

NOVEMBER 2022 | ISSUE NO.10

PROVINCE OF ROSALIE RENDU



NEWSLETTER



Incorporated
works



The Daughters of Charity
of St Vincent de Paul Services

www.daughtersofcharityrosalierendu.org | www.dcsvpservices.org

GREETINGS

Sister Ellen Flynn

Greetings to you all from the snow in London! It was a big shock on my return from Sydney at the beginning of December! As usual the UK came to a standstill and everyone just stayed home – for one day at least! In Sydney the weather wasn't its usual self and so Sister Sarah and I found ourselves wearing much warmer clothes than normal for the time of year!



It was a great visit to Australia and Sister Sarah was able to visit Hutt Street Centre and St. Mary's House of welcome for the first time.

For me, it was a great pleasure to be present at each AGM of Hutt Street Centre, St Mary's House of Welcome, Seton Villa and St Catherine's Aged Care for the first time face to face. All were held in Sydney which meant



we all came together for lunch and a chat! Thank you all for the amazing work you do and for sharing your hopes and dreams. It was also my great pleasure to once again attend St Catherine's BBQ, celebrating its patronal feast of St Catherine Laboure.

Yet again, this newsletter is full of lovely events, great accomplishments and joyful faces. As we join together the experiences of the works and projects in Great Britain and Australia, we once more discover the joy of appreciating all that we achieve together. Thank you all.

We owe the development of the Newsletter over recent years to its very special editor. Riana Rae Brown has been Communications Manager for DC Services for the last few years and is now moving on to pastures new. I thank her very specially as she takes up a fresh challenge and I am sure you will join me in wishing her every blessing and success. This newsletter is just one of the initiatives she does so well and we will miss her greatly. However, she has promised not to lose touch. DC Services will ensure the continuation of

GREETINGS CONTINUED ...

this publication and in due course, we will introduce you to its new editor! Thank you so much Riana – and it's 'au revoir' and not goodbye!

As 2022 draws to a close, I pay tribute to all our works, services and projects for a wonderful year of recovery and fresh beginnings. You have steered your way through Covid which is still with us, then the war in Ukraine which is still threatening world peace, and now inflation, cost of living and possible world recession. All of these

create more and more poverty and hardship. By being Vincentians, we belong to the world by being called to act on what is in front of us no matter where we are in the world. You have been creative, innovative and determined – and you continue to be. May you be richly blessed.

I write this as Christmas draws near and I wish you all a very Happy, blessed and joyful time with family, friends, colleagues and those we serve. May God be with us all and may joy and peace be ours.





THE LOUISE PROJECT

College classes have begun

A group of women supported by The Louise Project returned to their desks to commence yet another course with City of Glasgow College. The collaboration between the college and The Louise Project is having a tremendous impact on the students' literacy and social skills as they learn about many aspects of life in the UK and matters of personal development, including National Insurance numbers, employment, and speaking with GPs and dentists.

The course has become a learning environment that brings many cultures together as it continues to attract women from a variety of ethnic and cultural backgrounds. One student said:

"I am so happy; I wish I could come every day."

Wellbeing at The Space

The Louise Project continues to develop its programmes to offer new ways to support the wellbeing of staff, volunteers, and their beneficiaries. The project's 'Building Better Futures' programme helps to enhance their wellbeing and self-esteem through personal growth and activities such as chair yoga, jewellery making, arts and crafts and Christian meditation. Volunteer Anne Marie teaches Tai Chi, diaphragmatic breathing and Christian silent meditation at the project's community centre, The Space, which provides techniques to support a healthy body and mind.

During the school holidays, children joined the arts and crafts activities along with their mothers. The project's jewellery-making session is very popular among the women and children too. *"I like it, I will come back next week,"* one beneficiary said after the class.

THE LOUISE PROJECT CONTINUED ...



Meet our OISC registered advisors

After seeing an increase in the amount of EU Settlement Scheme (EUSS) queries and complexities, The Louise Project took proactive steps to prepare to help and support more complex issues. After completing their training, the project now has three fully qualified Office of the Immigration Services Commissioners (OISC).

The training has already been of great value to migrant families supported by The Louise Project. One beneficiary expressed how much happier she felt after she successfully received her EUSS status and it was explained to her why it was important to obtain:

"I did not know what this was, good, now I am very happy. Thank you."

