

2019-20 Annual Report





Our featured artwork, “Changing Life Cycles” is a painting by artist Allison Day. Born in Port Kembla NSW, Allison is a proud Dunghutti and Biripi woman and winner of SAHSSI’s 2019 Aboriginal Art Competition.

Acknowledgement of Country

SAHSSI centres operate in the Illawarra and Shoalhaven regions in which the many peoples of the Dharawal and Yuin nations reside.

SAHSSI acknowledges the Traditional Custodians of the land. We pay our respects to all Elders, past, present and emerging and extend that respect to all Aboriginal and/or Torres Strait Islander peoples.



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Introduction

SAHSSI is a not-for-profit Specialist Homelessness Service operating across the Illawarra and Shoalhaven districts. We have over 30 years of continuous experience, supporting vulnerable women, with or without children, affected by homelessness or domestic and family abuse.

SAHSSI is a local organisation supporting local women. As an incorporated association, ultimate responsibility for the governance of the organisation rests with our management committee, comprised of individuals reflecting a skilled and diverse cultural mix relevant to the organisation's needs.



Our Vision

A world where all people live safely, independently and free from abuse.

Our Purpose

SAHSSI provides housing and access to related, relevant services to people in the Illawarra Shoalhaven district, especially those women and their children affected by domestic and family violence. We work with all partners of excellence to assist our clients to achieve their goals.

Our Values

Self Determination

Ensuring those who use our services are able to make pro-active and positive independent decisions and have control of their lives.

Respect

We show consideration for the rights, diversity, and differences between people.

Dignity

We value the worth and the value of all people.

Integrity

We are honest in what we say and do and adhere to our agreed moral principles.

Equity

We treat others with justice and fairness.

Compassion

We understand and provide support for those experiencing suffering and challenges.

Our Team

Management Committee

Kerrie Rutherford – Chairperson

Diana Petlikovski – Secretary
(Southern Youth and Family Services)

Rob Karnups – Treasurer
(Woonona Bulli RSL Club)

Deborah Kelly – (GPT Group)

Belinda Kendall – (Curiyo Pty Ltd)

Lorri Fields – (PDC Lawyers and Planners)

Sandra Luschwitz – (Unanderra Community Centre)

Peter Dimovski – (Private Sector)

Peter Rostirolla – (Kollaras)

Management Team

Kathy Colyer – CEO

Julie Sudiro – General Manager

Lesley Labka – Manager, Shoalhaven Services

Gianna Baldoni – Team Leader, Illawarra Outreach

Kim Kenny – Team Leader, DVRE Illawarra

Clare Leslie – Business Development Officer

Our Programs

Specialist Homelessness Service (SHS) - Shoalhaven and Illawarra

SAHSSI is funded as a specialist homelessness service to provide accommodation and/or case management support to women with or without children who are homeless or at risk of homelessness. This core funding consists of separate packages for the Illawarra and Shoalhaven and is received annually from the Department of Communities and Justice (DCJ).

Domestic Violence Response Enhancement (DVRE) - Shoalhaven and Illawarra

Provided by the Department of Communities and Justice, this funding aims to enhance out of hours crisis accommodation and specialist support services for women and children escaping domestic and family abuse.

Rent Choice Start Safety Program (DCJ Housing & SAHSSI)

A pilot program which delivers Start Safely private rental assistance to SAHSSI clients across the Illawarra and Shoalhaven. Start Safely facilitates access to the private rental market through the provision of short to medium-term financial assistance for women experiencing homelessness or risk of homelessness due to domestic and family abuse.

Our Accommodation

Crisis Accommodation

SAHSSI manages crisis accommodation sites in Wollongong, Warilla and Nowra as part of our SHS funding. This enables us to provide accommodation and case management support for single women, or women with accompanying children, who are homeless and in crisis.

Accommodation: Wollongong – six rooms;
Warilla – nine rooms; Nowra – six rooms

Capacity: Up to 21 women plus accompanying children at any one time.

Transitional Accommodation

SAHSSI manages transitional housing properties across the Illawarra, ranging from bedsit units to four bedroom houses. In the Shoalhaven, we have partnered with Southern Cross Housing and Housing Trust to make available a further seven transitional housing properties.

Transitional housing offers women and children an opportunity to obtain a positive rental history, or can provide stable accommodation whilst awaiting an offer of social housing.

Accommodation: Illawarra – 39 properties;
Shoalhaven – seven properties.

Capacity: Up to 46 women plus accompanying children.

24/7 Supported Temporary Accommodation

To support our DVRE Program, SAHSSI has two temporary accommodation sites across the Illawarra / Shoalhaven. Intake and afterhours on-call support is available 24 hours a day, seven days per week, to provide a safe bed for single women 16 years and over and women with children who are escaping domestic and family abuse.

Our Illawarra site has been purchased and fully renovated by SAHSSI, and we have partnered with Southern Cross Housing to provide temporary accommodation in the Shoalhaven.

Accommodation: Illawarra – seven rooms;
Shoalhaven – eight rooms.

Capacity: Illawarra – seven women and up to 17 children;
Shoalhaven – eight women and up to 11 children.



Our Referral Pathways

Intake and Assessment

Referral to SAHSSI:

- Self referral
- Referral from DCJ Housing; hospital; police; other organisations



SAHSSI has a dedicated intake and assessment process which will refer clients to the most appropriate area of our organisation. Regardless of the point of intake, or the program under which clients are supported, all of our services have the common goal of supporting individuals to achieve secure long term housing.

