



**Many Rooms Inc.**

**ABN 51 850 896 155**

**Annual Report**

**October 2016 – September 2017**

## From the Chair

Once again we have much to be thankful for in the work of Many Rooms over 2016-2017!

From the huge involvement and service of our wonderful volunteers to the stories and lives impacted by our services, including caring for over 180 participants per week, who enjoyed over 9,000 meals this year alone. And not forgetting the joy it has been to see so many hygiene and food care packs distributed directly to homeless men and women on the streets of Melbourne.



And, with this report, we mark a series of significant and exciting milestones for the onward growth and development of Many Rooms. Principal among these are:

- The final steps of a transition from Many Rooms as an Incorporated entity in Victoria to a **national company** (Many Rooms Ltd.), allowing us to expand our work beyond Victoria in partnership with City on a Hill Movement Ltd, our (soon to be) parent company; and
- The appointment of **Amanda Warrick** to be the new National **Many Rooms Director**, bringing her decades of extensive not-for-profit leadership experience to the exciting task of leading the transition to a national entity and starting new 'rooms' and initiatives.

Together, these changes allow us to continue to **act locally** as we have always done — providing meals, care packs, friendship and warmth — and **grow nationally**. As I write, Amanda has been working hard with our affiliate church leaders in Geelong, West Melbourne, and Brisbane to dream and plan for new rooms and initiatives.

*I invite you to come with us on this journey of development, and share with me my eager anticipation for how Many Rooms will reach and care for more in our communities nationally.*

To our partners, once again I offer my sincere thanks on behalf of the Many Rooms board. To **City on a Hill** (Anglican Diocese of Melbourne), our primary source of dedicated volunteers as well as operational and in-kind support; to the **City of Melbourne** who continue to back Many Rooms financially; to the **YMCA** and **AMES** whose venues we use every week and rely on their understanding and professional teams; and to **Food bank Victoria** and **Second Bite** whose ingenious healthy food donations enable our meals to be consistently rated highly by our participants for taste and nutrition ... *a hearty thank you!!*

Finally, to the outgoing Many Rooms Inc. Board ~ Kate, Jess, Meredith, Jim and Samuel ~ thank you in the Lord for your dedication, wisdom, friendship and hard work throughout the last year, and in helping to bring Many Rooms into its new company form.

Simon Angus  
Chair, Many Rooms Inc. Board

## Meal services

*'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.

### Providing food for people in need

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 9,000 meals over the course of the year.

Key highlights for the last year included:

- Consistently high patronage of all our services, with around 110 people served most Saturdays, and 60-70 people served at our Friday service;
- High satisfaction with variety and quality of food (with 80 per cent saying it was excellent or good);
- High satisfaction from participants about attitude of volunteers (91 per cent rated it as excellent or good);
- Induction training of all volunteers including food safety.

In July 2017 we did a survey of participants across our Friday and Saturday services and have used the feedback to further improve our service. Key areas for improvement include managing heating and cooling in venues, ensuring foods could be eaten by those with dental issues and ensuring common standards of etiquette in a culturally mixed community.



Above: Serving up a delicious Asian style meal at the Friday Kitchen

*'It's the only meal I eat from a plate all week'*  
Participant, Saturday Kitchen



## Many Rooms gets Roll'd and Grill'd

We have been very fortunate to have great relationships with two well-known food franchises Melbourne, Roll'd (who prepare Vietnamese food for our Friday Kitchen) and Grill'd (Healthy Burgers).

Recently staff from Grill'd served up burgers for us at our Saturday service, donating food and their time for free.

**Top left:** Grill'd Burgers ready to eat

**Below left:** Grill'd Melbourne Central Store Manager Glenn Bailee and staff, apply the special sauce...



## Fostering Community

We serve a diverse community with many different people coming to our two services. In July 2017 we conducted a survey of both our Friday and Saturday kitchen participants. The Saturday service has a mix of people, with both men and women attending, but most (almost 80 per cent) are aged over 45.

