

**CONGREGATION OF CANBERRA CITY  
2020 ANNUAL MEETING AND ANNUAL REPORT**

**REPORT FROM UNITINGCARE CANBERRA CITY MANAGEMENT  
COMMITTEE**

This has been a difficult year for our Canberra community and like all of us, the Early Morning Centre (EMC) has had to adapt its operations to meet the demands of COVID-19. Our staff, led by our wonderful Director, Nicole Wiggins, and our volunteers have worked really hard to keep as much of the EMC open as possible and we are very proud of what they have been able to achieve and very grateful. A summary of the year's work including a description of the special measures adopted at the EMC during COVID-19 is set out below.

#### **Visit of Governor General**

One highlight of the year was the visit of the Governor General and Mrs Hurley on Thursday 5 December. They assisted with serving breakfast and met with staff, volunteers and guests. The visit coincided with International Volunteer Day which provided the opportunity for the Governor General to thank the volunteers for their work at the EMC. It was a very relaxed occasion and the visit was much appreciated by all.

#### **Meetings of UnitingCare Canberra City Management Committee**

The UnitingCare Canberra City Management Committee met ten times during 2019/20, the last three meetings being by zoom. The annual general meeting was held on 19 September 2019. Members of the Committee were confirmed. At the end of June 2020 they were Anne Butler (Chair), Campbell Macknight (Secretary), Graeme Lowe (Treasurer), Paul Chalson, Margaret Watt (Convenor of Friends of the EMC), Alice Ferguson, Rebecca Vassarotti, Katelyn Peek and Richard Scott. Nicole Wiggins (EMC Director) also attends the Management Committee meetings.

At the AGM, the Committee moved a motion of particular thanks to Graeme Lowe for his careful stewardship of the finances and his regular presentation of clear and accurate reports. A special meeting was held on 13 December to discuss a suggestion received in a phone call to the Director on 6 December that the EMC should open on weekends. The Management Committee could see both positives and negatives in this proposal. At its meeting on 16 January we agreed to put in bids for 6 hours, 4 hours and 2 hours opening each weekend and see what emerged. In the event this proposal did not eventuate.

#### **EMC Service Delivery Changes due to COVID-19**

A number of EMC activities and visiting services have been postponed during COVID-19. All breakfast has been served as take-away starting Monday 23 March. The community hub has been opened 9am to 2pm to provide coffee and tea from the door and limited access for one person at a time to use essential services such as the shower and access to lockers. Access to computers is being provided for essential use e.g. to contact Centrelink, job providers. Guests are able to use the cordless phone in a designated area of the dining room. Some alterations were made in June in line with ACT restrictions being eased. The community hub has been open for general entry with service from the counter starting on 16 June. A limit of 15 people in the centre at any one time has been set in order to adhere to 1 person per 4 square metre regulations. Access to computers and tables is being provided with 30 minute bookings for each person. All other services such as showers, laundry phone, mail etc have continued.

The community hub is also being used to conduct interviews and assessments for housing assistance with Street to Home and Catholic Care.

Due to limited access to the community hub all weekly and fortnightly activities such as lunches, cooking classes, bingo, choir and art have not been possible.

The following services did not attend from April due to COVID-19

- Feros Care – NDIS Information
- Naloxone-Overdose Response Workshop
- CAHMA Outreach
- Street Law
- Catholic Care – ASSIST Program
- Street to Home
- Centrelink
- Pets in the Park- (PITP)
- Dental Van
- Orange Sky

The Director contacted all services to discuss a timeline for their return. Outcomes were as follows:

- Orange Sky recommenced on 11 May.
- Street to Home recommenced on 16 June.
- Street Law recommenced via Zoom bookings on 22 June.
- CAHMA will recommence early July. A date for Naloxone to begin has not been decided.
- Pets in the Park will recommence on 2 August.

All other services have stated they do not have timeframes for returning but will let us know in the near future.