Doors open to the Community Shop

The project was finally able to re-open its community shop without any restrictions. COVID-19 had affected the way the project runs all aspects of its service. Limitations such as the number of customer allowed in at one time and one-way systems were still very active until now.

The project's next big shop is on 30th November 2022 and the women supported by the project are very much looking forward to the winter themed community shop.

"I was waiting for the shop, because I cannot afford this in the normal shop." said a beneficiary after buying her favorite shampoo at the project's shop.





ST MARY'S HOUSE OF WELCOME

Cooking Program

We are very excited to have started a new program in our Training kitchen with William Angliss Institute to take our service users through a 10-week certificate program in food safety, meal preparation and take their home cooked items with them to enjoy later, including chicken parmigiana, vegetarian lasagne and blueberry pies. The kitchen was built with the generosity of the Daughters of Charity gift funds.



Two of our wonderful service users receiving their cooking certificate. They have just re-enrolled for the next course!

Engagement Hub

Every day we see people who have been exposed to trauma, homelessness, mental health and social disadvantage. We offer a responsive approach using best evidence to support our community for the impact of social isolation, exclusion and disadvantage. Our service users can come each day or by referral and we work with external services based on site including:

- Fitzroy Legal Service
- Services Australia (previously Centrelink)
- Optometry
- Wellbeing program with Fitzroy Learning
- Gardening at Atherton Gardens
- Cooking
- St. Vincent's Mental Health team
- Avalon Clothing
- St. Mary's House of Welcomes Mood Swinger's Choir
- Individual short term case management and support from our community development team.



Avalon clothing shares new clothes at a market each month.

SMHOW CONTINUED ...

Visiting Members of Parliament

In October the Honourable Richard Wynne visited our service as he served yet another meal as part of our Homelessness service program. We took the opportunity to thank him for his support over 17 years as he retires from being our local member and steps down as Minister for Housing & Homelessness. The Greens party also attended on site to launch their campaign for the State election in November and committed to ongoing funds for SMHOW.

The photo to the right shows Dr. Ralph Hampson Board Chair (outgoing in 2018) Sr. Debra McCarthy DC, and Mark a service user and I thanking Richard with a painting made by one of our art class students.



Annual Report

We are very pleased to have published our Annual Report for 2021-2022. Copies have been provided to our Trustees at the recent AGM. We loved being able to visit the Province and meet our colleagues from the other works and share a wonderful meal (thanks Sweet and Martha) after three long lockdowns. We farewelled our outgoing Chair Dr. Ralph Hampson after 11 years of services (five as Chair) and welcomed in Dr. Jennifer Davidson, incoming Chair.

This year many generous supporters have “paid one forward” and purchased gingerbread houses for our community. In December we will host some days where groups will make their gingerbread houses and then enjoy the outputs of their works.

We loved having Sr. Sarah and Sr Debra visit us and share a coffee with our community.

From all of us at St. Mary's House of Welcome we wish all of our fellow services a very Merry Christmas and a Christmas prayer:



Enjoy the blessing which Christ brings and teach us to be merry with clear hearts. May the Christmas morning make us happy to be your children, and Christmas evening bring us to our beds with grateful thoughts, forgiving and forgiven, for Jesus' sake. Amen

Robina Bradley,
CEO, St Mary's House of Welcome

SETON VILLA

I am delighted to share the progress on our next two Specialist Disability Accommodation (SDA) houses in Marsfield. The pictures below are of 4 Koorong Street, replacing the original Daughters residence shown in the last newsletter.

It is wonderful that this property, in its new form, will provide comfortable and fit-for-purpose accommodation for the Seton women from Menzies Road.

Our Dover Street property is also progressing at pace, with the roof installation completed and wall linings in place. We hope to receive the keys to both new houses in March 2023.



Koorong Street property



Dover Street property

SETON VILLA CONTINUED ...

I am also very pleased to share the outcome of our recent NDIS Mid-Term Certification Audit, which is part of the compliance requirements for our National Disability Insurance Scheme (NDIS) provider registration. In their Executive Summary, the audit team wrote:

'(Seton Villa has) A comprehensive suite of policy and procedures, together with a risk management framework that identifies, mitigates and monitors risk, that underpins service delivery. The service is committed to providing a quality service with a focus on client safety and quality outcomes.'

Seton Villa provides and monitors staff training and development, with appropriate systems and processes in place for recruitment and retention.

