

ANNUAL REPORT

JOSEPH'S CORNER

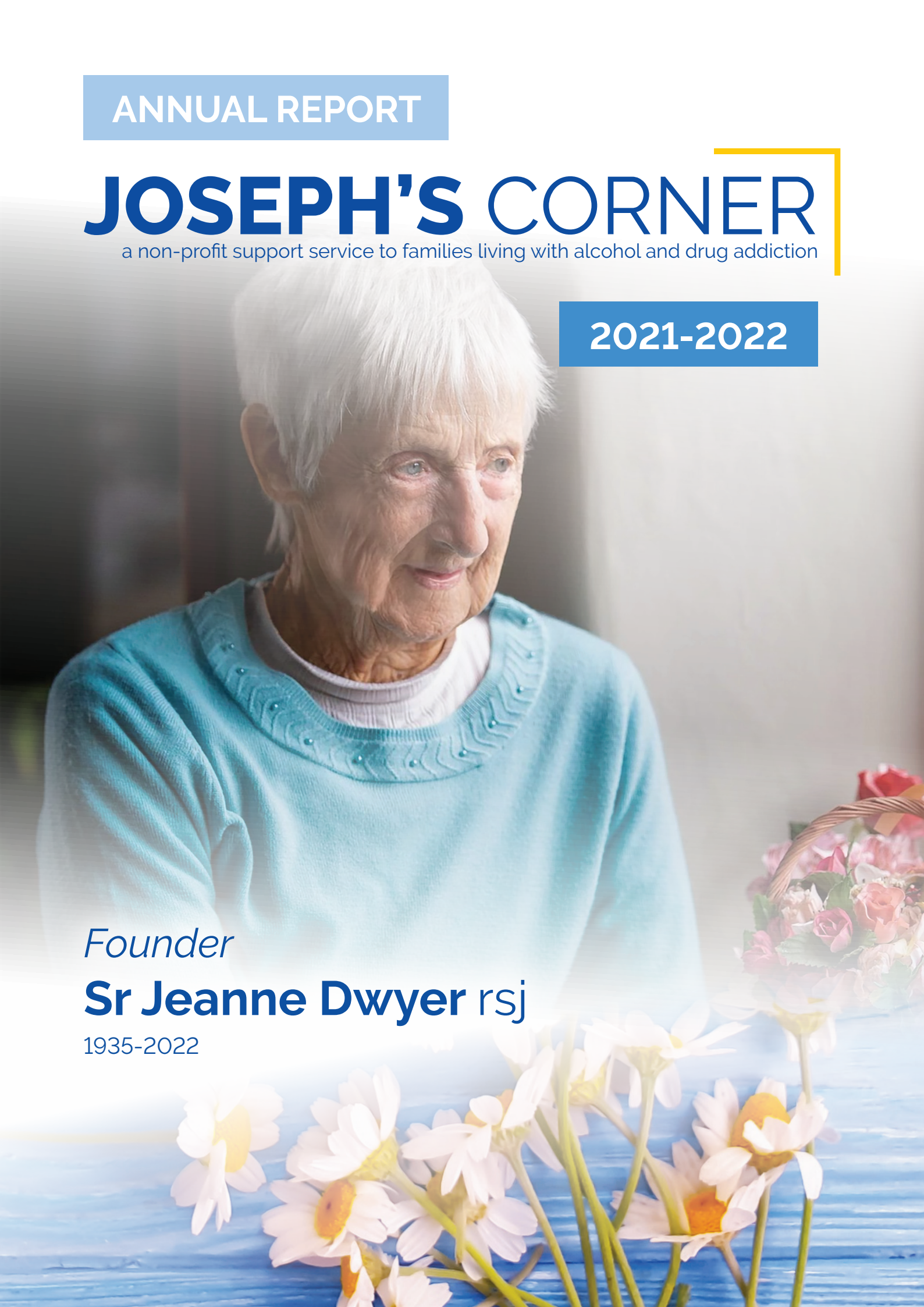
a non-profit support service to families living with alcohol and drug addiction

2021-2022

Founder

Sr Jeanne Dwyer rsj

1935-2022





Welcome to the **2021 – 2022**

Annual Report

| | |
|---------------------------------|--------------|
| Introduction | 1-2 |
| Message from CEO..... | 3-4 |
| Tribute to Sr Jeanne Dwyer..... | 5-6 |
| Our Work..... | 7-8 |
| Our Impact..... | 9-10 |
| Board Members..... | 11-12 |
| Annual Financial Report..... | 13-14 |



**“Never see a need without
doing something about it”**

– Saint Mary of the Cross MacKillop



Joseph's Corner is a not-for-profit support service for families and friends of those living with drug and alcohol addiction.