Outreach Support

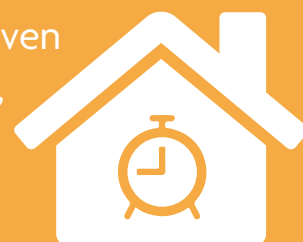
Outreach case management provides a service to clients who are couch surfing, staying with family and friends, in transitional housing, staying in hotels or living in a property where the tenancy is at risk.



Temporary Accommodation

Temporary accommodation (DCJ Housing Illawarra and Southern Cross Housing) for single women 16 years and over and women with children who are escaping domestic and family abuse.

Intake and afterhours on-call support is available 24 hours a day, seven days per week, to provide a safe bed.



Crisis Accommodation

Short term crisis accommodation and case management support for single women, or women with accompanying children, who are homeless and in crisis.



Transitional Housing

Medium term transitional housing offers women and children an opportunity to obtain a positive rental history, or can provide stable accommodation whilst awaiting an offer of social housing.



Long Term Housing

Secure Long term Housing:

- Public Housing
- Community Housing
- Private Rental



Our clients have varying support needs, and may pass through one or more of our accommodation programs throughout their journey with SAHSSI. Our ultimate goal for every client is stable housing where they are able to live safely, independently and free from abuse.

Chairperson's Report

As Chairperson, I am delighted to introduce the annual report for 2019-2020. This report highlights our achievements and challenges over the past year as we continue our vital work supporting disadvantaged women and children in our local community.

I begin the report acknowledging SAHSSI's solid financial position that continues to strengthen from one year to the next. I thank the expertise of our Finance Committee members Rob Karnups, Peter Rostirolla, Kathy Colyer, Lou Kinnas (Auditor) and Nadine Haines (Management Accountant of SAHSSI). The committee provides financial oversight for the organisation, maintaining our secure financial position and ensuring accountability and transparency across our operations.

In 2017, SAHSSI purchased its first property, a seven bedroom house that supports our temporary accommodation program in the Illawarra. This year we finalised the loan for that property and then proceeded to purchase a block of land, with the view to construct more residential accommodation for women and children escaping domestic and family abuse.

Our Management Committee collectively offers a wealth of experience and skills from diverse professional fields including: strategic operations, finance and accounting, human resources and IT management, public relations and marketing, community development and welfare, legal services and commercial law, property management, specialised Aboriginal services and governance.

In these challenging times, faced with COVID-19 restrictions, we have relied on web-based technology to keep us connected and moving SAHSSI forward. It has been a great pleasure to once again be a part of a committee with such an extensive range of expertise. I sincerely thank Deborah Kelly, Diana Petlikovski, Sandra Luschwitz, Lorri Field, Peter Dimovski, Rob Karnups, Peter Rostirolla and Belinda Kendall for their time, dedication and good judgement.

I would also like to acknowledge the exceptional leadership of our CEO, Kathy Colyer. Kathy's unflagging commitment to SAHSSI's goals firmly places our organisation as a regional leader in homelessness and domestic and family abuse. Kathy works tirelessly with the Management Committee, stakeholders and SAHSSI staff to ensure that the organisation's visions and purposes are upheld.

I also acknowledge SAHSSI's management team, Julie Sudiro, Lesley Labka, Gianna Baldoni, Kim Kenny and Clare Leslie. I express my sincere appreciation for their hard work, dedication and support to the staff and Kathy over the past year.

I congratulate the staff on their achievements and positive client outcomes over the past year. The Management Committee appreciates their consistent, tireless efforts and ongoing dedication to the organisation. Their skills, knowledge and passion is reflected in this report and we applaud their hard work.

Finally, I thank the Department of Communities and Justice who provide the funding that enables us to provide an important service to the community, and to our members for their ongoing support.



Kerrie Rutherford
Chairperson

CEO's Report

It is with great pride that I report on the 2020 financial year that was unprecedented not only for SAHSSI, but for the community, our industry and the broader economy. The COVID-19 pandemic has altered our social landscape in ways no one could anticipate as we face the challenges of protecting public health whilst mitigating economic damage.

SAHSSI, like many organisations, has had to adapt the way we work to meet ever changing health advice and government guidelines. Face to face meetings and case conferences have been replaced by phone calls and Zoom meetings, and we have needed to find new and creative ways of supporting our clients. Nevertheless, the fundamentals of what we do have not changed, and I am proud to say **SAHSSI has continued to deliver essential services to women and children in our community without interruption.**

A significant achievement of 2020 has been SAHSSI's purchase of a block of land in a prime Wollongong CBD location. Our intention is to develop the site with a complex of eight self-contained rooms to provide emergency accommodation for women and children escaping domestic abuse. The construction will deliver a modern state-of-the-art facility that provides vulnerable women and their children with a secure environment in which to focus on their support needs.

Just as significantly, SAHSSI's achievements are reflected in our core business, with 1,730 women and children being supported across all programs in the Illawarra and Shoalhaven throughout 2020. I thank our dedicated staff for their commitment to our clients and especially for their patience, understanding and professionalism when adapting to COVID-19 changes in such a fast paced environment.

Our specific domestic violence programs, Domestic Violence Response Enhancement (DVRE) and Start Safely continue to experience high demand (with services and for clients). This year the programs collectively supported 730 clients, and with funding for both ending in 2021, we cannot stress enough the importance of continuing to fund these programs to meet current and growing demand.

This year has also seen the commencement of SAHSSI's journey and commitment to achieving meaningful reconciliation between Aboriginal and/or Torres Strait Islander peoples and the broader Australian community. In March, our first Reflect Reconciliation Action Plan was endorsed by Reconciliation Australia, and we look forward to the beginnings of meaningful consultations with local communities, organisations, our clients and our staff.

