

# Impact Report 2021/22



The Haymarket Foundation acknowledges that the land on which we operate is Aboriginal land and we show respect and give thanks to the Gadigal people of the Eora nation for thousands of years of protection of these lands. We wish to acknowledge that this land was never ceded but stolen and pay tribute to those Aboriginal lives taken, and acknowledge the great trauma and pain still caused by that theft.

We endeavour in all our work to uphold the human rights of all Aboriginal and Torres Strait Islander people of this land, with respect to elders past and present, and with solidarity for the emerging and future generations.

Always was, always will be Aboriginal land.

# ABOUT THE HAYMARKET FOUNDATION

The Haymarket Foundation is unique: it is a grassroots, secular organisation focused on people experiencing homelessness and other marginalised communities in Sydney.

We are based in Chippendale and Woolloomooloo and work on the lands of the Gadigal people of the Eora nation.

We work with people that other services are not always able to, because of their complexity: those who are living with mental health, alcohol and other drug issues and, frequently, lifelong trauma and disability.

## We are different

We have nine services, including the state's only crisis accommodation for people who are in active alcohol and other drug use.

Our shelter is staffed 24 hours a day, 365 days a year. Of the 28 beds, four are set aside for people who are living with HIV, two are for transgender residents.

We work with people over the long-term to find sustainable health and housing solutions.



### Resident snapshot

64%

have a mental health diagnosis

39%

had been rough sleeping before living with us

33%

have not had a home in the last year or more

11%

identify as being First Nations



## With your help, we can take steps to end the cycle of homelessness.

A tax-deductible gift of \$30 will provide hot showers and freshly washed clothes for a person for a week.

And you can make their month with a donation of \$120!



[Click here to donate](#)

[haymarket.org.au/donate](https://haymarket.org.au/donate)

[info@haymarket.org.au](mailto:info@haymarket.org.au)



“There is a respectful atmosphere at the Haymarket Foundation. Staff and clients are wonderful.”

Former resident

# REPORT FROM THE CHAIR

## WITH A WELCOME TO OUR NEW CEO

**The past year has seen the COVID-19 pandemic continue to test the Haymarket Foundation, its clients and services.**

Like everyone, we were forced into a second lockdown in 2021 and, to improve infection control, all but the most vulnerable residents of our crisis accommodation facility were moved to nearby hotels. It was a particular challenge for frontline staff who had to wear full PPE when visiting clients – and many of them had to do double-shifts to accommodate other staff who became ill.

Most of our other services went online, with outreach staff continuing to ensure our clients had access to food, medication and support.

Another consequence of the pandemic has been a change to our planned medical practice for people experiencing homelessness.

**“To improve infection control, all but the most vulnerable residents of our crisis accommodation facility were moved to nearby hotels.”**

**“We welcomed our new CEO, Gowan Vyse who brings with her the benefit of a long period of service in areas relevant to the Foundation.”**

The Board made the difficult decision not to proceed with the building work proposed for the facility opposite Central Station, in the basement of Christ Church St Laurence. There were a number of reasons, including a significant rise in capital costs, a critical shortage of GPs, the increasing cost of delivering health care, and the Medicare levy not rising accordingly. We have, however, been able to introduce a number of services focusing on the medical needs of people experiencing homelessness, which means we can better focus our limited resources elsewhere. We thank Christ Church St Laurence for understanding this decision.

In late June 2022, we welcomed our new CEO, Gowan Vyse, who brings with her the benefit of a long period of service in areas relevant to the Foundation. She has started with significant energy and already has led a new approach to helping support the health needs of our clients. We are now focused on medical in-reach, with a doctor



using our on-site clinic in Chippendale one day a week. This approach is going well, with excellent outcomes for our clients.

She and the team have been involved with advocacy for non-residents, including New Zealanders who do not have access to income support, or to social housing. Many have stayed with us at our crisis accommodation in Chippendale for extended periods. Gowan appeared on SBS News speaking about the situation.

