

Annual Report 2022/23



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, on the lands of the Gadigal people of the Eora Nation. We run 8 different programs to support those experiencing or at risk of experiencing homelessness and those struggling with harm related to Alcohol & Other Drug (AOD) use.

The Haymarket Foundation works with people with complex needs, including those who are living with mental health and AOD issues and frequently lifelong trauma and disability, to find health and housing solutions.

Everyone has the right to a safe home.

Your generous support will allow us to carry out more neuropsychological assessments, improve the facilities at our crisis and transitional accommodation services and provide regular activities to increase the health and wellbeing of our clients.

By donating today you're showing people experiencing complex homelessness in Sydney that there is no such thing as 'too hard to help'.

haymarket.org.au/donate
info@haymarket.org.au

**“It’s important to keep
a sense of humour and
to keep upbeat. If you
keep pushing through
— there are options
for the future.”**

Former resident,
Bron (pictured)

This is a person with lived experience who has agreed to be photographed. Photo credit: Grant Turner, Mediakoo

REPORT FROM THE CHAIR, THE HON. KEVIN ROZZOLI AM

The Haymarket Foundation has its origin in a green caravan which was set up on the weighbridge serving Paddy's Market in the Haymarket area in order to meet the needs of vulnerable people in that area.

Next year will be 50 years since Sydney Hospital, with the support of the City of Sydney, commenced an outreach program to meet the health care needs of people experiencing homelessness. Hospital staff visited the Haymarket area nightly and provided medical and nursing care from the small green caravan. Within two years, a permanent health care clinic was established in Palmer Street, Darlinghurst, and the venture was incorporated as a company with limited liability. Over the past 5 decades the Haymarket Foundation has grown to become a leading provider of homelessness and Alcohol and Other Drug services but has always remained true to its roots and retained its caring ethos.

“There have been increases in homelessness and the number of people seeking our support.”

The past year has been a challenging one. The worldwide shock waves that followed the COVID-19 pandemic still resonate. It has been a testing time that has made life more difficult for the Haymarket Foundation, its clients, our staff, and consequently, the delivery of our services. There have been increases in homelessness and the number of people seeking our support. At the same time, though, the costs of meeting our clients' needs have also increased dramatically.

This time last year, we welcomed our new CEO, Gowan Vyse, who has performed magnificently in very trying circumstances. Her wealth of experience in the welfare area, especially in the City of Sydney, has brought real benefits through progressive team building and partnerships with relevant institutions.

Adequate funding remains our greatest challenge. Although our government funding has increased slightly year to year due to indexation, it is still insufficient to meet the real cost of managing our organisation. Legislative changes in many areas and increasing cost of living expenses have placed demands on us that far exceed indexation. Unlike major charities whose portfolios cover a wide range of activities we struggle to gain traction in the charity market. Over the past few years, we have seen some increase in public giving, however, it still runs well short of our financial requirements. We have now embarked on a five-year program to streamline our operational costs and to seek additional funding and support.

“Over the past 5 decades the Haymarket Foundation has grown to become a leading provider of homelessness and Alcohol and Other Drug services but has always remained true to its roots and retained its caring ethos.”

As always, my thanks go to all of our dedicated teams at the Haymarket Foundation, you have been exceptional and I appreciate the patience, understanding and compassion that each team member extends to our clients. Our staff are our greatest asset.

Once more, I record my personal appreciation for the support of our funders and the other agencies that work with us. Beneficial 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 with operational functions, facilitates smooth and efficient management. This is crucial to the stability and efficacy of the organisation. Despite the problems we face, we are hopeful that we can



continue to meet the challenging needs of one of the most vulnerable and complex groups in society.

Kevin Rozzoli
Chairman

IN NUMBERS

OUR WORK THIS YEAR

31,755

Meals provided each year in our crisis accommodation

637

People provided with support

61

People housed each night

8

Services across homelessness and alcohol and other drugs

28

Staff members

8

Volunteer board members

HOW WE WORK

The vision of the Haymarket Foundation is “To create a better future for Sydney’s homeless and marginalised”.