Our local partnership with Department of Communities and Justice Housing continues to remain strong. This year has seen the implementation of weekly meetings with a focus on supporting our shared clients to transition from temporary accommodation into SAHSSI supported accommodation, and our priority approved clients to enter into social housing quickly and seamlessly.

I would like to thank the Department of Communities and Justice for their funding and continued support of our important service, and to our **Members of Parliament, partners, sponsors and donors for their contribution and support throughout the year.**

Lastly, I thank our Management Committee, led by Kerrie Rutherford, for their expertise and continued support of SAHSSI's strategic goals, vision and purpose. I appreciate their skills, knowledge and commitment to good governance in ensuring the best outcomes for our organisation.

More than 100 women and children sleep safer every night of the year because of the accommodation and support SAHSSI provides, and we should all be proud of this achievement.



Kathy Colyer
CEO

Illawarra & Shoalhaven Women's Homelessness and Domestic Violence Support Programs

As a Specialist Homelessness Service, SAHSSI is the state funded provider of women's homelessness and domestic violence support services in the Illawarra and Shoalhaven.

Our program provides outreach case management, and crisis and transitional accommodation to women who are homeless, or at risk of homelessness, due to domestic and family abuse or other life crises. Each year, the program is funded to support 642 women and children in the Illawarra, and 268 women and children in the Shoalhaven.

In 2019/20 SAHSSI continued to achieve quantitative and qualitative outcomes for women and children in our region, and have once again exceeded our funding targets. We have utilised community support and our substantial collaborative relationships to break down barriers and provide women and children with access to safe and affordable housing, trauma informed care, and supportive recovery opportunities and services.

Each year we receive an overwhelming number of referrals from a wide range of government and non-government services including:

- Department of Communities and Justice (DCJ) Housing
- DCJ Child Protection
- Community housing providers
- Link2Home
- Women's DV Court Advocacy Service
- Community Centres
- Family and support services
- Drug and alcohol services
- NSW Police
- Centrelink
- Correctional Services
- Aboriginal organisations
- NDIS providers
- Health professionals
- Social workers
- Counselling services and psychologists
- Domestic Violence Hotline

We also receive a significant number of self-referrals from women reaching out for accommodation or outreach support, having become aware of the services SAHSSI provides.

SAHSSI accepts referral both online and by phone, and has a dedicated intake and assessment process to ensure all referrals are triaged appropriately and directed towards the most appropriate programs within our organisation. This process also enables us to provide information and advice for clients in crisis and address any immediate safety and accommodation needs.

SAHSSI is a registered agent for the Work and Development Order (WDO) Service that supports clients to reduce their fines with Revenue NSW by participating in a variety of activities. In 2019-20, 117 clients' fines were collectively reduced by \$45,055.55 as a result of their engagement in case management support and other eligible activities with SAHSSI.

SAHSSI case management supports women experiencing crisis to achieve secure, stable housing.

Our case management support includes:

- Safety planning and assessment.
- Connection to immediate crisis needs (food, clothing, financial support, temporary accommodation).
- Support with all aspects of private rental seeking such as property applications, bond loans, and private rental subsidies.
- Assistance applying for DCJ Housing products and housing options where eligible.
- A wide range of warm referrals and linking to supports such as GPs, mental health services, Victim Services, legal, financial, education, employment and social supports.
- Court support: family, domestic violence and general court matters.
- Trauma informed and educated case managers who introduce women and children to support networks, education and training opportunities, trauma recovery services, and empower women to live a safe, healthy and connected life.
- Assistance to access support and information that will allow clients to maintain their existing tenancy safely, including support around rental debt, property care matters, housing affordability, squalor, hoarding and tenancy tribunal matters.

Our Year in Statistics – Illawarra

Over 7% more women and children supported than funded

689

women and
children supported

5,804

nights' refuge
accommodation provided

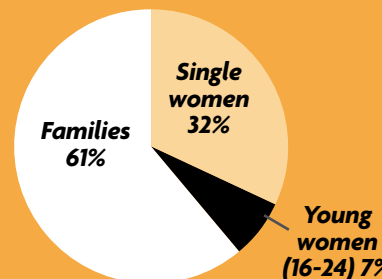
73,018

days of support
provided

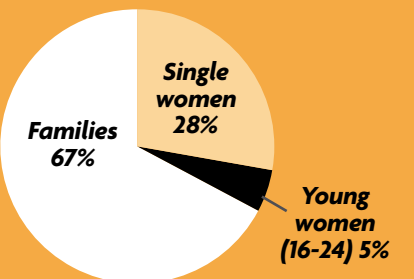
106

days average
period of support

**Homeless
clients: 383**



**Clients at
risk of
homelessness:
306**



63%*

Women and children
supported due
to domestic
& family abuse

16%

Aboriginal and/or
Torres Strait Islander
women and children

3%

CALD women
and children

12%

Older women
(50 years +)

11%

Of women
were employed

* 6% increase from 18/19 figures

Our Year in Statistics – Shoalhaven

Over 26% more women and children supported than funded

339

women and
children supported

3,349

nights' refuge
accommodation provided

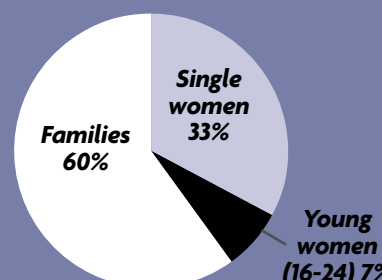
21,332

days of support
provided

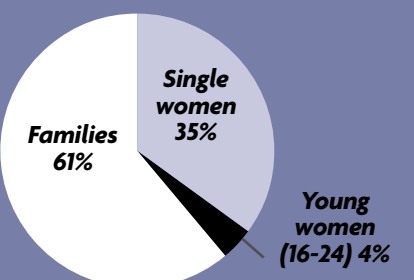
62

days average
period of support

**Homeless
clients: 194**



**Clients at
risk of
homelessness:
145**



49%

Women and children
supported due
to domestic
& family abuse

39%

Aboriginal and/or
Torres Strait Islander
women and children

4%*

CALD women
and children

14%*

Older women
(50 years +)