Review of policies, procedures and interviews with management, staff and participants provides me with a high level of confidence that the provision of service is of a high standard and subject to ongoing monitoring and review. I would like to thank the staff of Seton Villa for their time and co-operation.'

We will be due to commence the full NDIS Certification Audit in October 2023!

Peter Gardiner

CEO, Seton Villa



ST JOSEPH'S

Lots of activities have been taking place over the past few months at St Joseph's. Back in September, everyone had a wonderful time celebrating Feast Day of St Vincent de Paul with dancing, singing and cake.

As the weather got cooler, the people at St Joseph's took part in a variety of fun Autumn competitions including 'Design an Autumn Picture' and 'Design The Best Pumpkin'.

Other activities enjoyed included a pizza night where they made their own delicious pizzas, a trip to blackpool over Halloween, and the opportunity to spend a day at a local farm where they met some friendly Alpacas!



ST JOSEPH'S CONTINUED ...

A new sensory room

St Joseph's is delighted to have a new sensory room in one of its houses. The room is a specially created environment to provide an immersive sensory experience for residents.

Staff member appreciation

Volunteering is at the heart of everything we do at The Steading, and each month we celebrate this by nominating a Volunteer of the Month. Tracey has been volunteering on our reception desk for over a year now and is a valued part of our team. Thank you, Tracy, for everything you do!

Our ongoing and heartfelt thanks to all staff for everything that they continue to do for the People We Support and St Joseph's.

Coming up!

The people at St Joseph's have a lot to look forward to such as their annual 'Light up a life' service and a fun Christmas party. The charity has also set up an events group to prepare for it's centenary in January 2024.





HUTT ST CENTRE

The Daughters of Charity's values live on at Hutt St Centre

Our team at Hutt St Centre was recently honoured to welcome the Apostolic Nuncio, His Excellency Archbishop, The Most Reverend Charles D. Balvo, on his first visit to South Australia since commencing the position of papal ambassador to Australia in April.

Archbishop Balvo was accompanied by His Grace, Archbishop Patrick O'Regan, and Sisters Kathleen Boland and Ratana Sriwarakul representing the Daughters of Charity.

Hutt St Centre's Chair, Tim O'Callaghan, and Deputy Chair, Peter Hoban, welcomed the party for a tour of the Centre to learn more about our work supporting people at risk of or experiencing homelessness.

The visit was a wonderful opportunity to reflect on how the values of the Daughters of Charity live on in everything we do, more than 68 years after St Louise House first opened to provide hot tea and sandwiches for people in need.

Archbishop Balvo and Archbishop O'Regan enjoyed a tour of the Centre's facilities and the chance to see a busy lunch service in our dining room. They spoke with staff and volunteers, thanking them for their kindness and dedicated work, and met with people seeking support on their journey out of homelessness.

"The Centre does very important work, and it's been doing that since 1954," Archbishop Balvo reflected. "From starting very simply with Sisters giving out sandwiches and tea, to now a whole program of support."

HUTT STREET CENTRE CONTINUED ...

His Excellency showed special interest in the stained-glass windows that frame Hutt St Centre's foyer. The beautiful windows were designed by Daughter of Charity, Sister Carole Jones, as part of Hutt St Centre's refurbishment in 2021.

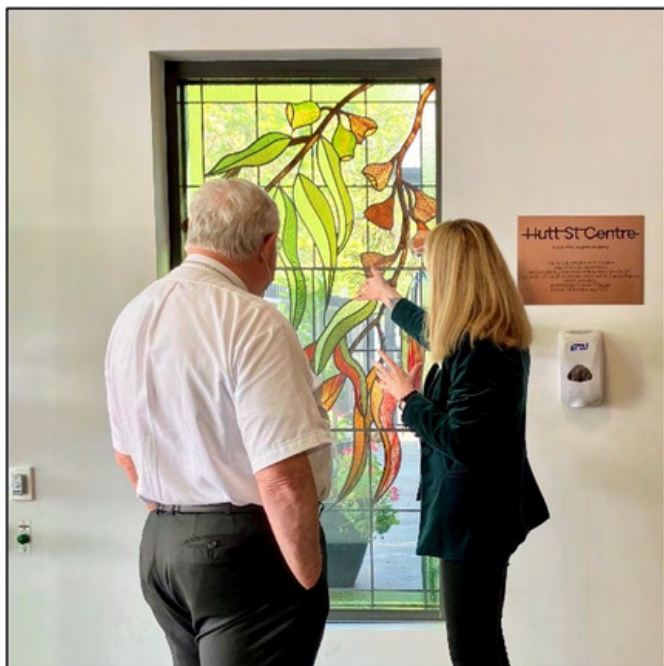
The native Australian flora design helps to create a warm and welcoming atmosphere for people experiencing homelessness when they first walk through our doors. The connectedness of the gum leaves, gumnuts

and branches reflect our commitment to holistically care for and empower people, helping them connect with the support they need to change their circumstances for good

Thank you everyone who generously supports our work, and a special thank you to His Excellency and His Grace for their care and commitment in supporting an end to homelessness.