We work with and support Sydney’s most vulnerable over months – and sometimes years – through innovative and client focused recovery, homelessness, and primary health services. By working with people over the long-term to find sustainable housing solutions, we give them the opportunity to build a future for themselves.

Haymarket adheres to the following values throughout all of their work:

We care

We believe that every person’s life has value, and care deeply about the people we support.

We are empathetic

We seek to understand the challenges and realities that our clients face.

We are adaptive

We understand that need is individual, and are we flexible and adaptive in responding to the challenges that we face.

We are innovative

We actively seek out new and impactful ways of achieving outcomes.

We are determined

We fight hard and do what it takes to advocate and get outcomes for our clients.

We are collaborative

We respond to complex needs using a team approach.

We are professional

We utilise best practice approaches in all areas of our work.



KEY HIGHLIGHTS

2022 ▶

Jul 2022

Exodus Foundation weekly GP medical clinic commences at Haymarket Foundation



Sep 2022

Immunisation and vaccination clinic at Chippendale

Aug 2022

SBS news interviews CEO around Haymarket's support for those who are not permanent residents of Australia



Oct 2022

Paralympian Nigel Smith presents to Bourke Street clients

Nov 2022

One-off grant received from Brad Hazzard, the Minister for Health, for Bourke Street Program



Jan 2023

In-service for staff run by Sex Workers Outreach Project (SWOP)

Dec 2022

Maddocks host a Christmas party for residents at The Haymarket Foundation



Feb 2023

Cultural Awareness training run for staff by Big River Connections



Mar 2023

Pitch to Sydney Local Area Health District (SLHD) to run an RPA Virtual hospital pilot at Haymarket was successful



May 2023

Staff outing to do a cultural tour of Barangaroo



Apr 2023

Births, death & marriages started monthly visits to Haymarket

Jun 2023

Channel 9 visit to Haymarket to interview CEO and ex-resident around the cost of living



2023 ▶

Section 1

Homelessness



HOMELESSNESS SERVICES

The Haymarket Centre, located in Chippendale, is a crisis accommodation facility with 28 beds. It is open 24 hours a day, 365 days a year. The service works with people who have both mental health issues and are in active drug and alcohol use. 4 of the 28 beds are allocated to a program focused on people living with HIV.

Health and homelessness

The Haymarket Foundation's work is centred around the health needs of people experiencing homelessness.

From August 2022 – July 2023, a general practitioner conducted a weekly clinic for residents of our crisis accommodation, providing sensitive and opportunistic care. An appointment for something as simple as a prescription refill could often result in long overdue blood tests, vaccinations, referrals to specialists, and the provision of medical evidence for residents to access the National Disability Insurance Scheme (NDIS) and priority housing. This medical care is a vital service for residents and has led to life-changing outcomes such as the diagnosis of chronic health conditions and treatment for previously undiagnosed or untreated illnesses such as diabetes.

Additionally, we facilitated 27 neuropsychological assessments for people with suspected cognitive impairments, thanks to Advanced Neuropsychological Treatment Services and support from the City of Sydney, Maddocks and Collier Charitable Trust. These

assessments usually cost several thousand dollars in the private system or require at least a year-long waiting period in the public hospital system.

We are proud to share some of the life-changing results. 12 people were recommended for NDIS. 6 people received a recommendation for priority listing with NSW Housing, which means their homelessness may end much sooner. The assessments also assisted with legal proceedings, and most importantly, the diagnosis and understanding of certain mental health conditions and cognitive impairments that had previously been undiagnosed or misdiagnosed. The assessments aided our workers by providing suggested ways to support individuals through their specific needs.

Additionally, pop-up health clinics were carried out during the year, using the fully equipped medical clinic on-site. These clinics helped address things such as vaccinations, optometry and audiology needs.

Looking ahead to the next financial year, we will see the commencement of a pilot health service with RPA Virtual Hospital. Following a successful "pitch" event hosted by the SLHD, The Haymarket Foundation's crisis accommodation facility was chosen as the first site for the virtual hospital to work with homeless communities in the area.