Recognising need and responding, Joseph's Corner opened its doors in 2001. It was a project of the Westgate Deanery, Catholic Church, covering the parishes of Altona, Altona North, Hoppers Crossing, Kingsville, Laverton, Newport, Spotswood, Werribee, Yarraville and Williamstown.

Joseph's Corner was established as a not-for-profit charitable organisation in response to the community's need for free counselling and support for families and friends of those living with alcohol or drug addiction. It has been incorporated under the Associations Incorporation Act and the Board of Management meets monthly. The head office is based in Yarraville, with a further counselling site in Hoppers Crossing. Joseph's Corner was successfully led by Sister Jeanne Dwyer for 21 years till her passing in June 2022.

The Board of Joseph's Corner employed their first paid CEO in May 2022 to oversee the daily running of all operations and services and to lead the organisation in a strategic review to strengthen and grow the business to ensure sustainability.



Our Mission

Joseph's Corner will work with the community to assist in dealing with the harmful effects of drug and alcohol use.

Joseph's Corner will work with and care for families and friends of drug and alcohol users, by providing support services free of charge.

Our Aims

To provide support to families and friends in stress and crisis.

To provide appropriate ongoing support services, free of charge, to enable families and friends to cope and manage their difficult situation.



Joseph's Corner does not discriminate, but embraces all who seek confidential, supportive, secure, and professional counselling from the service. This service is given without cost to those seeking help.



Our Services

- Individual and Family Counselling, with qualified counsellors
- Group Support Sessions
- Free Educational Workshops
- Referral Information and Services
- Group Meditation

Joseph's Corner services operate 9am to 5pm, Tuesday, Wednesday and Thursday.

I feel privileged and honored to be following in the footsteps of Sr Jeanne Dwyer, to be supporting and leading Joseph's Corner as the new CEO.

Over the last 12 months Joseph's Corner has seen many changes and faced many challenges. The passing of Joseph's Corner Founder and CEO, Sr Jeanne Dwyer, was a great loss to our community. Whilst she will be terribly missed by her family, friends, staff and supporters of Joseph's Corner, her legacy will continue to impact the lives of those who have been fortunate enough to have crossed her path. The closure of Merrijig, although financially not sustainable as a second-hand shop was thriving as a place to visit for a cuppa and a chat, to seek council and meet friends and neighbours, a place that supported those in need of company and friendship. Merrijig was a casualty of the COVID-19 restrictions.

But there is a silver lining. The restrictions of COVID-19 have enabled us to adapt to these changes allowing greater access to our counselling services. The COVID-19 pandemic has brought about a new urgency to reassess our use of technology, our processes and systems. In 2018-2019, prior to COVID-19, Australia averaged 8.8 telehealth consultations per 1,000 people. (Services Australia (2020) Medicare item reports Canberra, Australia: Australian Government). This equates to approx. 0.8% of consultations.

Joseph's Corner averaged 0.5% phone and zoom consultations prior to COVID-19. In 2021, 63% of clients preferred consultations via phone or zoom. This has increased to 76% in 2022. Our staff, clients and community have embraced these new ways of working and communicating. It has provided greater flexibility for our clients on how, when and where they can access our services.

Joseph's Corner has a strong and loyal group of individuals, businesses, service organisations, schools, parishes, and councils. These community partnerships are crucial to the work we do at Joseph's Corner.

I would particularly like to mention Mount St Joseph's Girls College in Altona who have supported Joseph's Corner for nearly 20 years. The staff and students are instrumental in the organization and running of the High Tea each May. This year we had a record attendance of 180 people, raising over \$8,000. The staff and students also contribute to supporting our services through their workplace giving program and co-curricular activities.



We are incredibly grateful to all our supporters. Your commitment to our purpose enables our counsellors to support those in need.