Chris Burns CSC

CEO, Hutt St Centre





ST VINCENT'S FAMILY PROJECT

September's new school term saw a continuation of families coming back to St Vincent's Family Project (SVFP), following the trend when COVID-19 restrictions were removed earlier in the year. So the project was back to having a noisy centre full of new families (reaching over 20 families) just before the half term break. The project has since been running its full programmes of parenting, health and nutrition, therapy, exercise, alongside free creche. It has also been providing school therapy again in nine primary school.

To help support to families impacted by the cost of living crisis, Westminster CAB has a drop in slot for families every two weeks which families supported by SVFP can



benefit from. The project has also partnered with Real Nappies for London to receive vouchers for families to help with these costs.

SVFP received a grant of £2200 from Marylebone Educational Foundation to help parents purchase school uniforms for their children. Additionally, the project managed to gain funding over October half term which enable them to run various activities for families over the week, the highlight being a Coach Trip to Odds Farm Park in High Wycombe, with all 53 seats taken. For some children, this was their first experience with farms or animals.

SVFP CONTINUED ...

As well as concentrating on the cost of living, South Westminster is prioritising support for families who have children with special educational needs (SEN), where there is limited support and these families can feel especially excluded. Although frustrated during the pandemic that the project's Sensory Room was closed for much of the time, they received praise from the Chair of the Westminster Parents forum for people with learning disabilities. She said families had told her that when they went to SVFP they had a great time, were not made to feel bad if their child did something challenging and that staff would be flexible around the children's need, e.g. letting them stay a bit longer when the sessions closed.



A couple of staff have given a shout out to Volunteer and Operations Manager Marie Njumba. In October, the project had a difficult period of staff absences, so they were very stretched. Marie has been providing fantastic cover support for the project's Drop-In and creche, alongside looking after volunteers and running the IT and office.

Additionally, SVFP has had two students join, Prittany Capitao and Ananda Allen, who have fitted in really quickly, worked hard and been a positive addition to the team.



ST CATHERINE'S AGED CARE SERVICES

The Power of Teamwork

On the 4th October 2022, St Catherine's Aged Care Services had an unannounced visit from the Aged Care Quality and Safety Commission in relation to our pending accreditation, which was due in the latter part of 2022/early 2023.

The three auditors who were onsite for three days were extremely thorough and professional, incorporating their knowledge and auditing against the following eight standards and 42 domains:

1. Consumer Dignity & Choice
2. Ongoing Assessment & Planning
3. Personal Care & Clinical Care
4. Services & Supports for daily living
5. Organisation's Service Environment
6. Feedback & Complaints
7. Human Resources
8. Organisational Governance

Any accreditation process can be daunting, but St Catherine's were very proud to provide the assessors all the necessary documents and encouraged them to speak to our staff, residents, families and any other visitors freely.

We are very proud to work with the Quality Commission during this visit and also with our residents and families to showcase our facility and the care we provide, and the audit went smooth and successful, St Catherine's has now been formally re-accredited for a full three year term.



Cora Inzitari, Care manager, Yan Li, CEO and David Maher, Chair of St Catherine's Aged Care Services Board

We would like to take this opportunity to thank the CEO & Management for driving and collating the ongoing preparation to secure our "to be ready at all time" operating philosophy and the Board of Directors for their high level of governance and support.

We appreciate the continuing expertise of our clinical staff, the kindness and caring nature of our nursing staff, RAOs, Pastoral carers, any Allied Health staff and all staff from hospitality. The combination of their dedication and commitment to our organisation led us to this great achievement and success.

We would also like to thank the Daughters of Charity for their prayers and their humble service on the Vincentian Spirit and Catholic social teaching. We thank Christ, Our Lord for his continuing inspiration for us to continue to work within the Aged Care Sector.