### COVID-19 Volunteer Information

Information updates on COVID-19 were sent out to volunteers as follows:

- 13 March – information around increased hygiene and cleaning for volunteers and breakfast rules for guests asking that all follow rules such as hand sanitising before entry, covering their mouth when coughing etc.
- 21 March - outlining changes to breakfast that included take-away only from 23 March.
- 24 March - urging those in high risk groups to suspend volunteering.
- 26 March- outlining increased cleaning procedures and social distancing between guests, volunteers and staff.
- 2 April - informing volunteers that the EMC was working with government and community agencies to ensure ongoing food supply to vulnerable populations and explore strategies to assist rough sleepers.
- 28 May - informing volunteers that the EMC would stay with the take away breakfast model and that this decision had been made after consultation with health authorities and other free food providers.

### COVID-19 Food Security Meeting with Community Services Directorate (CSD)

The Director attended a Web Ex meeting on 19 March with members from the Community Services Directorate and other community agencies to discuss sufficient food supplies in the event of a lock down due to COVID-19. Many agencies including the EMC were already experiencing difficulties with regular food supplies with Coles deliveries being suspended and OZ Harvest having limited stock. The CSD gave a guarantee to assist any agency that was experiencing difficulties in food supplies along with a guarantee to work with all government and community agencies to ensure ongoing food supplies for vulnerable populations in the event of shortages and/or a lock down.

### COVID-19 Rough Sleeper Working Group

The Director has been participating in the COVID-19 Rough Sleepers working group which commenced in March and includes members from Community Services Directorate Housing and Homelessness sections and a number of homelessness and community agencies. These meetings are held each Thursday afternoon and have progressed housing options for rough sleepers through the Catholic Care AXIAL program (see below), Winter Lodge for single men and Mackillop House for women and children and other additional housing options that have been made available through increased funding specifically for housing and homelessness. Outcomes such as hotel accommodation being made available for any rough sleepers that have to isolate due to a positive test or potential exposure have been achieved through this group. Meetings will continue to address any new or emerging issues as a result of COVID-19. Winter Lodge opened on 11 May with 6 referrals being made and 5 being accommodated. There were 8 referrals in June. Initially guests could not return for a second stay but this has now been reversed.

Catholic Care ASSIST Program is a housing and homelessness service supporting people to find and maintain accommodation. It continued on an irregular basis during the year with a small number of guests attending. EMC has continued to work with the staff at Catholic Care making referrals via phone to the AXIAL program for long term rough sleepers with 15 guests being housed in the second half of the year and others waiting an outcome of assessments. Not all guests referred to the program have been eligible. These guests have been referred to other housing programs for assistance in finding accommodation. Unfortunately Safe Shelter was unable to operate in 2020 due to COVID (see Attachment 2 for more details).

### Rough Sleeper Data Collection Meeting

The Director attended a video meeting on 6 May with a number of agencies to discuss collecting data on rough sleepers through conducting a time limited or snapshot survey. A potential model was discussed that has been used interstate. A second meeting was held on 20 May to look at this model, making adjustments to suit local conditions and applying for funding to conduct the survey. Further meetings have been put on hold.

### Continuity Plan during COVID-19

The Director prepared a COVID operating plan as requested by the ACT government.

### Appearance at ACT Legislative Assembly COVID-19 Taskforce

On 8 May the Director appeared before the ACT Legislative Assembly COVID-19 Taskforce on homelessness and impacts of the virus on this group. This was a very short, 15 minute, opportunity to highlight some of the main issues that COVID has had on those experiencing homelessness and the services provided by EMC.

### Meeting with Red Cross Road House and Blue Door

The Director met via Zoom with Red Cross Road House and Blue Door to discuss the lifting of restrictions that allowed a small number of people to have sit down meals in cafes and restaurants. This meeting concluded that it was not safe or practical to open up for a small number of people so all agencies would stay with the take away model and reevaluate this into the future.

### Opening at weekends during hazardous weather conditions

A request for this was received from the ACT Government at the time of severe smoke pollution. The Director reported that there had not been enough notice to arrange this. The Management Committee

supported her move to refer this to Joint Pathways in order for an orderly plan to be drawn up to cope with such emergencies.

