes and lettuce have helped with side salads for main meals.

While participants have helped harvest most weeks, at times of seasonal plantings, and assisted in clearing old growth and planting new seedlings – some have also just liked to watch, armed with a cup of tea!

*Katie Nettlebeck, Garden coordinator*

**Top left:** fresh herbs are used in our breakfasts and lunches.

**Below left:** Garden coordinators Katie and Sam with volunteer Peter.



## Care Packs



**Left:** An 'eat on the street' food pack, and a women's hygiene pack. All packs include encouraging messages to recipients and information about Many Rooms and its meal services.



**Right:** A City on a Hill Gospel Community Group preparing packs for distribution. Packs have been donated from a range of people in our community. Instructions are provided to potential donors by Many Rooms about what should go into them.

In 2015, Many Rooms, with the support of City On A Hill, established a new ministry to provide material aid to those experiencing homelessness and those in need, starting with hygiene care packs focused on the needs of women.

The care packs were started by Friday Kitchen Coordinator, Judith Pallesen, who spoke directly with rough sleepers, participants at Many Rooms meal services and other homelessness services to get ideas about what would be the most help. This year, Many rooms has branched out to initiate two new types of packs – hygiene packs for men, and 'Eat on the Street' food packs.

The hygiene packs contain a number of toiletry items specific to the needs of women and rough sleeping men. Care has been taken to ensure that the items provided are relevant to the needs of those experiencing homelessness, and includes items often not available from present services, like three blade razors that are better suited to shaving a beard.

The 'Eat on the Street' food packs contain healthy, portable items that require no cooking and that can easily be eaten on the street. Each care pack contains information about Many Rooms meal services and an encouraging hand written note. Opportunities are made to connect personally with the homeless and encourage them to utilize our meal services.

Through the generosity of City on a Hill attendees and other donors, Many Rooms has received over 1000 care packs in 2016. Packs have been given to individuals attending the Many Rooms meal services and to other organisations working with the homeless and needy. We hope to expand the number of services we support and the individuals we reach in 2017.

## Caring for our neighbour

*Put on then as God's chosen ones holy and beloved, compassionate hearts, kindness, humility, meekness and patience, bearing with one another and if one has a complaint against another, forgiving each other as the Lord has forgiven you, so you must forgive. And over all these virtues put on love, which binds them all together in perfect unity. (Colossians, 3:12-14)*

### **Giving up our time to serve our neighbour**

Our kitchen drop in services provide a practical way volunteers can care for people doing it tough but also participate in a mutually supportive community. We encourage our volunteers to serve for at least one year so that relationships can form, and we encourage them to talk with participants. This involves a sacrifice of time and energy, over a weekend. For many Christians who volunteer with us, serving in this ministry is a practical outworking of their faith.

While most of our volunteers offer up one Saturday a month, our community development volunteers commit to attend The Kitchen every fortnight to just talk and intentionally build relationships.

### **Fostering Community**

Creating community means giving opportunities for all to contribute through volunteering or participating, as well as enabling relationships to form.



*Choir members from St Francis Catholic church, who sang carols for us last Christmas*



Many of those coming to our services come less for a meal but for social connection. While the meals are a focus for community life, special events are also an important way to celebrate together, and culminate in a special Christmas party. Last year's party was particularly memorable as it was a super-hot (42 degree) day and we had to bring in special air-conditioners (powered by a separate generator) to ensure people could cool off.



*Steve and Dave – volunteer elves for our Christmas party 2015*

Community life has been supported through a range of other programs and activities including:

- Fitness classes with the YMCA
- The community garden which started late 2014;
- social activities including ten pin bowling, a footy tipping competition and informal activities including table tennis and pool matches, DVDs, internet and board games.

Supporting community at the Saturday kitchen continues to have its challenges including the fact that many speak only minimal English, but we have recruited Chinese language speakers to most of our teams and also involved Chinese speakers in translating our announcements and talks into Chinese.



### Creating opportunities to serve

Because we involve volunteers in the running of all aspects of our programs, volunteers also acquire new skills in cooking and working in a team. We also seek to grow participants in the community life at each room, by involving them in different ways including volunteering.