This medical care is a vital service for residents and has led to life-changing outcomes.



Photo credit: Grant Turner, Mediakoo

We have also developed a collaboration with the Sydney Dental Hospital, which is part of the Sydney Local Health District (SLHD). Dental care is frequently the last thing that is addressed for people experiencing homelessness – yet many of our residents need extensive treatment. To break down the barriers and create an entry point for treatment, Sydney Dental Hospital staff have come on-site to educate residents about good oral hygiene and provide free toothbrushes and toothpaste. The Sydney Dental Hospital also offers Haymarket clients a designated appointment each Monday to address and attend to their dental needs.

Enriching lives:

To increase the wellbeing of residents of The Haymarket Centre, a number of programs and visiting services were provided onsite throughout the year. These included informal arts and crafts activities and therapy dog visits. Informal gardening activities have been expanded to include plans for a sustainable garden (from August 2023).

The outside area of the residence will be given a makeover. Three bench seats, which have worm farms underneath and adjacent garden beds, will be installed. The City of Sydney has funded the project, which will improve residents' wellbeing and their understanding of sustainability issues.

Other regular visiting services to support residents include Centrelink community engagement, Service NSW, Births Deaths & Marriages, Sex Workers Outreach Program and NSW Users and AIDS Association (NUAA). Thank you to Twin Pines PTY LTD for their generous donation which has assisted us meet the needs of our residents.

Client Demographic information
for 2022/23:



Photo credit: Grant Turner, Mediakoo

“Since I’ve been at Haymarket
I feel like a massive weight has
been taken off my shoulders.
I wasn’t taking care of my basic
needs like food and shelter...”

Former resident,
Hope (pictured)



OUTREACH PROGRAMS

The Haymarket Outreach team consists of the Rapid Response Program, which is sub-contracted by YWCA, and the Sydney Homelessness Early Intervention Service (SHEIS) team, which is sub-contracted by Mission Australia. Workers operate collaboratively to implement best practices and provide the optimal outcomes for their clients.

Both the SHEIS and the Rapid Response teams continue to undertake weekly Homelessness Assertive Response Team (HART) patrol, every Tuesday morning. This involves assertive outreach in partnership with a range of other homelessness services. This team works to achieve positive outcomes for clients, acts as a pathway for referrals, and provides networking tools for staff.

This year, the team have worked with a number of people experiencing Domestic Family Violence (DFV) and assisted in connecting them to women's services and specialised DFV support.

SHEIS update

The SHEIS program supports people in the inner city of Sydney 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, the program successfully assisted clients in various areas. This included support to secure private, community and government housing, accessing NDIS support, connecting to AOD, and referrals to health and dental providers. This year, the team have worked with a number of people experiencing Domestic Family Violence (DFV) and assisted in connecting them to women's services and specialised DFV support.

The team have worked closely with many community organisations such as Relove, Oz Harvest, Sydney Dental Association, Bridge Housing and Sanctuary House to achieve great outcomes for clients.

Each Thursday, the SHEIS team attend the "One Stop Shop" at Newtown Neighbourhood Centre. Monthly, the team attend the Woolloomooloo Integrated Services Hub (WISH). These meetings provide great opportunities to network with other services and acquire new referrals.

In the last financial year, the service supported 99 people:

- 15% identified as Aboriginal and Torres Strait Islander
- 17% identified as culturally & linguistically diverse
- 59% identified as Male
- 39% identified as Female
- 2% did not disclose their gender



Photo credit: Grant Turner, Mediakoo

RAPID Response update

The Rapid Response Team provides case management and outreach support to single men and women experiencing homelessness in the Inner-City and Inner-Western suburbs of Sydney. The service focuses on providing housing pathways in order to break the cycle of homelessness.

The rapid response program provides intensive case management to 2 transitional houses; one men's house in Ashfield and a women's house in Waterloo. The residents of these houses are supported to live independently while receiving case management to assist with securing more permanent, independent living arrangements.