## Finance

Trading result for the year was a surplus of \$12,127 due to higher than budgeted donation income plus \$28,672 in COVID-19 cashflow payments together with minor cost savings resulting from the restrictions on some aspects of our service delivery. We were able to add \$30,000 to our donation reserve to support the resumption of full service delivery and new initiatives once the COVID-19 restrictions are relaxed.

## Staff and Volunteers

We have been fortunate to have Nicole Wiggins continue as our Director together with John McDonald as Client Services Officer and Nic Watson who looks after the coffee cart. Advertisements were placed in September for a Client Services Officer to replace Jade whilst on maternity leave. Interviews were held in October and Daisy Chimweta was selected. Subsequently Jade resigned in August 2020 (after maternity leave) and Daisy resigned in April. Cherie Styles, a long term volunteer, commenced as a temporary staff member in January.

The position of Client Services Officer was advertised again on 10 March with a closing date of 24 March. Because of the changed operating conditions resulting from COVID the filling of this position has been delayed.

Regular staff meetings have been held during the year as well as informal briefings to share information on guests' needs and discuss progress on the business plan. Over the COVID period, informal staff briefings have been held regularly to discuss changing COVID regulations, ensuring a COVID safe environment including cleaning regimes, updates on services returning for outreach and updates on new crisis and short term accommodation options.

Four staff members attended Mental Health First Aid training for four half day sessions in September/October.

The EMC continues to be supported by a dedicated team of volunteers. The total number of volunteers supporting the EMC during the year was 78. New volunteers are welcomed on a regular basis and undertake initial one-on-one training with the Director. A number of volunteers have suspended volunteering due to COVID-19 which has significantly reduced the number of available volunteers. The modified take-away breakfast menu along with the need to have a smaller team in the kitchen and dining room to ensure social distancing has meant that this reduction in volunteer numbers has not impacted on the ability of the EMC to provide breakfast. The number of guests attending for breakfast has also dropped significantly therefore each breakfast shift has managed well with a smaller team.

A Xmas party for volunteers was held on 13 December with approx. 35 volunteers attending. Green Hills supplied food and drinks for this party.

EMC staff had a Xmas lunch on 19 December.

All staff and volunteers have Working with Vulnerable People registration and the EMC is a registered food provider, with associated legal requirements.

## Guest numbers

Statistics of the number of guests using the EMC are in the tables at Attachment 1. The summary statistics below show the impact of COVID-19 on our guest numbers in the last quarter of 2019/20.

- 9,021 breakfasts were served in 2019/20 (including take away breakfasts) compared with 9,644 in 2018/19.
- 7,599 breakfasts were served from June 2019 to March 2020 compared with 6,918 for the same period in 2018/19.

- 1,422 take away breakfasts only were served from April 2020 to June 2020 compared with 2,726 for the same period in 2018/19.
- These statistics show that we were well ahead of 2018/19 figures for the period up to March 2020 but dropped behind in the last quarter of the year, clearly as a result of COVID-19.
- 14,779 guests visited the community hub in 2019/20 compared with 15,979 in 2018/19.
- 12,326 visited the community hub from June 2019 to March 2020 compared with 11,947 for the same period in 2018/19.
- 2,453 guests visited the community hub from April 2020 to June 2020 compared with 4,032 from April 2019 to June 2019.
- Again these statistics show the impact of COVID-19 on our numbers at the community hub.

### Workplace Health and Safety Reports

The Director presents these to the Management Committee every three months. No issues arose during the year.

### ACTsmart Business Energy and Water Program Meeting

The Director met with a representative from ACTsmart Business Energy and Water Program on 26 February to discuss the rebate scheme that provides up to \$5,000 to replace old electrical items with newer, energy efficient items. A complete audit was done of all electrical items in the centre with a report being delivered that recommended replacement of a number of items. Priority items include replacing the chest freezer for a larger freezer with a higher energy efficient rating along with the washing machine and dryer which are both very old and extremely slow. These were purchased with Actsmart paying 50 per cent of the cost.