#### New Library

Many Rooms commissioned Chris Gillett, one of our regular participants at The Kitchen, to create new shelving for the library.

Chris is presently homeless, living in a tent nearby in North Melbourne, but is an experienced carpenter and joiner, and has set up his own workshop with his other belongings in a storage facility in Kyneton. Since its launch, the library has been filled with magazines, books and DVDs donated by volunteers which participants can borrow, or peruse at The Kitchen.

*Jim Davison (Saturday Kitchen Director)*

### Leadership development

A key part of enabling all the activities at The Kitchen has been a commitment to leadership at board and team levels. The organization now has 12 kitchen teams, a community development team, care pack team, garden team, fundraising team and board. There is a need to do more to develop, train and grow new leaders and link leadership development with broader efforts around leadership at City on a Hill church. Progress has been made in assisting leaders by having an improved volunteer database, into which leaders can update information about attendance and other relevant information after their shift from their mobile phones.

## Advocacy and Fundraising

*Be careful not to practice your righteousness in front of others to be seen by them. If you do, you will have no reward from your Father in heaven. "So when you give to the needy, do not announce it with trumpets, as the hypocrites do in the synagogues and on the streets, to be honored by others. Truly I tell you, they have received their reward in full. But when you give to the needy, do not let your left hand know what your right hand is doing, so that your giving may be in secret. Then your Father, who sees what is done in secret, will reward you. (Matthew 6:1-4)*

An important role for Many Rooms is to help the poor, educate, engage and lead people in action to redress injustice, and show how people can make a difference, in partnership with the wider community. We should not seek to do good works to big note ourselves or reinforce patron-client relationships, but to draw people together in caring relationships so all can play their part. Many people want to help, but do not know where to start. We hope that through patient, humble and sacrificial service, only God might be honored.

Many Rooms has been involved in a number of ways this year in educating the community about issues around homelessness and engaging people to demonstrate a practical and generous response to this issue, including by:

- Raising our profile by increasing our followers on Facebook and our mailing list for our e-newsletter which features stories profiling our participants and highlighting current issues;
- Building awareness about homelessness amongst youth by presenting at a Human rights forum (at Ruyton Girl's school in May), and involving students in baking food for Many Rooms (see photos below);
- Speaking at City on a Hill services and providing promotional materials about Many Rooms in welcome packs at COAH Newcomer nights to widen knowledge of Many Rooms and engage new volunteers;
- Giving out small business cards publicizing the Friday and Saturday Kitchen to homeless people on the street as well as engaging with homeless service providers at regular City of Melbourne run service provider network meetings to publicise our services amongst the homeless;
- Engaging with a range of other service providers and COAH-Central Gospel communities through the Care-packs ministry – this has enabled people such as stay at home mums, who otherwise cannot volunteer with us, to help;
- In July, Friday Kitchen Director, Judith Pallesen, and five volunteers, participated in a two night winter sleep out, hosted by homeless and formerly homeless participants from the Friday Kitchen. The Sleep out was about learning about life on the streets,

and our hosts provided a number of challenges to find safe sleeping places, source food and become aware of the hazards of street life (see photos) as well as raising publicity for our street packs initiative and end of year fundraising drive;

- Inducting, training and involving over 75 new volunteers over the course of the year, creating awareness of the work of Many Rooms and engaging people directly in its work;
- Being featured in fundraising events, including the 007 Singles ball fundraising night which involved 120 people (raising \$6,250) and Star Wars Film night (attracting around 100 people and raising about \$500).
- Winning funds through Grill'd jars and publicising the work of Many Rooms in the wider community.



Kitchen Director Jim Davison receiving delivery of apple crumbles baked by Ruyton Girls School, from School Deputy Principal Brett Moller.



Keith and Daniel enjoy crumbles made by Ruyton students





**Left:** Judith Pallesen with some of the guys from the winter sleep out crew braving the Melbourne winter. John (far left) and Fridge (fourth from left at back) and Shannon (crouching at left of Judith) and Dean (not in photo) were our hosts for two nights on the street.