Yan Li
CEO, SCACS



the marillac
neurological
care centre



THE MARILLAC NEUROLOGICAL CARE CENTRE

The Marillac Neurological Care Centre has had a full timetable over the past few months. It's long-standing volunteers have continued to be a great help during busier activities like art, cooking and bingo.

In August a local pottery barn visited where they held a paint-your-own ceramics workshop. The residents enjoyed experimenting with the different underglaze paints. They were then taken away to be glazed and fired. The residents were delighted with the finished results.

A local singer, Andy, recently came to entertain the residents. They have seen him perform several times and enjoy his visits, particularly as he is happy to take requests.

The Marillac offers students excellent work experience opportunities where the students are able to spend time with some of the residents at the care centre and gain an insight into communicating with someone with a brain injury. The Marillac has had several work experience students this year who have all been fantastic, and the placements provided great opportunities for the residents to interact socially.

THE MARILLAC CONTINUED ...

Pastoral Care

My name is Sr Rosalie – within the Marillac the practice of pastoral care is under-pinned by the heritage and values of the Daughters of Charity. Its particular focus is on the values upheld and aspired to within the Marillac; i.e. Respect, Dignity, Hope and Trust. As the Marillac operates in a multi-cultural World and welcomes people of all cultures, faiths and traditions, my concern is the recognition, affirmation and wellbeing of the human person.

Since coming here this September – I am deeply inspired by the loving care these residents receive, and, indeed, I see each day our values shared on each of the three units as well as the generous networking and philosophy of the Marillac. I feel privileged to be part of this amazing team.

Rosalie Crowley





OUT THERE

Autumn is always a busy time at Out There. In September, the charity compiled a back-to-school Amazon wish list of items that would be useful for children and young people impacted by imprisonment. The team were overwhelmed with all of the donations and deliveries they received and thank everyone who made a contribution.

At the end of September, Out There held a stall at the annual RESET conference in Trafford, Greater Manchester. The conference aims to bring families and young people together with voluntary, community, faith and social enterprise services to develop a shared understanding of the impact of mental health on children, families and young people.

In October, the charity was delighted to take some of the families it supports on a fun activity trip to Manchester Art Gallery. Many of the families had never been to the gallery before and were amazed at all the free activities available. And, of course, the pizza and ice cream went down a treat!

During October half term, Out There held a variety of activities for families to enjoy, including a 'spooktacular' cooking workshop with Sarah Cook Stars, which offers children and adults fun and affordable cooking classes.

OUT THERE CONTINUED ...

It's been a long time coming since 2018, but the re-roofing on the charity's second building is now complete and re-opened ready for families to visit and for other local organisations to use. The team were delighted to no longer have a leaky roof!



Out There is now preparing for Christmas. The lead up to Christmas can be a stressful time for families of prisoners, so the team held a well-being day in their newly refurbished hub, where families had access to massages and reiki therapy. So far the charity has distributed 80 advent calendars to the children and families it supports across Greater Manchester, as well as delivering 'Christmas Care' boxes. The charity also has lots of activities planned over the Christmas period to help meet the physical, emotional, and spiritual needs of families during this time.



Vincentian Care Plus

We make your HOME CARE difference



VINCENTIAN CARE PLUS

Four Care Workers at Vincentian Care Plus took part in a Challenge Poverty Week interview series with Daughters of Charity Services, where they shared how the cost-of-living crisis is affecting elderly and vulnerable people, and carers themselves. The video, titled 'The True Cost of Caring', revealed some of the concerns that vulnerable people in society have as day-to-day living costs sky rocket. Some of their worries included running out of money for essential items and expensive energy bills. The carers also shared heartwarming and very moving stories of how they support their clients, such as offering them the jumpers off their own backs, and why they do the work they do. One carer said:

"This job completely changed my life. The reward you get from looking after vulnerable people and you contribute something to their wellbeing and you give them that comfort, it's so nice. I never experienced that before."

You can watch the full interview on Daughters of Charity Services YouTube channel at:

<https://youtu.be/bgE2XLG5YnE>

Staff at Vincentian Care Plus are now gearing up to support their clients through what can be a very challenging and lonely time of year for them - Christmas. Each year, Care Workers at the charity go above and beyond during the festive season to ensure the people they support have their physical, emotional and spiritual needs met, which really puts that extra 'plus' into the work at Vincentian Care Plus.