### Outreach

One of the EMC's aims is to work cooperatively as part of the social welfare community in Canberra. Our Director works very hard to keep informed of what other agencies are doing and regularly attends meetings of:

- Joint Pathways (which includes all the ACT homelessness services thus providing a networking and information sharing opportunity for agencies in the sector). This was suspended in February because of coronavirus.
- ACT Shelter
- Who's New on the Streets (the regular SVDP Street to Home meeting). This was suspended in February due to coronavirus.

She has also:

- Attended the Northern Region Networking Interagency meeting.
- Meets with a range of other community organisations that provide services at the EMC or with whom the EMC might be able to work in partnership, including the Red Cross Road House, ADCAS, Volunteering and Contact ACT and GIVIT.
- Been a member of the Safe Shelter Management Committee.
- Participated in the ACT Homelessness Cohort study commissioned by ACT Housing.
- Attended safe shelter training on 20 August 2019.
- Met with the Uniting Church Fellowship National Chair, Janet Woodward, on 25 August 2019.

- Attended the fund raiser ‘Cuppa for a Cause’ on Saturday afternoon 2 November at the Gan-Jeez restaurant in Bruce. The event was jointly organised by the restaurant, Inspire Events and Saara Holidays with all funds raised donated to the EMC.
- Attended East Canberra Rotary Club dinner on 11 November to be presented with a cheque for the EMC raised from the sale of homeless gnomes at Floriade.
- Met with the Community Development Officer from Havelock House on 8 January to discuss collaboration.
- Met with Anne Sarvacas from the Homelessness Health Check Project on 16 January. Her firm, NTT, has been engaged by the Community Services Directorate, Specialist Homelessness Services, to conduct an evaluation of homelessness services funded through the ACT Government. The evaluation included a survey of Board members, examination of Annual Reports and other key documents and numbers of guests and range of services of EMC. NTT will report back with any suggestions for improvements and ideas for additional revenue raising. To date no report has been received.
- Met with University of Canberra students on 5 March to discuss a study of homelessness in Canberra.
- Met with one of the owners of the Green Shed. As a result the EMC is now on the list of charities that the Green Shed donate to each month. In June the EMC received a \$10,000 donation from the Green Shed. The EO came to the EMC on 10 June to hand over the cheque and get photos for Facebook.
- Met with the Blue Door on 12 June to discuss the lifting of restrictions to allow a small number of people to have a sit down meal in cafes and restaurants and the opening of the EMC community hub.

An art exhibition was held at Pilgrim House on 10 October to raise money for the EMC with paintings donated by a local artist. The Director gave a short speech thanking the artist, organisers and those attending.

Another very successful Homeless Connect event was held on 17 October with approx. 40 services participating and approx. 200 attendees. A variety of free items were available including clothes, shoes, toiletry packs and services that included 97 haircuts provided by CIT students. Over 300 items of new clothing and 70 toiletry packs were given out to guests. The event was opened by the Homeless Connect ambassador, Maja Rathouski and Welcome to Country provided by Selina Walker. The Director attended numerous Homeless Connect meetings to organise the event. Set up for Homeless Connect was completed on 16 October with the help of EMC staff and volunteers and final pack up completed on 18 October again with the help of EMC staff and volunteers.

### **Meeting with ACT Electoral Commission**

The Director met with the ACT Electoral commission on 19 May and 25 June to discuss making access to voting easier for those sleeping rough and others experiencing homelessness. The electoral commission visited the centre to look at a potential space for the polling booth. It has been decided that a polling booth will operate in the centre for a couple of hours on 2 or 3 mornings during the pre-polling in early October.

### **EMC Business Plan**

During the year, the Management Committee has continued to work with EMC staff to implement the business plan. The plan groups proposed activities for the EMC round five strategies:

- Better experience of homelessness with access to essential services

- Better physical and mental health
- Better life skills
- Better social connections
- The EMC is a sustainable organization.

Progress in relation to the five strategies identified in the business plan is outlined below.