Around 30 per cent are in public housing and a quarter homeless. The Friday Kitchen serves a large number of homeless participants (around 50 per cent attending are homeless). There is a greater range of ages, though mostly men. Both services serve a large number of repeat customers.

*'Table tennis, company of friends, I go to few places, this is particularly good. Please continue the program for us'*  
(Participant Saturday Kitchen)



Creating community takes time and intentional effort to break down barriers, treat all equally and creating environments that are safe for all. It also means offering opportunities for meaningful participation.

Community life has been supported through a range of programs and activities including ten pin bowling, table tennis and pool matches, DVDs and board games.

*'A highlight for me was when I was able to translate for one of the Mandarin speaking ladies to express how grateful she was for Many Rooms and all the volunteers... although language is a barrier for her, she could see how much love and value the volunteers have for the participants through their commitment and time sacrificed to served them.'*  
Kana (community development volunteer)

While most of our volunteers offer up one Saturday a month, our community development volunteers commit to attend every fortnight to just talk and intentionally build relationships. 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 many of our teams and also involved Chinese speakers in translating our announcements and devotions before lunch into Chinese.



**Left:** Bryan enjoys Ten Pin bowling

**Below:** Community Development volunteers Mel, Dom and Kana with Mattie and Kitchen Coordinator Jim



## Caring for our neighbour

*'Owe no one anything, except to love each other, for the one who loves another has fulfilled the law' (Romans 13:8)*

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.

*"...the caring attitude of volunteers particularly the tolerance, acceptance and absence of judgement"  
(Homeless participant, Saturday Kitchen)*

Our survey revealed that a key attraction for people at our services were 'the people' and the 'friendly', 'welcoming' and 'courteous' staff.



**Above:** Volunteers from our 2016 Christmas party at The Kitchen

## Care Packs

In 2015, Many Rooms, with the support of City on a Hill, established a new ministry to care for those experiencing homelessness and those in need, starting with hygiene care packs for women. In 2016 this initiative was expanded to provide two new 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.

*'I was feeling really down,  
feeling like no one cared,  
this makes me feel better,  
people do know we are  
struggling in hard place'*

- Sean

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 handwritten 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 around 1,000 care packs in 2016-17 which have been distributed to homeless and low income people through a range of organisations, including Laverton Community Services, Co-health, Flagstaff Crisis Accommodation, Bethel Church and others.

We recently received a Local Leader Grant to help coordinate this service to provide care packs into the Western suburbs.

*'Thank you so much for this, I  
have had a really rough  
week, my son was released  
from prison and came to my  
house and robbed me, this is  
really nice to get this, it's lovely'*

- Amy

## Advocacy, Empowerment and Fundraising

*But let justice roll on like a river, righteousness like a never-failing stream.*  
Amos 5:24



**Above:** Supporting Many Rooms is promoted at a City on a Hill service

### Advocacy

An important role for Many Rooms is to educate, engage and lead people to redress injustice, and show how people can make a difference, in partnership with the wider community.

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:

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;

Building awareness about homelessness amongst youth by presenting to students at high schools, and involving students in baking cupcakes for Many Rooms (see photo);

Involving children from City Kids Sunday school program at City on a Hill in providing





Easter baskets for participants (see photo), fundraising for Many Rooms and educating them about Jesus' care for the needy.

Giving out small business cards publicizing the Friday and Saturday Kitchen to homeless people on the street;

engaging with homeless service providers to publicise our services amongst the homeless;



### Empowerment

We also seek to empower people to make a difference through volunteering to assist in running our programs. We presently involve over 150 volunteers. We also seek to involve around 5 participants in volunteering. Over the course of the year we inducted, trained and involved over 75 new volunteers over the course of the year.