9%**

Of women
were employed

* 3% increase from 18/19 figures ** 4% decrease from 18/19 figures

Domestic Violence Response Enhancement (DVRE) Program

Domestic and family abuse is the primary cause of homelessness for Australian women and their children. In 2017–18, more than 121,000 people assisted by specialist homelessness services had experienced domestic and family abuse and of these, 78% were female. **The experiences of women who have survived domestic and family abuse speak of the need for well-trained staff and well-resourced domestic violence services, including accommodation support.** This is precisely what SAHSSI provides through our Domestic Violence Response Enhancement (DVRE) Program.

SAHSSI began delivering the state government funded DVRE Program in 2016. **This program enhances out-of-hours crisis accommodation and specialist support services for women and children escaping domestic and family abuse.** Recognising the importance of a safe place to stay, SAHSSI supported the program by purchasing a property in the Illawarra and by collaborating with Southern Cross Housing in the Shoalhaven in order to increase the availability of crisis accommodation for women and children fleeing domestic and family abuse across the region.

Within SAHSSI, the DVRE Program funds a team of nine specialist case managers, and our accommodation sites are staffed from 6.30am to 10.30pm each weekday. **The program also provides an after hour's on-call service every day of the year, to ensure a 24-hour a day / 7 day a week response that increases the safety of women and children in our region.** In 2019/20, 99% of respondents to our client exit survey reported an increased sense of safety due to the support received through the DVRE Program.

In the fourth year of the program, SAHSSI supported 371 women and 191 children across the Illawarra/Shoalhaven region. **The need for the program is clear, with SAHSSI once again exceeding our funded target - this financial year by 161%.** Moreover, sixty percent of women and children supported through the program received after hours support from SAHSSI, further demonstrating the high demand for specialist support outside of core business hours. **The majority of women and children supported through the DVRE Program last year secured housing in a private rental or social housing property, or in one of our crisis or transitional accommodation options, with ongoing case management support through our other programs as required to ensure ongoing safety and housing sustainability.**

The DVRE Program is currently funded to 30th June 2021, and SAHSSI will be campaigning strongly to have the program extended. Without it, 562 women and children across our region would not have received the crucial support needed to leave their abusive and unsafe relationships as our core-funded programs are unable to meet this overwhelming demand.

“SAHSSI offered a safe haven with respect for clients at a difficult time in their clients’ lives. It felt like a safety net that allowed me to have a place to stay whilst I looked for accommodation & support is so very greatly appreciated. It’s also good to know it is still there on exiting the service. Assistance with finding properties would likely be very helpful, as well as the pathways to bed assistance and the steps to finding a rental property if funds are low for a client. But so many thanks for the support, encouragement and assistance.”

Our Year in Statistics – DVRE

Over 161% more women and children supported than funded

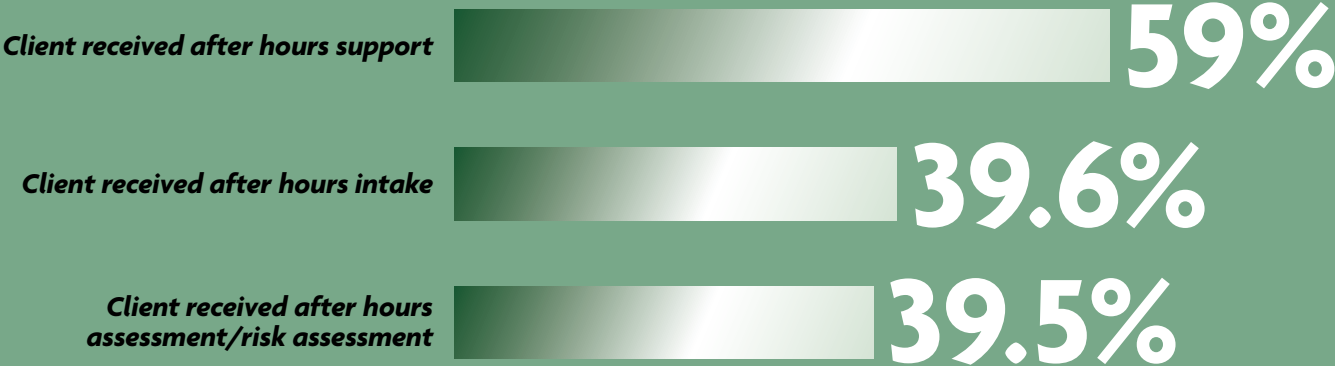
562
women and
children supported

2,218
nights' refuge
accommodation provided

15,598
days of support
provided

27
days average
period of support

Proportion of DVRE clients supported after hours



100%
Women and children
supported due
to domestic
& family abuse

28%*
Aboriginal and/or
Torres Strait Islander
women and children

5%
CALD women
and children

7%
Older women
(50 years +)

7%
Of women
were employed

** 4% increase from 18/19 figures*



Rent Choice Start Safely Program

Department of Communities and Justice (DCJ Housing)

Rent Choice Start Safely (Start Safely) provides support to women and children who are homeless or at risk of homelessness due to domestic and family abuse. The program facilitates access to safe and affordable housing in the private rental market through the provision of short to medium term financial assistance in the form of a rental subsidy.