### Better Experience of Homelessness with Access to Essential Services

The EMC provides a number of services that enable guests to mitigate the problems of being homeless. Until the advent of COVID, we continued to focus on developing the EMC as a community hub with services provided both by the EMC in its own right and through other service providers who visit the EMC on a regular basis. Services provided to guests by the EMC itself include:

- Free food including hot breakfasts from Monday to Friday, light lunches on Monday, Wednesday and Friday, hot drinks throughout the opening hours and emergency food packs. Lunches ceased on 23 March and breakfasts have been served at the door. Donations to OzHarvest dropped significantly in March and they were no longer able to provide a regular Monday delivery of food for lunches. EMC has requested any non-perishable snack food that can be given out during the day to provide an alternative for lunches. The Director met with OZ Harvest on 23 June to discuss pre-made lunches being delivered to EMC. These are expected to begin in late July and will be delivered each Monday.
- showers
- laundry
- newspapers (but not during COVID)
- telephone
- computers including internet
- scripts
- mailing address through the EMC PO Box
- lockers
- some clothes. About 60 vouchers to purchase clothes from ADRA in Lonsdale Street were provided to guests during the year. Unfortunately the ADRA shop closed permanently in mid-March. EMC staff have been securing donations of clothing and bedding from a broad range of alternative sources such as one off donations from members of the public and from partner charities and community agencies. The winter coats for the homeless project conducted by ANU students commenced on 21 May 2019. The ANU students gave out a total of 39 coats along with beanies, scarves and blankets through to August 2019.

Services provided by outside organisations who visit the EMC on a regular basis are listed in the COVID-19 section above. This section provides information on when these services closed and when they are resuming.

### Better Physical and Mental Health

The Medical Clinic was held 3-4 times per month in 2019/20 with a total of 231 guests attending over the year. On 9 December, the Director met with the new project manager of Capital Health Network who are responsible for managing the Medical Clinic.

A Medical Clinic Zoom meeting was held on 27 March to discuss procedures for guests presenting with COVID-19 symptoms. A list of pre-admittance questions was prepared and those displaying any symptoms would be given access to the cordless phone and asked to stay outside whilst having a telephone consultation with the doctor.

Feros Care (NDIS information) attended 3-4 times a month from July 2019-March 2020, attending to 51 guests over this period.

Naloxone-overdose response workshops were held 9 times between July 2019 and March 2020 with 88 guests attending over this period. Because of COVID further workshops were cancelled.

Unfortunately the optometrist was unable to attend this year due to illness.

The mobile dental van visited the EMC on most months between July 2019 and March 2020 with 51 guests attending over this period.

CAHMA normally comes fortnightly to provide alcohol and other drug information and case management, including quit smoking courses and nicotine replacement therapy sessions (NRT).

### Better Life Skills

Computers: Guests have been using the computers regularly with nearly all the computers in use for most of the day. The six tablets are also used regularly by guests.

A number of computer classes were held during the first half of the year with a small number of guests participating.

Cooking Classes: Cooking classes were held on a regular basis, particularly in the first half of the year proving popular with those guests participating. The nutritional qualities of ingredients were discussed at the beginning of the class and a satisfaction and feedback survey was completed at the end of the class. There have been no classes since March due to COVID.

### Better Social Connections

The community hub provides strong social connections for our guests. Many just like to come in, have a hot drink and chat to the staff and other guests.

There were also a number of other activities during the year which enhanced social connections. These included:

- The choir which continued on a regular basis until March.
- Pets in the Park which was held on the first Sunday of the month from July to March (excluding January). Rainbow Paws attended along with the pet grooming service. A total of 212 pets were attended to over this period. The Director met with representatives of the service on 19 June to discuss reopening with strategies to manage COVID considerations including social distancing and the service reopened on Sunday 2 August 2020.
- The guest library which has been regularly re-stocked with books and continues to be popular with guests.
- The art activity group which was held each week until end March with 3-4 guests as regular participants.
- A current affairs discussion group hosted by Kim Hyung, a lecturer in Political Science at the ANU, was held on a regular basis, normally weekly until end March with 3-4 guests participating.
- The fortnightly bingo game which was held in the first half of the year. There are a range of small food prizes from which guests can choose. These items are donated by



OZ Harvest or received through one-off donations that don't fit within the contents of the emergency food parcels.