The Rapid Response program also provides access to crisis accommodation and other transitional accommodation, casework, and advocacy support to navigate housing pathways (community housing, Housing NSW, boarding houses and private rental). The service also offers brokerage support for basic living essentials.

In the last financial year, the team supported 140 people:

- 12% identified as Aboriginal and Torres Strait Islander
- 15% spoke a language other than English
- 54% identified as Male
- 46% identified as Female
- 0.7% identified as Non-Binary

Sustaining Tenancies

The Sustaining Tenancies in Social Housing (STSH) team assists people living in DCJ Social Housing by providing outreach support and case management to sustain their tenancy. The STSH team work in collaboration with the Sustaining Tenancies Team at the Strawberry Hills DCJ office by aiding tenants with access to supports and services, brokerage and advocacy.

The STSH service provides thorough case management to consumers with identified tenancy risks based in the city of Sydney, Sutherland Shire and the Inner West and Eastern suburbs.

Using a recovery approach, the STSH team aims to address housing issues, reduce homelessness and increases participants' social connection to improve overall wellbeing.

The last financial year 46 clients were supported:

- 13% identified as Indigenous
- 17% were female
- 83% were male
- 12% were born outside Australia



The service focuses
on providing housing
pathways in order to break
the cycle of homelessness.

A DAY IN THE LIFE OF SAM NAVIGATING SUPPORT AND ADVOCACY

Come along for a day in the life of Sam, one of Haymarket's much-respected case workers.

Sam's day begins with a scan of emails and messages from clients and service providers, prompting responses to referrals and inquiries. Sam orchestrates the outreach strategy with the team, meticulously planning the day's schedule.

Every day is unique and centred around the kaleidoscope of client needs and activities. Sam hops between properties, juggling conversations, booking appointments and organising agendas.

This morning, Sam's first stop is the men's property. A friendly and familiar face to many residents, Sam gathers information about their various needs and issues. Today, there's some tension between several residents, so Sam skillfully and patiently mediates and steers them tactfully towards resolution. Once sorted, he and his fellow caseworkers commence individual client sessions.

Then, onto the women's property to do the same.

Every negotiation is a bridge towards stability for those in need, and Sam guides his clients through the process with skill and kindness.

Venturing to the housing office, Sam advocates for and escorts clients through the logistics of securing Temporary Accommodation (TA). Every negotiation is a bridge towards stability for those in need, and Sam guides his clients through the process with skill and kindness.

After grabbing a quick lunch to-go (a strong latte and chicken sanga is on today's menu), it's back to the office, where Sam becomes an administration maestro. Today's tasks involve completing case notes, housing applications and contacts for the Department of Communities and Justice. Sam jumps between tasks like a pro.

The day passes in a whirlwind. There are surprises around every corner – problems to troubleshoot, bumps in the road to smooth and fires to extinguish. Each task brings Sam's clients closer to a safe place to call home, leaving Sam feeling tired but rewarded, and ready for what tomorrow brings.



Sam, Case Worker
with the Haymarket Foundation

Photo credit: Grant Turner, Mediakoo

Section 3

Alcohol and Other Drugs services



BOURKE STREET PROGRAM

The Bourke Street program is a post-rehabilitation living skills program for men recovering from harm related to Alcohol and Other Drug use. The program supports men who are in recovery and at risk of homelessness by providing them with transitional housing, case management, therapeutic support groups, sports & recreation, living skills programs and access to psychological services and relapse prevention programs.

The program has seen some great changes this year. Most notably, coming out of lockdown meant a return to face to face service delivery. The program also has a refreshed approach to engaging graduates of the program, further enhancement of the living skills component and securing some much needed funds from NSW Health to support this critical work.

The Bourke Street program has worked diligently throughout the past 12 months to assist men post-rehabilitation. The program focuses on reintegrating them back into society and their families and helping them reclaim their lives through an integrated trauma-informed recovery approach.

Each Monday night, one of the houses hosts a community dinner for all program participants and graduates are invited as well. This has been incredibly successful in keeping people connected and motivated and also expands clients' support networks. The program has expanded to include boxing and personal training through a gym program, which were a great success.