Other achievements include our best performance ever, in maintaining our accreditation with the Australian Council of Health Services (see story next page), and increased income from fundraising.

My thanks go to all our dedicated team in the Haymarket Centre, Bourke Street Program, and the other range of services. The work of the team leaders of each of our programs has been exceptional. I constantly appreciate the patience, understanding and compassion they bring to our organisation. They are a great asset.

As always, I would like to record my personal appreciation for the support of our funders and the other agencies that work with us, this cooperation is crucial in this complex area of care.

Finally, I thank my fellow board members whose understanding of the crucial difference between policy and fiscal oversight, and interference in operational matters, facilitates smooth and efficient management. This is crucial to the stability and efficacy of the organization. Despite the problems we face, we hope to continue to meet the needs of some of the most marginalized and complex people experiencing homelessness.

**Kevin Rozzoli**  
Chairman

# IN NUMBERS

## OUR WORK THIS YEAR

30,660

Meals provided each year in our crisis accommodation

825+

People provided with support

59

People housed each night

9

Services across homelessness and alcohol and other drugs

32

Staff members

7

Volunteer board members

# HOW WE WORK

We work with people over months - and sometimes years - to end their homelessness.

In our crisis accommodation, we take a harm minimisation approach to alcohol and other drugs and support medication compliance.

We also work to find the missing pieces of why people cycle in and out of homelessness, including arranging for diagnoses of suspected cognitive impairments and mental health, linking people to appropriate housing and services.

By working with people over the long-term to find sustainable solutions, we give them the opportunity to build a new future for themselves.

Housing is an integral part of seven of the United Nations Sustainable Development Goals including:

- Goal 1: No poverty
- Goal 3: Good health and well-being
- Goal 5: Gender equality
- Goal 6: Clean water and sanitation
- Goal 7: Affordable and clean energy
- Goal 11: Sustainable cities and communities
- Goal 13: Climate action

# OUR BEST PERFORMANCE



**The Haymarket Foundation has been commended for its response to the pandemic in its most recent assessment by the Australian Council on Healthcare Standards (ACHS).**

Every four years, a full assessment is carried out on all health service providers – including hospitals – with government funding dependent on this.

The ACHS board approved that the Foundation maintain its accreditation status and, in addition, that it be accorded an Extensive Achievement rating for the COVID-19 leadership exercised by the organisation internally and within the sector as a whole.

This is the first time an Extensive Achievement rating has been achieved in any category by the Haymarket Foundation in the 15 years these assessments have been carried out.

# KEY MILESTONES

2021 ▶

**Jul 2021**

People experiencing homelessness are offered hotel-style accommodation in Sydney's second lockdown



**Jul 2021**

The Haymarket Foundation commences a new program, Together Home.

**Aug 2021**

Staff help residents fill in their Census forms



**Sep 2021**

The Haymarket's crisis accommodation facility closes for the first time in 13 years, for a week's deep cleaning, after a COVID-positive case.

**Nov 2021**

A GP offers medical consultations at our surgery in Chippendale



**Jan 2022**

Hotel-style lockdown ends with several non-residents housed at our crisis accommodation

**Dec 2021**

Christmas celebration



**Feb 2022**

Continued rain in Sydney and flooding in parts of NSW and Queensland



**Apr 2022**

We pass health accreditation with flying colours!



**May 2022**

Recreation program begins for crisis accommodation residents - including visits from Michelle and her therapy dog Honey.



**May 2022**

The crisis accommodation gets some fresh paint thanks to volunteers with Habitat for Humanity



**Jun 2022**

New CEO Gowan Vyse starts



2022 ▶

# Section 1

## Homelessness



# HOMELESSNESS SERVICES

**The Haymarket Centre is a 28-bed crisis accommodation facility in Chippendale: it is the only service in NSW funded to support people with complex needs who are in active substance use. Four of those beds are allocated to a program focused on people living with HIV.**

There has been a continued focus on strict infection control and COVID safety policies to ensure the safety of residents and staff. During lockdowns, with additional funding from the Department of Communities and Justice, we supported people in a local hotel to improve infection control. Some of these people were non-residents – including refugees - who receive no access to government benefits and have no government housing pathways. From January 2022, we transitioned back to our crisis accommodation facility and many non-residents continued to live with us. (See case study, page 10).