**Below:** Here they are waking up after a cold winter night at Flagstaff Gardens.



## Structures and Partnerships

*Neither he who plants or he who waters is anything, but only God, who causes it to grow. No-one can lay a foundation other than the one already laid, which is Jesus Christ (1 Corinthians 3:10-11)*

### Structures

Many Rooms is an incorporated body in Victoria and is led by a board of management comprised mainly of volunteers. The Board oversees the two main rooms that comprise the central services of Many Rooms, namely the Friday Kitchen and Saturday Kitchen, in addition to the other services of Many Rooms. Each room is managed by a room coordinator who report to the Board. As a ministry of City on a Hill, Many Rooms maintains a memorandum of understanding with City on a Hill concerning financial and in-kind support, and general oversight via the pastors of City on a Hill.

As City on a Hill has expanded to become a national network of churches, it has established an independent company, City on a Hill Movement Ltd. Many Rooms sees great opportunities to continue to expand its services and outreach in other cities of Australia by leveraging City on a Hill's maturing governance structure. As such, Many Rooms plans to transition to become a subsidiary company of City on a Hill Movement Ltd. likely to be known as Many Rooms Ltd. Such a structure will allow for a simplification of our national compliance obligations, retain our existing DGR status, and generate significant benefits to pursue our desire to be mercy ministers in many cities of Australia. We expect little change for our existing partners and operations due to this transition.

### Finances

Our key stakeholders and financial partners remain City on a Hill church and City of Melbourne. Other support has also expanded through other government grants, fundraising drives and participation in matched giving programs. We have begun to explore the possibility of corporate partnerships.

### Partners

The work of Many Rooms would not exist without other organisations partnering with us.

Many Rooms is a ministry of **City on a Hill**. In their church services they have frequently given us an opportunity to share about our activities including through their series of the Book of James which had a particular focus on Mercy. A large percentage of our volunteers are also drawn from members at the church. Our finances are organised through City on a Hill, and their office staff team frequently handles enquiries on our behalf. They have also provided a substantial slice of our budget. We are very thankful for the support of City on a Hill and look forward to continuing this partnership.

**City of Melbourne** are a major supporter having provided financial support since we commenced operations and providing \$62,000 over the last year. We continue to be grateful for their financial support and advice. They have also provided us with networking opportunities with other organisations through the CBD homelessness provider network, and CoM staff have also volunteered their services at Christmas time. We are very grateful for their help and look forward to continuing this partnership into next year.

We continue to have good relationships with a range of other organisations operating in the North Melbourne neighbourhood, and we are particularly grateful for the support of **YMCA (North Melbourne Community Centre) who have partnered with us to offer Saturday morning fitness classes to our participants through their Open Door program.** We also sought to establish a new partnership to provide a shower and laundry facility at North Melbourne in partnership with **Orange Sky** and **YMCA** which ran on a trial basis but was discontinued after Orange Sky partnered with a different organisation to provide their service at a different location on Saturdays.

We have a good working relationship with **AMES** who manage the Friday night venue. We have partnered with **Boss Executive Services** who are freely providing a security trained person for our Friday night service.

We have also valued the support of **Grill'd**, who have provided financial support and publicity through their restaurants.

**We have also established relationships with a number of organisations** in our work in establishing the Carepack ministry, including **Cohealth, Common Ground, Flagstaff Crisis Accommodation, and women's organisations St Kilda Gatehouse, WIRE and Macauley house.**

**Cultivating Community** continues to be supportive in allowing us access to the community garden plots for The Garden.

We have continued good relationships with **Second Bite** to source fresh fruit and vegetables on a weekly basis. We also value our relationship with **Food bank Victoria**, who provide us with free or discounted food and sundry items that are useful for running the Kitchen. We have commenced a relationship with Vietnamese food outlet **Roll'd**, which is providing discounted food for our Friday service.