The regular physical activities such as boxing, gym classes and a walking group which involves visits to free Sydney sites such as the Australian Museum and Art Gallery of NSW.

Last financial year, we were lucky to receive a commitment from the Grant Family charitable trust and Angus Grant to support the program over the next three years.

With this assistance The Bourke Street Program has been able to achieve so much more for our client. We are looking forward to the year ahead.

Snapshot

In the past 12 months, the Bourke Street program conducted 315 one-to-one cases, management and counselling sessions. 412 group programs, including yoga, a boxing group, a process group and other therapeutic groups operated. Being able to provide this extent of support to the men of our program has been a significant achievement for the program.

This year, the Bourke Street Program had 9 Graduations, comprising a 50% completion success rate. We are proud to report that 8 of those clients entered long-term housing and the other returned to family. The average time spent in treatment was 200 days.

One of the houses hosts a community dinner as part of the Bourke Street Program

BLAIR'S STORY FROM AN OVERDOSE TO A NEW FAMILY...

This winter, more people like Blair are seeking our support. He overdosed at 21, after eight years of chaos and problematic alcohol and other drug use.

Thanks to the support of the Haymarket Foundation, he has a new family, a new career – and new opportunities.

"I went to a number of different services – The Haymarket Foundation's Bourke Street Program was the last one I needed."

"Part of the program's success is that it is male-only," he says. "I needed to find out what being a man meant for me. I am much closer to that now."

He is living with his partner and stepdaughter, is working as a bricklayer, and studying to become a community support worker.

"I went to a number of different services – The Haymarket Foundation's Bourke Street Program was the last one I needed."



"I needed to find out what being a man meant for me. I am much closer to that now"

Former resident,
Blair (pictured)

ALCOHOL AND OTHER DRUGS PSYCHOLOGY SERVICE

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

The service provides Telehealth and face-to-face support for its clients. Clients who access this service have provided feedback that they appreciate the flexibility and accessibility that these modes allow. Face-to-face interventions have steadily increased, surpassing the number of Telehealth interventions. Groups have all transitioned to in-person interventions.

The AOD Psychology service has consistently received positive feedback from The Australian Council on Healthcare Standards for the quality of care it provides. The psychologist continues to conduct both internal and external benchmarking as a way of evidencing improvements in client outcomes. Internal benchmarking records have been kept for 17 years.

It was noted that this year, the main drug of choice for people accessing the service was alcohol, followed by amphetamines (mainly ice), cannabis, heroin and cocaine.

It was noted that this year, the main drug of choice for people accessing the service was alcohol, followed by amphetamines (mainly ice), cannabis, heroin and cocaine. Supply chain issues during the pandemic led to an increase in alcohol and cannabis being substituted for other drugs. This has not reverted to pre-pandemic trends.

First Nations clients accessing the service are at 16.2% compared to 17% last year. The service also consistently receives referrals for LGBTQI and female clients. This could be linked to the fact that the service is culturally relevant and responsive to these clients' needs.

The service is funded by the Central and Eastern Primary Health District (CESPHN) with the service including psychologist individual interventions as well as group therapy.



ALCOHOL AND OTHER DRUGS SUPPORT SERVICE

The AOD Support Service is funded by the Central and Eastern Primary Health District (CESPHN). It has several aims.

The service provides ongoing emotional support to help individuals stay on treatment service wait lists, support for clients to access community and treatment services, and care coordination and advocacy.

AOD Support Service uses a Person Centred Approach and Cognitive Behavioural Therapy to support community members struggling with Substance Dependence, and family members affected by another's substance use. Moreover, the AOD Support Service prioritise Harm Reduction. It collaborates with homelessness and AOD services to meet the needs of clients navigating or waiting for AOD treatments.

Support community members struggling with Substance Dependence, and family members affected by another's substance use.