We also started to reintroduce activities for residents, including yoga, art workshops, therapy dog visits and gardening. We have also been improving the accommodation, with volunteers from Habitat for Humanity giving the heritage-listed building a fresh coat of paint.

With funding from the City of Sydney, we were able to provide neuropsychological assessments for 19 people experiencing homelessness who had suspected cognitive impairments – in some cases, a disability was diagnosed for the first time. These assessments provided the required evidence to access housing and support and the majority of people found housing as a result of this work.

91 people were supported with accommodation throughout the year, with 15% of those being First Nations peoples and a third having no income when they entered the service.

## A new service

### Together Home

The Haymarket Foundation started work in a new program in the year. Together Home is funded by the NSW Government to support more than 1000 people who had been rough sleeping. Two case managers have been supporting four former residents of our crisis accommodation facility. The clients have tenancies through Metro Housing.



Photo credit: Grant Turner, Mediakoo

# 11 YEARS IN LIMBO

After 11 years in Australia, Deo, a refugee from Burundi, still remains in limbo. Until recently, his only constant was his home of four years – the Haymarket Foundation’s crisis accommodation in Chippendale.

He was previously drifting between other homelessness service providers, which were only able to provide one night’s accommodation at a time.

The Haymarket Foundation is known for its work with people who have nowhere else to go.

“I have one leg here and one in my own country,” says Deo, who can not return to Burundi because of his political beliefs.

He is a member of the Tutsi ethnic minority and many of his family have been persecuted.

The 45-year-old has work rights, allowing him to continue casual work making fixtures for use in the construction industry.

But he’s still not able to access a protection visa and has been caught in a legal battle to try to stay.

“My work can finish at any time and I don’t have access to Centrelink,” he says. “The lockdowns were really hard because I had no income and nothing to do. I had no quality of life.”

Now he’s able to work again.

While he no longer lives at the Haymarket Foundation’s crisis accommodation, in part due to the two-hour each way commute – he’s grateful for the support.

“The Haymarket Foundation changed my life,” he says. “It’s been positive. At least I had food and a place to stay.”

**“The Haymarket Foundation  
changed my life.”**

Former resident,  
Deo (pictured)



# OTHER HOMELESSNESS SERVICES

**The Sydney Homelessness Early Intervention Service (SHEIS) supports people who are at risk of homelessness by assisting them in sustaining their current accommodation or supporting them to move to a new and more suitable location.**

Throughout the year 56 men and 37 women were assisted with either housing applications, crisis accommodation, referrals for support to meet their needs or long-term accommodation. Nine First Nations peoples were supported.

Of the 93 people supported we are not aware of any returning to homelessness.

## Sustaining Tenancies

The Sustaining Tenancies program continues to have fabulous outcomes supporting people living in government housing to sustain their tenancies and access the support needed to live a meaningful and fulfilled life.

This partnership with Neami National aims to make that transition from experiencing homelessness to having a home an easier time for people to adjust to (see case study, page 12).

Almost a quarter (23%) of the program participants are First Nation's people, who have had the option to be supported with their tenancies by an experienced Aboriginal Liaison Officer.

This year saw 179 people supported with housing transfers, connection to long-term supports such as health providers, My Aged Care and the NDIS, support with living skills and connection to local areas. Financial assistance has also been provided to many people in need – to move house, for cleaning, payment of bills, useful household items and home adjustments like screen doors which allow people more safety in their home.

## Rapid Response

The Rapid Response team supports people experiencing homelessness all over Sydney. The year was another challenging one for the people the team support, but there were many great outcomes.