## Board of Directors members

All aspects of Many Rooms are overseen by a Management Committee which meets approximately every month. The management committee was made up 6 people as at September 2016. We thank previous Secretary, Josie Essery, who stepped down in mid-2016 (replaced by Kate Bones), David Miers, who previously served as Chair, (replaced by Simon Angus in early 2016), and Linda Robinson, who stepped down as Fundraising coordinator at the start of 2016. All have made significant contributions in the governance and running of Many Rooms. Further details about the present board are provided below:



**Simon Angus (Chair)** is one of the Pastors at City on a Hill where he serves as pastor for Strategy and Analysis. Simon is one of the original founders of Many Rooms, and lead a Saturday team for several years before stepping down to take on other roles with City on a Hill. Simon had previously volunteered for many years at Teresa House, an overnight crisis accommodation provider in Redfern, Sydney. Outside of volunteering, Simon works as a member of the Department of Economics at Monash University where he researches and teaches in the economics of innovation, technology, economic development, poverty, and data-science.



**Jim Davison (Vice-chair)** is the Kitchen Director and has weekly responsibilities for managing volunteers and facilitating social activities at the Kitchen each Saturday. Jim works part time at the Australian Housing and Urban Research Institute Limited (AHURI), helping to manage a national program of research on housing and urban topics relevant to public policy.



**Kate Bones** is the secretary of the Management Committee of Many Rooms. Kate works as a lawyer at Refugee Legal, a community legal centre. Prior to moving to Melbourne in 2015, Kate worked as a researcher at the University of Sydney, and has a range of experience in human rights law, policy and advocacy.





**Meredith Hinze** works full time managing eTeaching, Web & IT for the Faculty of Arts at The University of Melbourne. She has special interests in social media and digital communications, and has taught digital media in the graduate publishing program in the Faculty of Arts. She has over 12 years professional experience managing both large and complex websites as well as small project based sites. Examples include Asialink, Asia Education Foundation, Asia-Australia Mental Health and Asia Society Australia Centre



**Jessica Di Rosso** is the finance officer on the Many Rooms board. Jessica works full-time with Ernst & Young as a Consultant in the Performance Improvement, Advisory practice in Melbourne. She has experience across a range of both state and federal government departments, ASX listed and private companies with a focus on cost reduction and process improvement.



**Sam Grace** is the expansion coordinator for Many Rooms. He has been a volunteer at The Kitchen since its inception, including a team leader. He has a professional experience in project development and management in the health services industry.

## Looking Forward

*'Do not store up for yourselves treasures on earth, where moths and vermin destroy, and where thieves break in and steal. But store up for yourselves treasures in heaven, where moths and vermin do not destroy, and where thieves do not break in and steal. For where your treasure is, there your heart will be also....Therefore everyone who hears these words of mine and puts them into practice is like a wise man who built his house on the rock. The rain came down, the streams rose, and the winds blew and beat against that house; yet it did not fall, because it had its foundation on the rock' (Matthew 7:20-25)*

Many Rooms is always looking at ways to expand services to demonstrate God's love to the homeless and marginalised in our community. We are aiming to create a range of services to meet diverse needs in the community, to offer assistance to people doing it tough.

Having successfully established our second room last year, we are aiming to continue to grow and establish new rooms and initiatives, and deepen our engagement with local communities in need. Our vision is to grow with our partner City on a Hill church, and locate services in areas where the churches themselves are located - in the Western Suburbs, Geelong and hopefully interstate in Brisbane in future.

Our first priority is to restructure our corporate identity to facilitate expansion across the country - the planning process for this room has already commenced.

We also are seeking to creatively engage with the communities we are presently serving, especially the homeless, but also those socially isolated or on low incomes. One way we are seeking to do this is to expand our Care pack ministry, working with Gospel Communities at City on a Hill and a range of partners. We are also exploring new recreational or support activities including provision of mentoring and financial counselling through partner organisations.

# **Many Rooms Inc.**

ABN: 51 850 896 155

## **Appendix 1 Financial Statements**

1 October 2015 to 30 September 2016

## Statement of Comprehensive Income

12 MONTHS ENDED 30 SEPTEMBER

Notes

2016  
\$

Revenue	3	127,635
Expenses	4	102,653
<b>PROFIT / (LOSS) FROM ORDINARY ACTIVITIES BEFORE INCOME TAX EXPENSE</b>	2	24,982
<b>NET PROFIT/ (LOSS) ATTRIBUTABLE TO MANY ROOMS INC.</b>		24,982

The statement of comprehensive income is to be read in conjunction with the notes to the financial statements set out on pages 21 to 22.