SAHSSI has been partnering with DCJ Housing for well over two years and enjoys the considerable benefits of having a DCJ Housing Private Rental Brokerage Specialist co-located in our head office. This provides SAHSSI with direct access to DCJ Housing staff to facilitate information sharing and prompt outcomes for clients. Working from a non-government office also provides a more welcoming and comfortable setting for client meetings, thereby lessening client trauma and repetition of relaying the clients' circumstances to multiple agencies.

This year has seen the number of active clients well in excess of the minimum target of sixty at any one time. To date, over 200 SAHSSI clients have received Start Safely support through the joint program, further highlighting the success of the partnership which has undoubtedly become an integral and valuable part of our service.

Feedback for the service remains positive from both clients and external agencies, and we thank DCJ Housing for their continued support of a program that achieves long term housing goals for some of our most vulnerable clients as they transition back into the community.

"Your client is a wonderful tenant. Her rent is always up to date and she is super organised, and conscious of maintaining a budget. We have no property care concerns at all and no anti-social behaviour or breaches. We have no plans to raise the rent at all in the foreseeable future. Thank you for your work providing such a valuable service"

Message of Thanks - Landlord

"Thank you for adjusting my rent... it couldn't have come at a better time particularly now with what has gone on in the world. I don't know how I would have survived otherwise, and owe you the world... Thank you so much!"

Messages of Thanks - Client

Rent Choice Start Safely Case Management

As a result of the increasing demand for case management that the pilot brings, SAHSSI has this year engaged two case managers to work specifically with clients who are eligible for the Rent Choice Start Safely program. SAHSSI funded these positions to support the pilot and to assess demand, however unfortunately this is not sustainable. Our hope is that the pilot demonstrates the importance of the program being run within specialist domestic violence services such as SAHSSI and to fund the critical case management required to support the subsidy and obtain and maintain tenancies, which is critical to the success of the program.

Our case management can support clients at any stage of the process, whether it be in gaining approval for the subsidy and securing a private rental property, or supporting clients to successfully maintain their tenancy. Start Safely case managers also support clients to access the brokerage funding that forms part of their Start Safely package, assisting them with essential items for their new tenancy and longer term goals.

Obtaining secure and stable housing is just the first step in the recovery process for clients who have fled domestic abuse, and often they become ready to engage in counselling once they feel they are no longer in crisis or immediate danger. Our Start Safely case managers therefore provide information and referrals to ensure clients receive the support they need. In particular, they have had great success in obtaining support for clients through the Victims Support Scheme.

Having these targeted positions enables a seamless transition for clients as they move through the process, and helps ensure successful tenancies. This vital service will be lost without the continued funding of the joint program with DCJ Housing and SAHSSI will strongly advocate for it to continue.

This year SAHSSI's case manager's supported 141 women with 6,992 days of support provided and an average support period of 49.5 days. This includes:

- 7.8%** Aboriginal and/or Torres Strait Islander women and children
- 5.6%** CALD women and children
- 16%** Older women (50 years +)
- 20%** Of women were employed

Faith's Journey with Rent Choice Start Safely

Faith and her young daughter were referred to SAHSSI due to pending homelessness as a result of escalating domestic abuse and financial stress. Faith was already residing in private rental accommodation, however was experiencing rental arrears which was placing her tenancy at risk. With the support of her SAHSSI case manager and the DCJ Housing Private Rental Brokerage Specialist, Faith was approved for the Start Safely program, as well as assistance for rental arrears, thereby saving her tenancy and giving her the opportunity to begin afresh.

Through the Start Safely program, Faith received a subsidised rent, which immediately relieved her financial stress and supported her to achieve her goal of financial security. Faith engaged well throughout the program, attending all reviews and linking with various supports as required.

Upon her exit from Start Safely, Faith had achieved all her program goals. She had secured and maintained stable employment, cleared outstanding debts, maintained bills and developed budgeting skills, enabling Faith to pay full market rent prior to exiting the program. On a personal level, Faith expressed how much her mental and emotional wellbeing had improved thanks to her secure home environment. In turn, Faith's daughter was happy at school, had made good friends and specialist intervention had ceased. Faith advised how grateful she is for the support she received in escaping domestic abuse and regaining her independence.



Active Start Safely Clients 2019/20



The number of active Start Safely Clients (housed in private rental) in 2019/20 greatly exceeds the minimum target of sixty active clients at any one time.

Reconciliation Action Plan

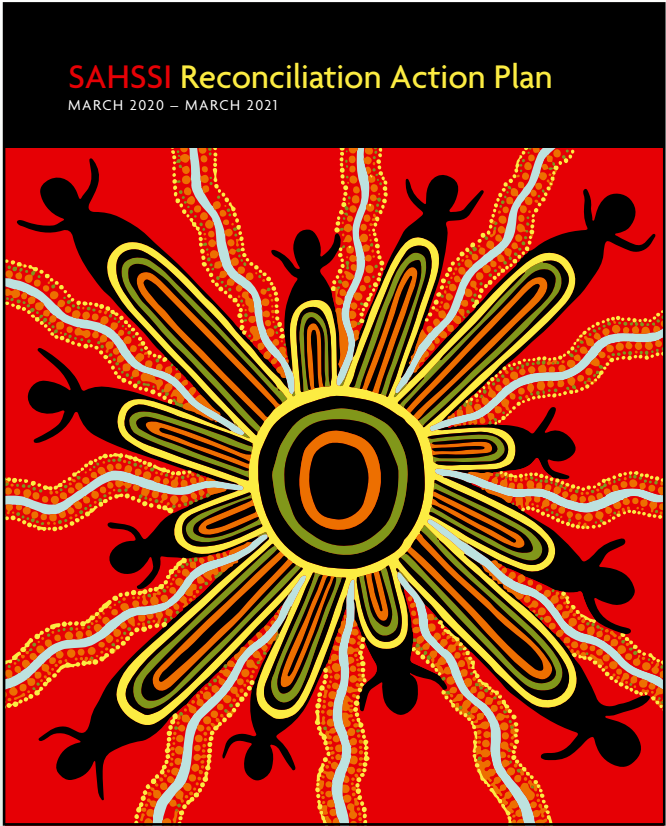
In March this year, after more than 12 months of planning, SAHSSI was proud to have our first Reconciliation Action Plan (RAP) formally endorsed by Reconciliation Australia. The aim of SAHSSI's Reflect RAP is to build the foundations for the relationships, respect and opportunities essential to reconciliation.