With additional places provided by the NSW Government under the Together Home package, there were a large number of people able to be permanently housed with ongoing support, many of them through private rentals. The team also assisted people with employment.

There are two properties available through the program. The women's transitional property in inner Sydney is offered in partnership with Amelie Housing, and it continues to provide women experiencing homelessness a safe place to get their lives back on track. The men's crisis accommodation in Ashfield, delivered in partnership with Wesley Housing, has supported even more men in crisis than last year.



Photo credit: Grant Turner, Mediakoo

# A NEW DAWN

**For more than 30 years, Mark struggled with a cycle of drug use and jail, while trying to cope with a history of abuse as a child.**

"I'd get out of jail for a week and would find myself taking drugs and just get sent back," he says.

Thanks in part to the support of the Haymarket Foundation, the 55 year-old has gone from sleeping rough – in a tent on Maroubra Beach – to living in his own place in the neighbourhood.

He is also in recovery, has a partner and a cleaning business.

"My first year out was amazing," he says. "I was doing so many things for the first time. I was tasting different foods for the first time. It might be simple, but for me it was a totally new experience."

A pivotal part of that journey was significant victim compensation from the Royal Commission into Institutional Responses to Child Sexual Abuse – and the support of a case worker from the Haymarket Foundation.

**"Talking to someone who is sober and connected was important for me."**

With the support of a case manager from the Haymarket Foundation, he managed to get a licence, a car and establish a business specialising in end of lease cleaning.

"The case manager was able to help me get the documentation I needed to get me back on my feet," says Mark. "It was great to have someone who cared enough and made time for me and was prepared to listen.

"Talking to someone who is sober and connected was important for me," he says.

Now Mark has new habits – he has regular work with his business, helps support his partner get to health appointments and goes for a daily walk at the beach.

He has reconnected with his sister and niece, and through his partner has a new tribe, including two grandchildren.

"I have new people to talk with and to support me – it works both ways. I've come a long way."

He was part of the Sustaining Tenancies program.



A new dawn: Mark at Maroubra Beach

Photo credit: Grant Turner, Mediakoo



**“There can be quite stressful days, though when you witness positive change and development in someone’s life it makes it all worth it.”**

Ronan, Sustaining Tenancies Case Manager with the Haymarket Foundation

## Section 3

# Alcohol and other drugs services



# BOURKE STREET PROGRAM

**Sydney's second lockdown and the wet start to 2022 have had an impact on the post-rehabilitation Bourke Street Program.**

The isolation and lack of face-to-face contact with case managers during lockdown meant that many men in the residential post-rehabilitation living skills program struggled.

While there were some relapses into drug and alcohol use and consequent exits from the program, 11 people successfully completed in the year.

The former residents like Vic (see next page), often go on to have stable tenancies, jobs and reconnect with their families.

At full capacity, 18 men can be part of the nine-month program. They live in five share houses, mostly in and around Bourke Street, Woolloomooloo.

Despite all group activities during lockdown moving online, the two case managers still managed to continue face-to-face case management in full personal protective equipment. They also kept up the intake to the program – which was important as many men completed rehab and had nowhere else to go.

The months-long deluge also had an impact on the properties, with mould and minor flooding forcing an uptick in repairs and maintenance.

Since then, a new partnership has been forged with a local gym, to help support men's physical and mental health going forward.

**11 people successfully completed the program in the year.**



Walking group is part of the Bourke Street Program

Photo credit: Joel Pratley

# “I’M SAVING THE WORLD ONE CAN OF BAKED BEANS AT A TIME”

**When people became homeless due to the floods in early 2022, Vic knew how it felt not having a roof over your head.**

He became homeless at the height of his drug use, in-between periods of incarceration for theft. He became drug-free in his late 50s and got support through the Haymarket Foundation’s Bourke Street Program.

Now the 71-year-old helps others get back on their feet.

He and his team have done several trips to Lismore and surrounding areas, taking food, furniture and clothing to those in need.