- A NAIDOC Week BBQ on 10 July with approximately 50-60 guests attending. A number of Raiders players attended to help out.
- A traditional Sri Lankan lunch provided on Monday 22 July by a local resident, Sudarshani and her husband. The lunch was very successful with 57 guests participating.
- A start of footy season barbecue on 11 March with Sia Soliola attending along with two other Raiders players. Approx 50 guests attended.
- The guest Xmas party held on 10 December with food provided by Green Hills. Approx 100 guests attended the party with approx. 5 volunteers from a variety of groups, including the Egyptian Coptic Church, Nicole Lawder's office, Elizabeth Lee's office and members of the Canberra City Uniting Church. Hampers were provided by the Egyptian Coptic Church and Helping Hand which is a local Islamic group.
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### The EMC as a sustainable organisation

**Friends of the EMC:** An important aspect of helping the EMC to become more sustainable is through support of the Friends of the EMC. Friends continue to receive four updates on activities every year - Summer, Autumn, Winter and Spring. Thanks to our volunteer, Sarah Kentwell, this is a well presented and interesting e-newsletter that always receives favourable comments. Sarah also administers our Facebook page with its growing number of followers, and she designed and updates our website. These activities give us greater visibility in the Canberra community and have led to an increase in contacts and donations. The increase has been particularly noticeable in the last few months as we had a strong response to our End of Financial Year appeal and have also received a steady stream of donations such as knitted beanies and scarves, warm clothing, food and now masks to assist with our guests' response to winter and to the ongoing Covid-19 pandemic.

Jazz in the Garden was held on Saturday 19 October 2019. It was a very happy occasion, well attended by a crowd who really enjoyed the music of the Geoff Page and friends charity band, the beauty of Donna Stewart's lovely Spring garden and the sumptuous afternoon tea. Unfortunately due to Covid-19 we will not be holding Jazz in the Garden this Spring.

The Friends of the EMC started 2020 with an ambitious program of fundraising events for the year however they have all been put on hold. One project has been completed and that is the creation of a short film about the EMC by David Jenkins of Ghetto Media. We were planning to launch this film at a Big Breakfast event however that will now have to wait for 2021. Fortunately the film was deliberately made in a way that will allow it to be used over a number of years without appearing dated.

Our Patron Tim Gavel continues to work assiduously on our behalf, raising awareness of the issues of homelessness and the challenges faced by those in our community who are vulnerable and socially isolated. He is joined in this work by our three Ambassadors: Paul Powderly, Debbie Rolfe and Peter Barclay. We are grateful to all of them for their ongoing support.

**Other contributions:** We were also fortunate to receive contributions and donations this year from:

- Brumby's (18 loaves of sliced bread per week picked up from Lyneham by our patron Tim Gavel)

- Capitol Chilled Foods (32 three litre bottles of milk per week)
- Rotary
- ADRA Op Shop (vouchers provided for clothes). The EMC has been referring volunteer enquiries to ADRA in addition to the clothing and other donations that are referred to ADRA.
- St Ninian's and St Columba's congregations.
- The ANU Students Association who provided a 'Winter Coats for the Homeless' coat rack
- Price Waterhouse Cooper
- Community Housing Canberra
- Country Women's Association
- North Belconnen Baptist Church
- OzHarvest <https://www.ozharvest.org/canberra/> .
- Hands Across Canberra
- Andrew Leigh MP
- Nicole Lawder MLA

### Conclusions

As the report shows, we are slowly coming out of a very difficult time with our community hub opening up to some extent and some of our support services returning. We have been very fortunate to have the continued support of our staff and volunteers through this period as well as our ongoing community support. Thank you also to the members of the Management Committee for their wise counsel and ongoing commitment during this period.