**Above:** Team 1 (aka Team 'fancy pants') who volunteer monthly at our Friday Kitchen, with Kitchen Coordinator Judith Pallesen

## Fundraising

The work of Many Rooms has been sustained also by our supporters who have donated money and in-kind:

- A successful end of Financial Year fundraising campaign, more than doubling our target;
- Matched giving programs;
- Winning \$1,500 through Grill'd jars;
- Winning a Local Leader grant for \$1,000 to set up a care pack ministry in the west of Melbourne (see photo);
- Individuals and City on a Hill Gospel Communities donating 1,000 care packs worth over \$20,000 (each care pack contains products worth between \$20 and \$25 each).



**Above:** Kitchen Coordinator Judith Pallesen receives a Leader Local Grant on behalf of Many Rooms from Nine News Presenter Peter Hitchener

## 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 presently an incorporated body in Victoria but in 2017 it will become a Limited company. 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. In future each room coordinator will report to the Director, who will then report to the Many Rooms Ltd. Board.

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. Until recently, as a ministry of City on a Hill, Many Rooms Incorporated maintained a memorandum of understanding with City on a Hill (parish) concerning financial and in-kind support, and general oversight via the pastors of City on a Hill. This arrangement will be replaced by a simpler one in which the Many Rooms Ltd. company will be a wholly owned subsidiary the City on a Hill Movement Ltd company.

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 is in the process of transitioning to become a subsidiary company of City on a Hill Movement Ltd. 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**. We frequently share about our activities during church services, including through a series on the Book of James which had a particular focus on mercy. A large percentage of our volunteers are drawn from the members of the church. Our finances are organised through City on a Hill, and the office staff frequently handle enquiries on our behalf. They have also provided a substantial slice of our budget. We are very thankful to be a part of City on a Hill.

**City of Melbourne** are a major supporter having provided financial support since we commenced operations and providing over \$65,000 this 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)**.

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 valued the support of **Grill'd**, who have provided financial support, food and publicity through their restaurants. We also value the relationship with Vietnamese food outlet **Roll'd**, which is providing discounted food for our Friday service.

**We have also established relationships with a number of organisations** in our work in establishing the Care Pack ministry, including **Cohealth, Common Ground, Flagstaff Crisis Accommodation, and women's organisations St Kilda Gatehouse, WIRE and Macauley House**. We have also established a relationship with Council for Homeless Persons, involving some of their Peer Education Support Program participants in conducting our evaluation surveys.

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

We have continued with mutually beneficial relationship with **Second Bite**, who 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.



## Directors and Staff of Many Rooms Incorporated

The Management Committee of Many Rooms Incorporated Association was made up six people as at September 2017 (the association was formally dissolved on 16 October). All members of the present board with the exception of the Chair, Simon Angus, are stepping down from continued involvement with Many Rooms governance. The new Limited Company is composed of three persons (Simon Angus, Chris Griffioen, Craig Mawdsley). We thank all previous members of the Many Rooms Inc. Board for their contributions to the governance and running of Many Rooms. The names of those on MR Incorporated as at 30 September 2017 were:



**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 over-night 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)** works 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. He also has operational responsibilities for the Saturday Kitchen.



**Kate Bones (Secretary)** 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 (Communications)** works full time managing eLearning/ eTeaching in 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 16 years professional experience managing both large and complex websites as well as small project based sites. She has been a volunteer at The Kitchen since its inception.



**Jessica Di Rosso (finance officer)** 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 (expansion coordinator)** 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.

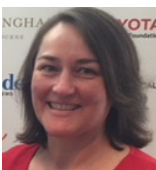
#### **Staff Team (as at September 2017):**



**Amanda Warrick** was recruited as National Director of Many Rooms in July 2017. She has over 20 years experience in the not for profit sector, with particular skills in fundraising, marketing, leadership and strategic partnerships.



**Jim Davison** is the Saturday Kitchen Coordinator. Jim also provides support in the areas of program evaluation and grant writing.