“I’m saving the world one can of baked beans at a time,” muses Vic, who has spent the last 14 years of his life volunteering to help the disadvantaged.

“One of the Haymarket Foundation staff suggested I do some volunteering with my local church and suddenly, I found purpose,” he says.

Vic has helped thousands of people through his resourcefulness and hard work. He volunteers for C3 Cares, which is part of God in the City Church in Darlinghurst, which funds the work.

He’s got a warehouse full of essentials and a large truck to take food donations to where it’s needed most.

“I see the devastation of people who are affected by disaster. My empathy kicks in, but you have to hold yourself back a bit, so you can do what is needed,” he says.

Vic began his charitable work by putting on free lunches for people experiencing homelessness around Darlinghurst.

“I’ve been homeless myself, so I want to help those who are currently experiencing homelessness.”

It’s that compassion which has seen him serve those in need including the floods, bushfires and in drought. He’s on the road most days – and never takes a holiday.

“I had the right case workers and it made all the difference,” he says of his recovery journey with the Haymarket Foundation’s Bourke Street Program. “I also reconnected with my family while in the program.”

He’s now in regular contact with his children, grandchildren and great-grandchildren.



**“I’ve been homeless myself, so I want to help those who are currently experiencing homelessness.”**

Former resident,  
Vic (pictured)

Photo credit: Grant Turner, Mediakoo

# ALCOHOL AND OTHER DRUGS PSYCHOLOGY SERVICE

## The Alcohol and Other Drugs (AOD) Psychology Service continues to offer a hybrid service to clients trying to achieve and maintain a drug-free lifestyle.

The service went completely digital for a second time due to the second lockdown in Sydney. However, once it was lifted, telehealth continued to be offered along with face-to-face counselling, as clients appreciate the flexibility and accessibility.

The service was acknowledged by the Australian Council on Healthcare Standards (ACHS) during the accreditation process.

The surveyors made special mention of the Haymarket Foundation's Clinical Psychologist, Carlos Duarte, for his internal benchmarking data. Carlos has been keeping these records since he began the service 15 years ago.

During the most current reporting period the main drug of choice for clients accessing the service was alcohol, followed by amphetamines (mainly ice), cannabis, heroin and cocaine.

## Supply chain issues during the pandemic led to more people substituting alcohol and cannabis for other drugs.

It would seem as if supply chain issues during the pandemic led to more people substituting alcohol and cannabis for other drugs, but these trends seem to slowly be reverting to what they were pre-pandemic.

There is a notable increase in the number of First Nations peoples accessing the service – representing 12% of those seeking help. This could be linked to having an Aboriginal case worker in another of the Haymarket Foundation's services, the Bourke Street Program.

Latest data on effectiveness of the service highlights that:

- 45.5% of clients attending the service report that they have achieved their counselling goal.
- 85% of clients attending the service report that they have improved.

The surveyors with the ACHS also noted in June 2022 that the benchmarking for the service's PREMS ('Yes') survey - a requirement for all AOD services - exceeds all those of the Department of Health's. This trend continues in the latest yes survey data.

The service is funded by the Central and Eastern Primary Health District (CESPHN) with the psychologist also conducting group therapy and outreach clinics to Foster House and the Ozanam Learning Centre.



Clinical psychologist  
Carlos Duarte

Photo credit: Joel Pratley

# ALCOHOL AND OTHER DRUGS SUPPORT SERVICE

## There have been a few changes for the service in the past 12 months, including a new name.

While it was formerly known as the Waiting List Support Service, the aims of the Alcohol and Other Drugs Support Service remain the same.

It is a telephone and face-to-face service that provides support and assistance to people who are either having difficulties navigating or waiting to access rehabilitation services.

Caseworker Isabella says lockdowns particularly affected people who had both mental health and substance issues.

"It was difficult for people to reach out for help during lockdown, as many services were not taking new clients," she says.

The AOD Support Service went online during lockdown and while some clients continued, many stopped the program.