Last year, the service name was changed to AOD Support Service. The service continues to work with underserved groups. In the last 12 months, the service has grown. It now supports AOD Case Management & Counselling. It runs SMART Recovery meetings and yoga & boxing classes once a week. The services observed that the majority of new clients accessing AOD Support Service are males.



TREASURER'S REPORT

SUMITHIRA THAVAPALAN

The pandemic and economic environment have impacted our finances. There has been a reduction in government support for COVID-19 and income from grants. We are looking to other sources to fill funding gaps.

Profit and loss

The Haymarket Foundation reported a deficit of \$121,076 for the financial year to 30 June 2023, compared with a deficit of \$696,408 for the financial year to 30 June 2022.

This significant swing was mostly due to the performance of the Haymarket Foundation's financial assets, which experienced an upturn along with the markets. The fair value gain on financial assets was \$149,226 this financial year compared to a loss of \$476,646 last financial year.

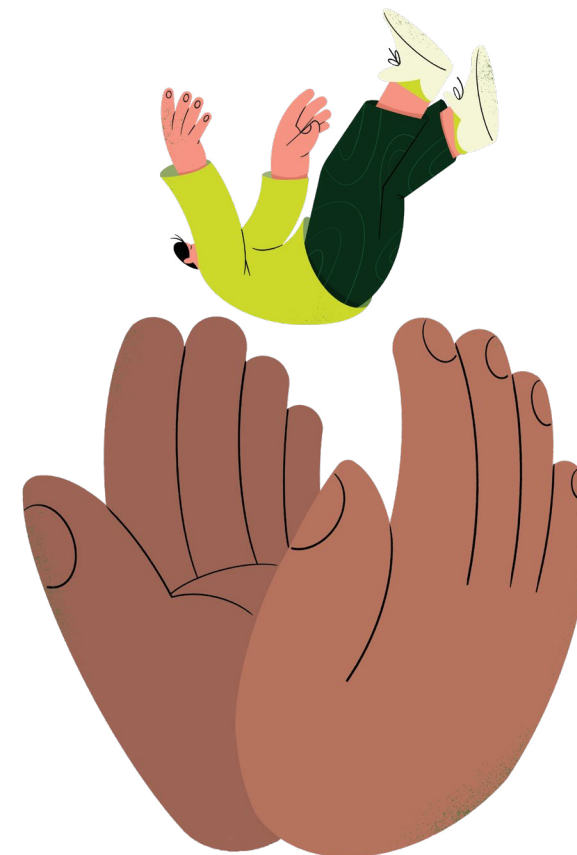
Balance Sheet

The Haymarket Foundation saw a slight decrease in net assets over the financial year to \$2,883,185 due to the operating deficit.

Cash flow

The Haymarket Foundation returned net cash flows from operating activities during the financial year of \$287,928. The cash balance at the end of the financial year was \$301,117. The organisation is well placed to meet its current obligations.

There has been a reduction in government support for COVID-19 and income from grants.



The financial statements for the year ended 30 June 2023 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.

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
- The Network of Alcohol and other Drugs Agencies (NADA)
- Collier Charitable Trust
- The Grant Family Charitable Trust
- Twin Pines PTY LTD
- Maddocks

Partner agencies

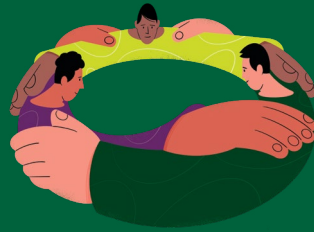
- ADAHPS (formerly AIDS Dementia and HIV Psychiatry Service)
- Advanced Neuropsychological Treatment Services
- Amélie Housing
- Bobby Goldsmith Foundation
- Metro Housing
- Mission Australia
- Neami National
- Newtown Neighbourhood Centre
- Positive Central
- SESLHD HIV Outreach team
- Wesley Community Housing
- YWCA Australia

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.

This annual report was designed by Studio Helm. Photography by Joel Pratley, Anna Kucera and Grant Turner, Mediakoo. Illustrations by Parko Polo. Copy was written in collaboration with a number of staff.





Thank you for
your kindness and support.

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