Transforming how we operate the business will help to:

- strengthen and increase interactions with community
- improve client experience through more flexible modes of service delivery
- increase accessibility to services
- improve operational efficiencies
- streamline workflow and improve productivity
- increase visibility and profile of Joseph's Corner in the community.

Changes involve our people, processes, tools, and technologies. With your help we will continue to grow. With your help we can improve our client experience and increase accessibility to our much needed services.

Finally, I would like to thank the Board, who volunteer their time and expertise, Mary our volunteer Administration support and Leah, our much loved counsellor, for their unwavering commitment to our organisation.

"Go on with courage and strength" - St Mary of the Cross Mackillop

Warmest Wishes

Ann Hudson
Chief Executive Officer



This coming year we face new challenges.
We seek growth, expansion, quality, and sustainability.
We seek new ways of working.

Tribute to Sr Jeanne Dwyer

Sr Jeanne grew up on a farm in Port Fairy, Victoria. She joined the Sisters of St Joseph in 1955 at the age of 20. Travelling through rural Victoria, Sr Jeanne supported families in need, mainly sitting with a cuppa and chatting to ease the feeling of isolation.

Sr Jeanne made friends in the Western suburbs of Melbourne in the 1960's, when she knocked on doors to welcome newly arrived Italian and Maltese families to Australia. She continued to nurture, care, love and support the communities of the West till her passing on 12 June 2022.

Reflections on Sr Jeanne Dwyer by Mr. John Ryan

At the age of 65 when most people are starting to consider winding down and retiring Jeanne founded and ran Joseph's Corner as a charity to provide free counselling and support to families affected by substance abuse.

Normal people can sometimes find the ability to put 110% effort into a job we need to do. Jeanne was no ordinary person. Jeanne was a Josephite, and Jeanne would put in a 150% effort on one of her slow days.

About 10 years before Jeanne came up with the idea of Joseph's Corner she was working at CROP and was the Archdioceses Resource Person for the 11 Parishes that made up the Westgate Deanery. Jeanne knew every Parish Priest in the Westgate Deanery and the Parish Secretaries, the Catholic Primary and Secondary School Principals and the School Secretaries. Jeanne also knew many Parishioners in every Parish.

Jeanne's reach in the community gave her a deep understanding of the demographics of the Western Suburbs and of the social and economic issues facing people in this community.

The following is an excerpt taken from the Tribute Address at Sr Jeanne's Memorial Service



When Jeanne presented her proposal to a Deanery meeting to set up Joseph's Corner some questions were asked, but we all agreed to make it work. Joseph's Corner was a practical outcome of Jeanne's years of work with the Westgate Deanery. The Josephite tradition pervaded every aspect of Joseph's Corner under Jeanne's guidance. Jeanne would do anything that needed to be done to keep Joseph's Corner going. No job was too small or too difficult for Jeanne. We have photos of Jeanne on her hands and knees cleaning a floor or climbing on furniture to clean walls.

Soon after Joseph's Corner had commenced operation, Jeanne came up with the idea of having a shop to raise funds for Josephs Corner.



“

*Yes, Jeanne is Joseph's Corner.
Joseph's Corner is Jeanne.*

”

took a couple of years to get going, but Merrijig was eventually born. Merrijig was "More than an Op Shop". For most of its life, Merrijig made some money to support Joseph's Corner, but Jeanne insisted on keeping Merrijig open as it was the public face for Joseph's Corner. For some clients, their first contact with Josephs Corner was coming into Merrijig and chatting to Jeanne or one of the Volunteers on duty about Josephs Corner services.

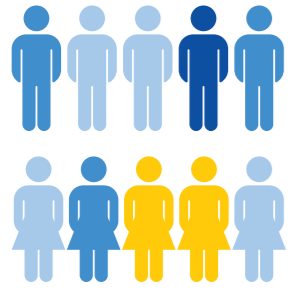
As Joseph's Corner had been established by the Westgate Deanery, Jeanne was keen to ensure that the Parishes and the Parish Priests kept Joseph Corner in mind. Jeanne would attend the regular Priests luncheons whenever she could to keep them up to date with Joseph's Corner progress. Jeanne would also travel as far as needed for the sake of Josephs Corner. Jeanne had friends drive her to Foster and Fish Creek to receive a donation from the local school and parish. Jeanne's age and health eventually made these things difficult for her, but she never complained. Jeanne simply did what needed to be done for Josephs Corner.