## Four out of 10 clients identify as Aboriginal or Torres Strait Islander.

"More people are reaching out now and there are increased referral pathways," says Isabella.

A women's smart recovery group has been started, which creates a safe space for women with alcohol and other drug issues or any behaviours of concern, many of whom have also experienced domestic and family violence.

More women are accessing the service and approximately four out of 10 clients identify as Aboriginal or Torres Strait Islander.

The AOD Support Service has also connected with a range of other homelessness service providers including Thread Together, which provides free, new clothing to people in need.

"It gives people a sense of independence – they feel really good," she says. "That makes a big difference. They send me small cards with really nice messages, which is so lovely."

The AOD Support Service is funded by the Central and Eastern Primary Health District (CESPHN) It has a number of aims including providing ongoing emotional support to help individuals stay on treatment service wait lists, support to clients in accessing community and treatment services, and to provide care coordination and advocacy.

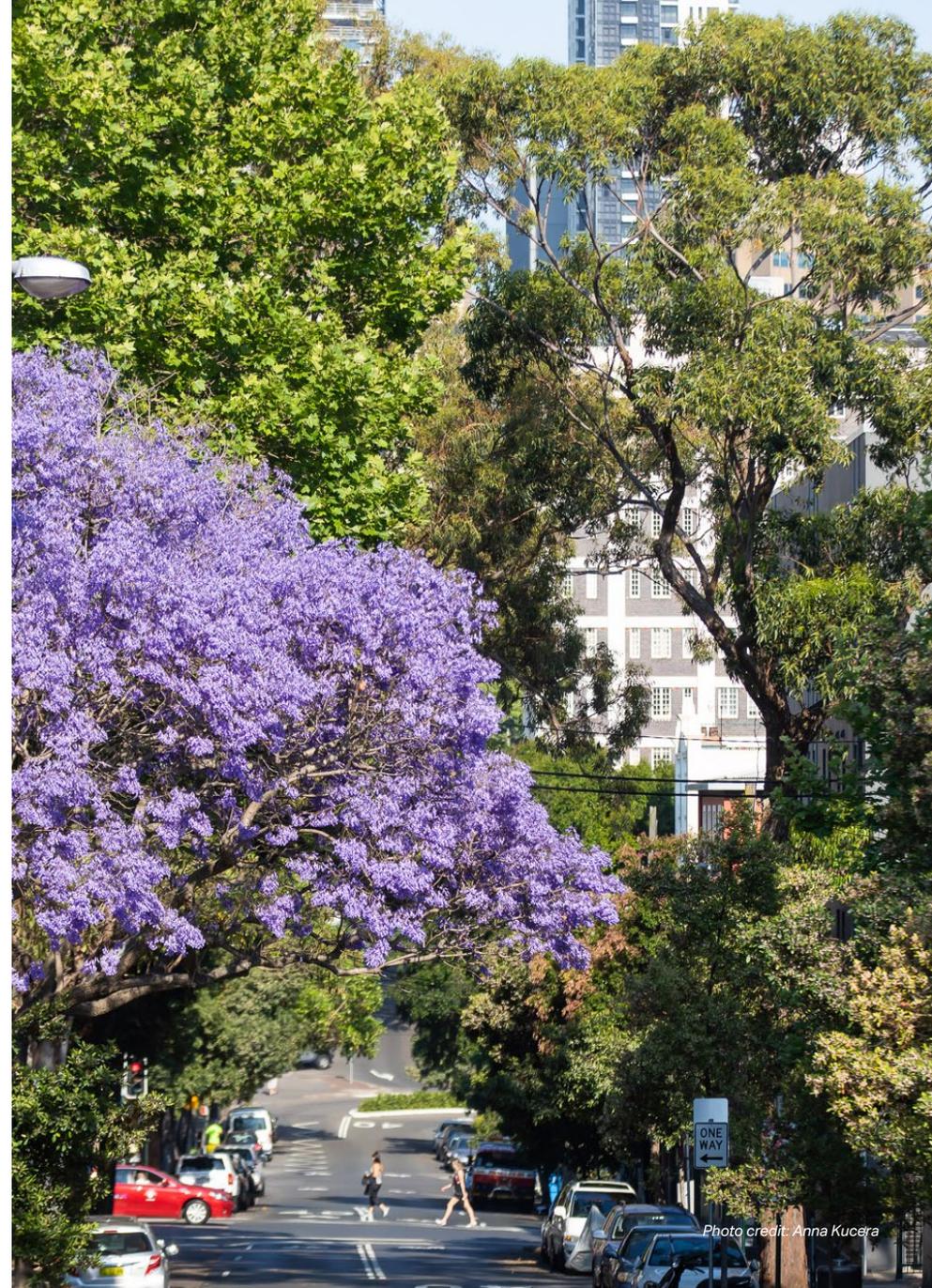


Photo credit: Anna Kucera

# TREASURER'S REPORT

## SUMITHIRA THAVAPALAN

**The pandemic and economic environment more broadly have impacted our finances. Notably, financial markets have taken a downturn, which has affected our investments.**

There has been an uptick in income from grants, fundraising and government support for COVID-19. However, COVID-19 support funding will not continue next financial year and we are looking to other sources to fill funding gaps.

The financial statements for the year ended 30 June 2022 have been prepared on a General Purpose Financial Statements – Reduced Disclosure basis in accordance with the appropriate accounting standards, and have been independently audited by Stewart Brown Chartered Accountants.