**Judith Pallesen** is the Friday Kitchen Coordinator and leads the Care pack ministry.

## Looking Back and Looking Forward

*'O Lord, I have heard the report of you and your work, O Lord, do I fear. In the midst of the years revive it; in the midst of the years make it known; in wrath remember mercy.'*  
(Habbakuk 3:2)

This Annual Report will be the last one for Many Rooms Incorporated, as in the new Financial Year Many Rooms will transition to a new Limited Liability Company, Many Rooms Limited, which will be a fully owned subsidiary of City on a Hill Movement Ltd.

The change will assist Many Rooms to achieve a number of important aims. By moving to a limited company structure, Many Rooms will better be able to operate interstate (Many Rooms Inc was registered only in Victoria). It will also create a closer bond with City on a Hill church. This will enable the company to retain close connection with the life of the church but also enable further expansion in places like Brisbane.

The changes will also mean changes in the nature of governance arrangements, with the board no longer playing as close management role and more of an oversight, governance and risk management role. The appointment of Amanda Warrick as Many Rooms Director means that most strategic managerial responsibilities will be delegated to her, while operational responsibilities for particular operations (Rooms) will be with Room Coordinators.

It is hoped that the new structure will make it easier to have new rooms emerge in new locations (close to where the church is located).

Many Rooms Incorporated was an important step in our learning journey as a mercy ministry, and we look forward to the next chapter to see where God might lead us.

## Financial Statements

### Profit & Loss

Many Rooms Inc. 1 October 2016 to 30 September 2017

|                                 | 30 Sep 17       |
|---------------------------------|-----------------|
| <b>Income</b>                   |                 |
| Grant Income                    | 66,082          |
| Interest Income                 | 104             |
| MR - Donations                  | 32,437          |
| MR - Fundraising                | 20,313          |
| MR - In-Kind Donations          | 7,191           |
| <b>Total Income</b>             | <b>126,127</b>  |
| <b>Gross Profit</b>             | <b>126,127</b>  |
| <b>Plus Other Income</b>        |                 |
| MR - Support (COAH)             | 4,659           |
| <b>Total Other Income</b>       | <b>4,659</b>    |
| <b>Less Operating Expenses</b>  |                 |
| Ministry - Communications       | 3,433           |
| Ministry - Events               | 2,919           |
| Ministry - Food and Supplies    | 19,961          |
| Ministry - Leadership           | 2,181           |
| Ministry - Training             | 652             |
| Occupancy - Consumables         | 6,149           |
| Occupancy - Room Venue Hire     | 30,397          |
| Operations - Bookkeeping        | 200             |
| Operations - Legal              | 4,291           |
| Operations - Merchant Fees      | 1,075           |
| Staffing                        | 70,226          |
| <b>Total Operating Expenses</b> | <b>141,484</b>  |
| <b>Net Profit</b>               | <b>(10,699)</b> |



## Balance Sheet

Many Rooms Inc. As at 30 September 2017

30 Sep 2017

### Assets

|                           |                |
|---------------------------|----------------|
| <b>Bank</b>               |                |
| Cash & cash equivalents   | 104,639        |
| <b>Total Bank</b>         | <b>104,639</b> |
| <b>Fixed Assets</b>       |                |
| Office Equipment          | 715            |
| <b>Total Fixed Assets</b> | <b>715</b>     |
| <b>Total Assets</b>       | <b>105,353</b> |

### Liabilities

|                                  |               |
|----------------------------------|---------------|
| <b>Current Liabilities</b>       |               |
| Accounts Payable                 | 12,273        |
| Fringe Benefit Liability         | 305           |
| GST                              | (5,412)       |
| Rounding                         | -             |
| <b>Total Current Liabilities</b> | <b>7,167</b>  |
| <b>Total Liabilities</b>         | <b>7,167</b>  |
| <b>Net Assets</b>                | <b>98,187</b> |

### Equity

|                       |               |
|-----------------------|---------------|
| Current Year Earnings | (10,699)      |
| Retained Earnings     | 108,885       |
| <b>Total Equity</b>   | <b>98,187</b> |