Jeanne didn't seek out fame but graciously accepted the honor of Maribyrnong Council's Citizen of Year in 2018. Jeanne was never content with simply doing what had to be done. Jeanne was always looking at what needed to be done. Jeanne saw that the people, whom we counselled, often needed material support. Jeanne organized for Christmas hampers to be given to many of our clients, she even kept a supply of toiletries and other essentials which

could be given to clients in need. I had many conversations with Jeanne trying to get her to make the decision to step back from the day to day running of Joseph's Corner. Getting Jeanne to stop working at Joseph's Corner was never going to be easy. I understood how hard this was going to be when I started to get phone calls from Josephites in leadership positions asking the same thing.

Even on my visits to Jeanne at the Josephite aged care facility at Camberwell, Jeanne would keep reminding me of things that needed to be done at Joseph's Corner. Jeanne had a deep and strong faith, and one very clear aspect of this faith was her absolute belief in the power of prayer. Jeanne's "go to" saint was St Joseph followed closely by St Mary of the Cross McKillop.

In my last visit with Jeanne, she once again reminded me to make sure that Josephs Corner kept operating in the Josephite tradition. I have no doubt that as soon as Jeanne got to Heaven, she would have contacted St Joseph to thank him but also to remind him to keep asking her Lord and God for assistance for Josephs Corner. Yes, Jeanne is Joseph's Corner. Joseph's Corner is Jeanne. Because we have Jeanne in our heart, Joseph's Corner will not only survive but it will grow, and it will do so in the Josephite tradition.

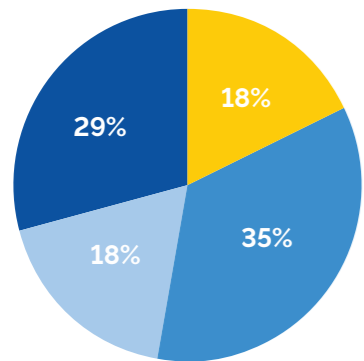


35

Clients

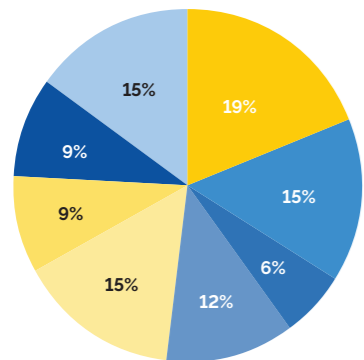
370
Counselling Hours

16 Hours Group Workshops



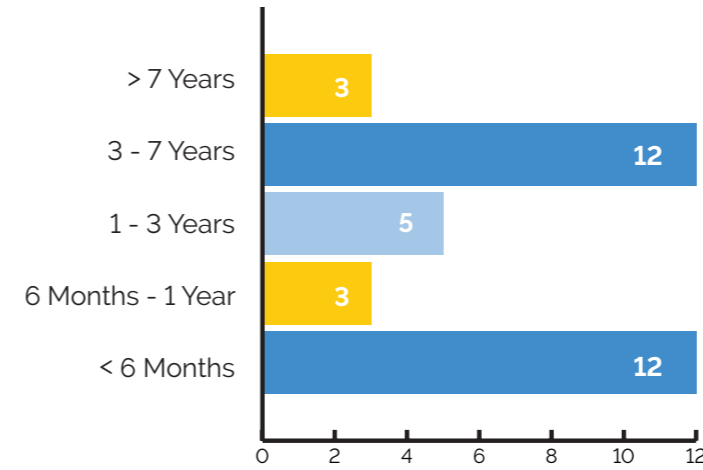
Percentage of Clients from Each City Council

- Hobsons Bay
- Maribyrnong
- Wyndham
- Other



Initial Reason for Engaging in Counselling

- Family or Friends Alcohol Use
- Family or Friends Drugs Use Ice
- Family or Friends Drug Use Cannabis
- Family or Friends Drug Use Unknown
- Personal Substance Use
- Relationship/Lifes Stress Outside of AOD
- Domestic Abuse
- Mental Health Concerns



Length of time Clients have been in contact with Joseph's Corner

Mode of Counselling



37%

Phone



39%

Zoom



24%

Face to Face

Meditation Classes

21 hours of Meditation classes

Led by Clara Rizzi on a fortnightly basis during school term. Thank you Clara





We see clients getting to know or find themselves again because they have usually been so busy rescuing and trying to fix their loved one that they don't look after themselves.