**There has been an uptick in income from grants, fundraising and government support for COVID-19.**

### Profit and loss

The Haymarket Foundation reported a deficit of \$696,408 for the year ended 30 June 2022 (2021: surplus \$96,668). This was due largely to the performance of the Haymarket Foundation's financial assets, which experienced a significant downturn, in line with the markets. The fair value loss on financial assets was \$476,646 (2021: gain \$88,896). In addition, there was an impairment loss on property, plant and equipment of \$211,276. Excluding these abnormal items, the deficit was \$8,486 for the year ended 30 June 2022 (2021: surplus \$7,772).

### Cash flow

The Haymarket Foundation returned net cash flows from operating activities during the financial year of \$278,758. The organisation continues to be well placed to meet its current obligations.



[Click here](#) to access the full Haymarket Foundation financial report



Photo credit: Joel Pratley

# OUR SUPPORTERS

Thank you to everyone who champions the work of the Haymarket Foundation through donations, volunteering and other support. We are so grateful for your generosity – and it means so much to the people we work with.

## Our primary funders

The Department of Communities and Justice

South Eastern Sydney Local Health District (SESLHD)

Central and Eastern Primary Health Network

## Our supporters

Maddocks

OzHarvest

StreetSmart Australia

## Grantmakers

Walter and Eliza Hall Trust

City of Sydney

To all those who wish to remain anonymous, but donate, volunteer and support in other ways: thank you.

It means more than we can say.

## Partner agencies

ADAHPS (formerly AIDS Dementia and HIV Psychiatry Service)

Amélie Housing

Bobby Goldsmith Foundation

Metro Housing

Mission Australia

Neami National

Newtown Neighbourhood Centre

Positive Central

Salvation Army

SESLHD HIV Outreach team

Wesley Community Housing

YWCA Australia

This annual report was designed by Studio Helm. Photography by Joel Pratley and Grant Turner, Mediakoo. Illustrations by Parko Polo. Copy was written by Susi Hamilton and Camilla Williams. Proofreading by Sharon Flanagan.