Anne Butler  
 Chair  
 1 September 2020

**ATTACHMENT 1**

**Statistical Reports  
Early Morning Centre**

**Breakfasts (including takeaway): 2015/16 – 2019/20**

<b>Month</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>Per cent male 2019/20</b>
July	812	n/a	729	769	918	78.5
August	691	829	957	919	875	85.8
September	754	844	860	737	905	86.5
October	764	768	899	741	866	83.4
November	741	894	918	733	903	84.4
December	771	774	750	671	744	80.5
January	778	794	930	841	865	76.4
February	896	698	854	772	727	76.9
March	877	981	796	735	796	76.6
April	936	848	840	863	461(a)	83.3
May	823	949	888	1060	476(a)	82.6
June	708	837	659	803	485(a)	71.5
<b>TOTAL</b>	<b>9551</b>	<b>9216</b>	<b>10,080</b>	<b>9644</b>	<b>9021</b>	

(a) Due to COVID restrictions, all breakfasts were provided as takeaway.

**Attendance at hub: 2015/16 – 2019/20**

<b>Month</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
July	574	n/a	730	1481	1584
August	581	625	753	1540	2241
September	588	654	703	1422	1454
October	574	652	807	1450	1383
November	544	785	948	1382	1238
December	332	593	708	848	829
January	468	571	908	1198	992
February	482	631	1074	1303	1497
March	507	706	1102	1323	1108
April	502	624	1121	1125	526
May	488	835	1395	1531	857
June	545	698	1295	1376	1070
<b>TOTAL</b>	<b>6185</b>	<b>7374</b>	<b>11,544</b>	<b>15,979</b>	<b>14,779</b>

NB The community hub was open for an additional 3 hours from October 2017.

### Other services/activities -2019/20

Month	Hub	Shower	Laundry	Centrelink	Computer	Phone usage	Crisis Food Packs	Doctor	Prescription	Legal	Lunches	Choir
July	1584	142	31	6	280	274	203	29	-	7	633	26
August	2241	117	19	4	282	130	209	30	-	3	714	45
Sept	1454	116	20	8	542	119	226	23	-	4	938	41
October	1383	125	27	4	279	120	236	30	-	2	481	27
Nov	1238	142	27	2	270	127	219	21	-	5	521	35
Dec	829	90	21	2	181	151	129	6	-	3	415	18
January	992	110	23	4	231	216	166	14	-	1	379	-
Feb	1497	119	17	6	152	139	181	17	-	5	458	26
March	1108	121	15	-	95	26	243	24	1	1	323	19
April	526	69	17	-	-	7	140	13	-	-	-	-
May	857	71	15	-	2	22	202	16	1	-	-	-
June	1070	61	9	-	69	21	212	8	-	1	-	-
<b>Total</b>	<b>14779</b>	1283	241	36	2383	1352	2366	231	2	32	4862	237
<b>Total 18/19</b>	<b>15979</b>	1386	265	70	2501	1696	2128	282	11	50	6189	400

In August 2020, 93 guests were registered to receive mail through the EMC post box compared with 102 in 2018/19.

**SAFE SHELTER 2020**

Safe Shelter 2019 ran from April to October, three weeks longer than in previous years. It was the busiest year we had seen with a significant rise in the number of men using the service. While exactly the same percentage of guests as in 2018, 72%, stayed for 7 nights or less. The length of stay for the remaining 25% increased markedly with 4 or 5 new guests registering each week. Planning and Induction for the delivery of Safe Shelter 2020 was well on its way when the COVID-19 pandemic caused everything to grind to a halt in March. It soon became evident that, due to the stringent restrictions and infection controls in place, Safe Shelter could not open in April as it had done for the past seven years. Safe Shelter continues to participate along with the other homelessness agencies in the Housing ACT COVID-19 Rough Sleeper Working party. The Safe Shelter Coordinating Committee has been liaising within the sector, making its stores of swags, sleeping bags, blankets etc available for distribution by those organisations still able to function at the coal face, such as the Early Morning Centre and St John's Care. Safe Shelter continues to offer support in any way it can, but there is little hope of it opening in 2020.

Alice Ferguson, Chair Safe Shelter Coordinating Committee; member *UnitingCare* Canberra City Management Committee