We see our client's enormous strength and courage in dealing with their situations, and in coming to counselling.

We see that as they put the tools and skills we teach them into practice, they start to heal.

We see clients feeling supported as they navigate often chaotic situations.

Many clients report feeling lighter or 'better' after a session.



Some Feedback from our Clients

"The feeling of community amongst the group allowed us to be open and vulnerable with each other and resulted in a very meaningful workshop. We were able to draw on each other's strengths and the hard work and commitment of the facilitators. We have found great healing as a result. As we shared our stories, we realised that we are not so alone, or a failure, but experiencing life like others in a very raw way."

"I have definitely gained some new strategies from you in dealing with this problem and have endeavored to implement some. It is reassuring to know that Joseph's Corner is there for people like me, and I am very grateful for that."

"It's nice to know I am not being judged."

"Joseph's Corner offers a space where I can talk about my feelings without being judged." "The most important thing for me was to recognise issues I have in the

matter's others raised. It was comforting realising I wasn't alone. I am very grateful"
"I am starting to regain my own independence."

"I have stopped enabling him to take drugs. I no longer take responsibility for his fines and this has also gone out to my work where I have stopped taking responsibility for things which are someone else's responsibility."

"I thought I would just come for a few sessions until the Court Case was over, but I have found it helpful coming here and I would like to keep on with the sessions."

"I have been carrying this around for 40 years - It's been a heavy load to carry - I feel so much better, so much higher and more free."

"I am not as scared of messing up again since I started coming here: I feel stronger, and I am less tough on myself."

Board Members

President

Christopher Torr
Company Director

Vice President

Katherine Sutherland
Company Director

Secretary

John Ryan
Industrial Relations

Treasurer

Ann Hudson
CEO

Ordinary Members

Tania Livori
Service Manager

Leon Colla
Primary School Principal

Ian Sutherland
Company Director

Staff

Ann Hudson
CEO

Leah Jenkin
Counsellor

Mary Vella (Volunteer)
Administration





Joseph's Corner Inc. statement of Income for the year ended 30 June 2022 showed a **Net Profit of \$8,752.42**.

The following charts provide a snapshot of Joseph's Corner's income and expenditure for the year ended 30 June 2022.

| Income Breakdown | |
|---------------------|--------------------|
| Donations | \$60,786.25 |
| Grants | \$1,100.00 |
| High Tea | \$8,634.20 |
| Interest | \$9.83 |
| Markets | \$599.50 |
| Gross Profit | \$71,129.78 |

The analysis of Income generated for the year showed that Donations account for 96% of total income. Of these donations, 36% were recurring. Fundraising events, including the Yarraville market accounted for 13% of Income.

| Expenditure breakdown | |
|---------------------------|--------------------|
| Administration/Office | \$2590.60 |
| Fees | \$171.43 |
| Staff Costs | \$55,904.97 |
| Equipment | \$954.30 |
| Insurance | \$970.05 |
| Consultants | \$1550.00 |
| Promotion | \$236.01 |
| Operating Expenses | \$62,377.36 |

The analysis of Expenditure for the year showed that 90% was associated with Staff Costs.

The following charts summarise the financial position of Joseph's Corner as at 30 June 2022.

| Assets breakdown | |
|---------------------|---------------------|
| Cash in Bank | \$107,782.69 |
| Current Assets | \$3,257.50 |
| Fixed Assets | \$160.00 |
| Total Assets | \$111,200.19 |

| Liability breakdown | |
|----------------------------------|-------------------|
| Accounts Payable - Current | \$288.81 |
| Superannuation Payable - Current | \$3,436.00 |
| Total Current Liabilities | \$3,724.81 |

| Equity | |
|-----------------------|---------------------|
| Current Year Earnings | \$8,752.42 |
| Retained Earnings | \$98,722.96 |
| Total Equity | \$107,475.38 |

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JOSEPH'S CORNER
a non-profit support service to families living with alcohol and drug addiction