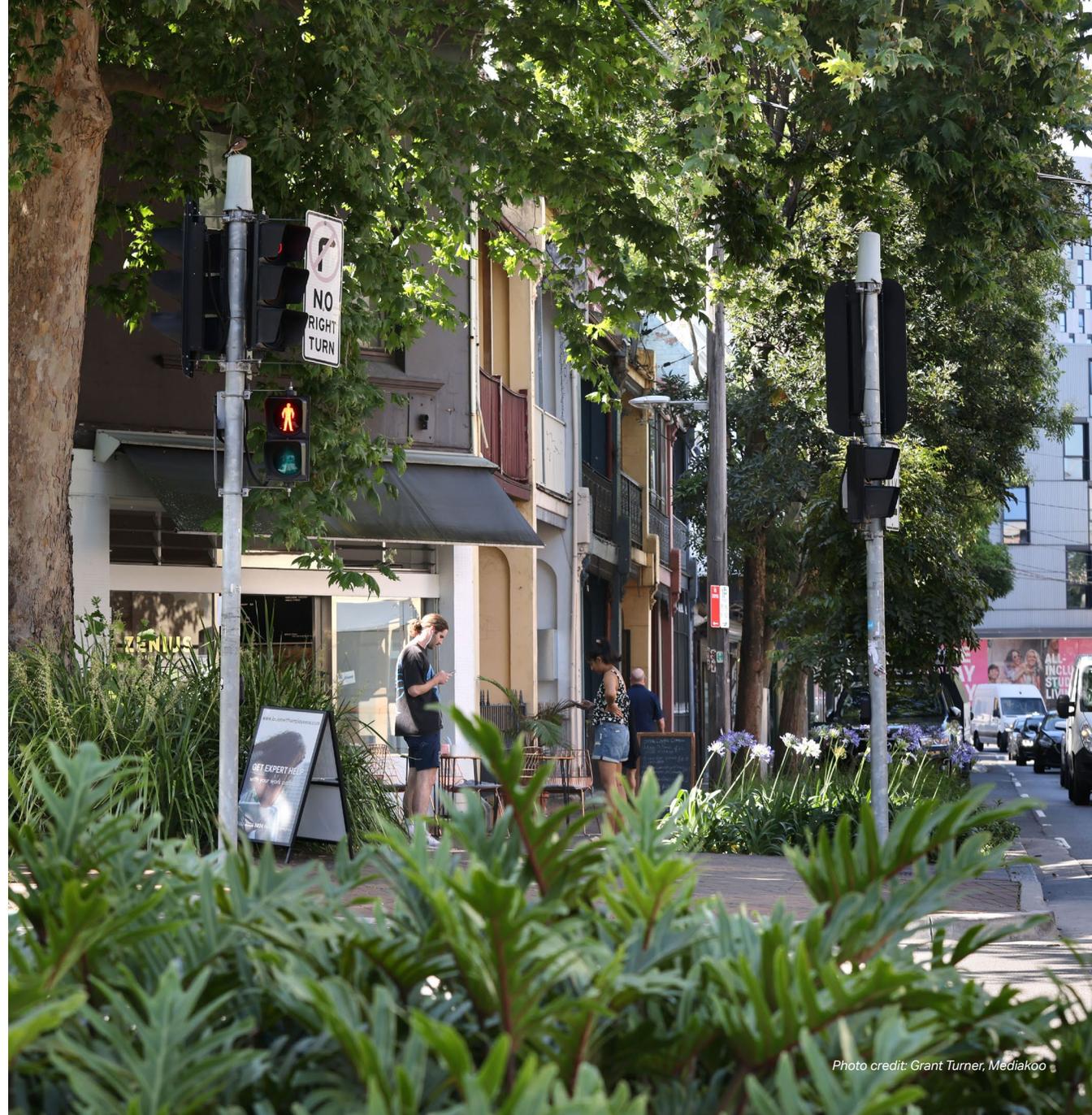


Photo credit: Grant Turner, Mediakoo



**Thank you for  
your kindness and support.**

**Together, we can provide  
a fresh start for people  
experiencing homelessness**



[Click here to donate](#)

The Haymarket Foundation. 137-139 Regent St, Chippendale NSW 2008.  
haymarket.org.au | 1300 029 202