As a local homelessness organisation, SAHSSI is acutely aware of the over-representation of Aboriginal and/or Torres Strait Islander women and children accessing our services due to domestic abuse and/or homelessness. Moreover we acknowledge, that in order to tackle this entrenched disadvantage, we must first address the legacies and ongoing impacts of colonisation and successive government policies.

Our RAP is an all-inclusive document that will support and guide our commitment to strengthening and maintaining relationships with Aboriginal and/or Torres Strait Islander organisations, communities and peoples. Furthermore, it will build the case for future commitments to cultural learning, practicing cultural protocols and promoting national reconciliation events.

A SAHSSI RAP Working Party will oversee the delivery of our RAP and provide strategic recommendations on reaching greater reconciliation within the organisation as well as for clients. The RAP Working Party consists of representatives from multiple areas of our operations and includes indigenous and non-indigenous staff members.

SAHSSI's RAP is just the beginning of our journey towards reconciliation. It inspires pride within our workplace in being an organisation that embraces cultural differences and celebrates our nation's rich Aboriginal and/or Torres Strait Islander cultural history, whilst recognising that there is still much work to be done.



Our Local MPs

SAHSSI is fortunate to have the support of our local Members of Parliament (MP's) when it comes to assisting hundreds of vulnerable women and children escaping homelessness and domestic and family abuse each year. We asked two of our State MPs to reflect on why they choose to support SAHSSI year after year.

Ryan Park – Member for Keira

Domestic and family violence is one of the key reasons why women and their children seek support from homelessness services in our region. As the Member for Keira and the Shadow Minister for Homelessness, I am committed to addressing one of the most pressing social issues facing our community today.

For many years now, my office has been proud to support the work of SAHSSI, such a dedicated organisation doing great things for those that need it. In particular, I am proud to support them through my annual toy drive that is now in its eighth year. It means a lot to be able to ease the burden for women at Christmas by ensuring their children have a present to wake up to.

I congratulate SAHSSI on another successful year. Their expertise and passion for what they do is reflected in the positive outcomes they achieve for women and children across our region.

Ryan Park



Paul Scully – Member for Wollongong

The reasons why people find themselves homeless are never simple and neither are the solutions. As the Member for Wollongong, I am pleased to support organisations such as SAHSSI, who work tirelessly to support and advocate for women and children experiencing homelessness. I was especially pleased to be able to donate children's books from my annual Kids Book Drive for SAHSSI to include in their Christmas bundles for local families.

I take this opportunity to recognise the hard work and dedication of SAHSSI throughout this past year. Their commitment to supporting women and children transition back to independent living is unwavering, and we as a community are better for their efforts.

Paul Scully



Partnerships

Partnerships are critical to our efforts in supporting vulnerable women and children affected by homelessness or domestic and family abuse. Thank you to all of our partners. Your generosity, time and support is greatly appreciated.

GPT Group are long-time supporters of SAHSSI through events such as the Wollongong Central Stair Climb fundraiser and their Community Day, which engages a team of volunteers to revitalise the exterior of one of our properties through activities such as painting and gardening.



In the second year of its partnership with SAHSSI, Peoplecare have supported us with fundraising partnership events, workplace giving, Christmas gifts and volunteer staff at the Wollongong Central Gift Wrap Bar. SAHSSI supports Peoplecare with referral pathways and supporting any staff that are experiencing domestic and family abuse that affects their housing situation. SAHSSI also provides information and resources to Peoplecare on local domestic violence networks.



This year was SAHSSI's third year in partnership with Housing Trust, who offer transitional accommodation for homeless families case managed by SAHSSI. In return, Housing Trust make referrals to SAHSSI for tenancies at risk so that clients can receive the necessary case management and support to maintain a successful tenancy. SAHSSI also supports Housing Trust staff with advice/information in relation to domestic and family abuse and combined domestic violence training.



SAHSSI and Southern Cross Housing in the Shoalhaven work constructively together on a number of projects each year, including the DVRE Program, Assertive Outreach Program, and Community Alliance Committee. Southern Cross also host an outreach client service officer once a fortnight at one of our crisis accommodation sites that provides onsite housing support to our clients.



For the last three years SAHSSI and DCJ Housing have partnered to deliver the Rent Choice Start Safely pilot program and Road to Home Workshops. DCJ Housing also funds temporary accommodation in our DVRE Program for women and children leaving domestic and family abuse in the Illawarra.



Community Training and Education

Road to Home

SAHSSI facilitates the Road to Home workshop in partnership with Department of Communities and Justice Housing (DCJ Housing). **This popular two-day workshop is the only workshop in the Illawarra that unites the clients of Specialist Homelessness Services (SHS) and clients who are in temporary accommodation.**

A key to the success of Road to Home, is its primary focus on securing and maintaining permanent housing for people who are homeless or at risk of homelessness. Since the workshop commenced in May 2017 the learning outcomes have proven to be successful for both services and clients across the Illawarra.