## Statement of Financial Position

AT 30 SEPTEMBER

Notes

2016  
\$

<b>CURRENT ASSETS</b>		
Cash assets	5	108,885
<b>TOTAL CURRENT ASSETS</b>		108,885
<b>TOTAL ASSETS</b>		108,885
<b>CURRENT LIABILITIES</b>	6	11,369
<b>TOTAL CURRENT LIABILITIES</b>		0
<b>TOTAL LIABILITIES</b>		11,369
<b>NET ASSETS</b>		97,516
<b>EQUITY</b>		
Retained Earnings		97,516
<b>TOTAL EQUITY</b>		97,516

The statement of comprehensive income is to be read in conjunction with the notes to the financial statements set out on pages 21 to 22.



## Statement of Cash Flows

	Notes	2016 \$
<b>12 MONTHS ENDED 30 JUNE</b>		
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from grants, donations, fundraising activities		127,572
Payments to suppliers and employees		(91,284)
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>		36,288
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		63
Add opening cash brought forward		72,520
<b>CLOSING CASH CARRIED FORWARD</b>	5	108,885

The statement of comprehensive income is to be read in conjunction with the notes to the financial statements set out on pages 21 to 22.

## Notes to the Financial Statements

### 1. CORPORATE INFORMATION

Many Rooms Inc. is an incorporated charitable organisation which is registered with the Australian Charities and Not-for-profits Commission (ACNC) and is domiciled in Australia.

The registered office of Many Rooms Inc. is located at:

c/o Kate Bones

262 Queen St.

Melbourne

VIC 3000

All staff including the Committee of Management are volunteers except for James Davison and Judith Pallesen

### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### a. Basis of preparation

The financial report is a special purpose financial report, which has been prepared in accordance with the requirements of the *Corporations Act 2001*, Australian Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board. The financial report has also been prepared on a Cash basis. The financial report is presented in Australian dollars.

#### b. New accounting standards and interpretations

There are currently no Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet effective that would impact the Association.

**c. Revenue recognition**

Revenue is recognised at the fair value of the consideration received when the economic benefits have been received. The following specific recognition criteria must also be met before revenue is recognised:

*Donations*

Donations received from non-related parties are voluntary, non-reciprocal and are recognised when they are received.

*Grants*

Grants received from non-related parties are voluntary, non-reciprocal and are recognised when they are received even if they relate to services provided in the next accounting period.

**d. Cash and cash equivalents**

Cash and cash equivalents in the statement of financial position comprise of cash at bank.

**e. Income tax**

Based on the criteria set out by the ATO, Many Rooms Inc. is exempt from Income Tax. Many Rooms Inc. is a non-profit entity established for community services and is a registered charity with DGR status.

**f. Other taxes**

Many Rooms Inc. is not subject to GST as we are a registered non-profit entity.

**30 SEPTEMBER**

**2016**

**\$**

<b>3.REVENUE FROM ORDINARY ACTIVITIES</b>	
<b>Revenues from operating activities</b>	
Grants	68,939
COAH Support	10,000
Donations and Corporate Sponsorship	41,252
Fundraising	7,381
Other Revenue	63
<b>Total revenues from operating activities</b>	<b>127,635</b>
<b>4. EXPENSES</b>	
Administrative/Overhead Expenses	4,337
Volunteer & Staff Expenses	58,778
Saturday (Breakfast & Lunch) Expenses	23,388
Friday (Dinner) Expenses	12,512
Minor Rooms and Special Events	3,638
<b>Total Expenses</b>	<b>102,653</b>
<b>5. CASH &amp; CASH EQUIVALENTS</b>	
Cash at Bank	108,885
<b>Total Cash and Cash Equivalents</b>	<b>108,885</b>

**6. LIABILITIES**

Expenses paid by COAH on behalf of Many Rooms 11,369

**Total Liabilities** 11,369