SAHSSI would like to acknowledge the dedication and commitment of the workshop's facilitator, Jasmine Campbell. What began with Jasmine delivering the workshop to a small group of clients in crisis accommodation, has now developed into a workshop that is highly valued amongst SHS services for its positive outcomes.

SAHSSI appreciates its partnerships with **DCJ Housing** and **Illawarra & South Coast Tenants Advice Service** who provide guest speakers to educate participants on the types of housing assistance available, as well as advice and information

on tenancy issues and tenancy rights and responsibilities. The commitment of their time and expertise in speaking with workshop participants is greatly valued.

Unfortunately COVID-19 restrictions have limited the delivery of Road to Home this year, however we were successful in completing two workshops for which we received over 70 referrals. We look forward to recommencing this valuable workshop once restrictions ease.

We value the feedback from our participants below:

"Lots of useful useable information, contacts etc. Experienced, knowledgeable professional presenters"

"Everything I needed to know was covered. Excellent workshop – Thank you"

"Fantastic workshop on day 2. I now feel more confident in applying & sustaining my own home"

"Every person vulnerable to homelessness should do this program that can change lives"

Red Flags

The Red Flags presentation, funded by a grant from the Illawarra International Women's Day Committee, continues to be available for all high schools across the Illawarra.

Red Flags is a 45 minute presentation that educates young people on the early warning signs within a relationship that could indicate domestic abuse. The presentation also covers related topics such as the cycle of violence, technology abuse and technology safety, as well as where to get help and how to help a friend.

The presentation was originally designed to target senior high school students (Years 10, 11 and 12), mainly due to the sensitive nature of the topic of domestic abuse. However this year, in recognising that early prevention is key to breaking the cycle of domestic abuse, SAHSSI has connected with Kanahooka High's Head Teacher of Wellbeing who offered support to develop a suitable version for Years 7, 8 and 9, thereby expanding the delivery of Red Flags to a younger audience.

SAHSSI would like to acknowledge St Mary's Star of the Sea College and Kanahooka High School. These two schools



recognised the importance of the Red Flag presentation and booked workshops early in the year. We appreciate their commitment to the prevention of domestic abuse.

In 2019/2020, SAHSSI managed to deliver Red Flags to over 500 students before COVID-19 restrictions were implemented. The presentation's facilitators, Jasmine Campbell and Jess Mosley, have used this down time to refine and update the presentation and look forward to delivering such a valuable program to schools across the Illawarra in 20/21.

Fundraisers

Fundraisers and community events build community awareness, generate financial support and develop long lasting relationships amongst the community. SAHSSI sincerely thanks the local businesses, community groups, and individuals who have organised fundraisers and special events in support of our clients.



THE LENORES CHARITY DAY AND ALBUM SALES

When The Lenores announced the release of their new album, "Child Support", they contacted SAHSSI to offer their support by donating 100% of their album sales. On February 1, The Lenores held a charity day where the public could purchase the album as well as donate directly to SAHSSI.

CIRCUS WOW WOLLONGONG THE MOST WUTHERING HEIGHTS DAY EVER

The Most Wuthering Heights Day Ever is a global event where participants recreate the music video of musician Kate Bush's 1978 song "Wuthering Heights". In the Illawarra, Circus WOW organised a flash mob dance to the classic hit, and funds raised were donated to SAHSSI. This year's participants included Paul Scully M.P, Sharon Bird M.P and Tania Brown, Deputy Lord Mayor of Wollongong City Council.



FESTIVE PAMPER AND FUNDRAISER

In December, Nicole from The Body Shop at Home with Nic held a Festive Pamper and Fundraiser at the Hargrave Café in Stanwell Park. Guests enjoyed a mini hand massage with Body Shop products, champagne and a delicious mini grazing table. SAHSSI was there to provide information on domestic and family abuse and how the community can make a difference. With the money raised, Nicole purchased body shop products for clients to enjoy!



GPT CHRISTMAS WRAPPING

This year SAHSSI enjoyed the opportunity to connect with our community by managing the Charity Gift Wrap Bar at GPT Wollongong Central. Community volunteers, Peoplecare and Wollongong City Council, joined us to provide the service to Christmas shoppers for a gold coin donation. The bar operated from December 14th to 24th with great success.



Fundraisers

WOLLONGONG CENTRAL STAIR CLIMB

The second year of the GPT Wollongong Central Stair Climb was another great success, with participants challenged to complete 5 laps of the Wollongong Central tower stairs. That's 164 stairs up and 164 stairs down. Five times!

As Wollongong's only stair climb event, the Wollongong Central Stair Climb Challenge was an opportunity to have fun, get fit and take on a challenge, all while making a difference for women and children experiencing homelessness.

This year's event included a team's category where organisations, businesses and friends could register a team and share the laps. We thank those that joined in, and the Lake Illawarra Police District for participating and riding their motocross bikes to the event, which always draws attention!

This year's fastest times were 10min 50sec for the men and 11min 45sec for females! This was a fantastic achievement for the serious stair climbers and we thank all of the participants for their support of SAHSSI.



SAHSSI would like to thank the following sponsors and partners for making this event such a success:

- GPT Group Wollongong Central
- Peoplecare
- The BMS Group
- Pro Sound and Lighting
- Ryan's New & Used Furniture & Electrical
- Savvy Fitness
- Snap Printing and Design Wollongong
- Thinking Man Business Labs
- Thomas Creative
- Unitech Solutions
- WIN Network
- Wollongong City Motors
- KH Accounting and Financial group
- Relativity, Film – Photo – Rich Media



SAHSSI 30

SAHSSI 30 is a community driven grassroots fundraising event that first commenced in 2017 due to one individual community member's vision to make a difference. Joanne Warren's vision has grown into an annual walk and has been supported by over 150 people to date.

The popular fundraiser provides an opportunity each year to have fun, get fit and enjoy a challenge over the unique 30km round trip walk along the beautiful coastline of Jervis Bay to Iluka Beach Picnic Area. The event not only raises much needed funds for women and children who are homeless and seeking safety from domestic and family abuse in the Shoalhaven, but also raises much needed awareness in the community for those most vulnerable, and sometimes hidden members of our beautiful area.

Jo's vision for this year's event was "keep the conversation going". Whether it was walking 30km, 15km, fundraising or simply wanting to donate, as a community it was about keeping the conversation going around homelessness and domestic and family abuse. The message and the event was a wonderful success this year, with over 60 supporters braving the cold and windy Huskisson morning to participate. SAHSSI 30 was well supported by the local community including our local MP Fiona Phillips and her family. There were even participants who had supported the event from the beginning and were now enjoying their third year at SAHSSI 30. Wonderfully, the event not only attracted local participants, but people travelled from Sydney and Bowral to join in and "keep the conversation going".

But Jo is not alone in running the event, and each year she has the support of the CWA Jervis Bay team, who make a large selection of treats and tea and coffee for people to enjoy halfway along the 30 km walk. **The Navy also support the event with volunteers and by providing permission for SAHSSI 30 participants to walk along the beach in front of HMAS Creswell** (not normally permitted to the public). This makes the event very unique, as there is no other opportunity to walk this path and SAHSSI is grateful for their support. Boomerang Bags were there to provide 20 free repurposed bags to the lucky few who made it to the halfway bra line first and the Heart Centre donated boxes of heartfelt items (food and handmade knitted items) to take back to be used at our crisis accommodation sites in Nowra.

This is a wonderful community event that not only raises money for SAHSSI, it provides the opportunity to have many important conversations and raise awareness for our work and the challenges women face in the Shoalhaven around domestic and family abuse and homelessness. SAHSSI is so very grateful and would like to thank Joanne, CWA Jervis Bay, HMAS Creswell, Boomerang Bags and Heart Centre for their efforts and support.



Fundraisers



TAYLAH BROWN - HEAD SHAVE FOR DOMESTIC VIOLENCE

Taylah wanted to make a difference and raise awareness of domestic violence in her local community. The reason Taylah chose to shave her head is “because it’s a scary concept and going out in the community with no hair is like going against the grain.”

GENEROCITY CHURCH

In December 2019, SAHSSI were invited to join the Generocity Church for their wreath-making workshop. Afterwards, we talked about the effects of domestic and family abuse and how someone can help a person in need. Generocity Church kindly donated gift vouchers for clients supported by SAHSSI.



STRAWBERRY BOOGIE

Strawberry Boogie is a Wollongong-based crew with a passion for live music, art and community in regional cities. Their focus is promoting growth of the music & arts scene through events and creativity. This year Strawberry Boogie organised the “Strawberry Boogie Intimate Backyard Edition” and the “Strawberry Visions Spritzmas” fundraising events with proceeds going to SAHSSI.



BE YOU YOGA

Be You Yoga is a Wollongong based private Yoga, meditation and wellbeing studio. To celebrate their second birthday, Be You Yoga donated money from every class during their birthday month to support SAHSSI.



Thanking our Supporters



SAHSSI greatly appreciates the following businesses and community groups for their support throughout the past year, along with many other individual donors, some of whom have made an ongoing commitment to support SAHSSI each month. Your generosity and ongoing support are invaluable to helping SAHSSI improve the lives of women and children across our organisation. We sincerely thank you all!

To learn more about our supporters, please visit our Facebook page.

Albion Park High School
Amy Acres & ARA Electrical
Angels Hair Salon and Kiama Community
ASCO - Transition to work program
Àstarte Studio
Australian Unity Homecare
Be You Yoga Studio
Bearded Villains NSW Chapter
Beyond Travel
Blue Bird Sweets
Bunnings Bellambi
Catholic Women's League
Cleaver and Co Craft Butchery
Commonwealth Bank
Community Gateway
Corrimal Region Uniting Church Op-Shop
Country Women's Association Jervis Bay
Culburra Bowling Club
ECTARC and IACC Keiraview Pre School
Edmund Rice
Fernwood Woonona
Gerringong Lions Club
Ghetto Movement training group
Helensburgh Lions Club
HMAS Albatross
Horizon Bank
Il Porcellino Italian Restaurant
Illawarra Cancer Carers Inc



Thanking our Supporters

Illawarra Quilters
 Illawarra Women's Health Centre
 IMAN Foundation & Al-Ihsan Foundation
 IRG
 Jervis Bay Book Club
 Kaleidoscope by Alex and Hope
 KH Accounting
 Kiama Boomerang Bags
 Kiama Curves
 Koonawarra Village Bakehouse
 Ladies of the Kiama Bowling Club
 Lake Illawarra High School
 Nourish and Nest
 Oak Flats Senior Citizens Club
 Out of the Blue Singers
 Paypal Giving Fund
 Quota International of Leisure Coast
 Red Berry Quilters
 Rotary Club of Wollongong
 Shoalhaven City Council
 Shoalhaven Lioness Club
 St Patricks Berry
 St Vincent De Paul
 State Super Plus
 The Body Shop
 The Sebastian Foundation
 The Woodies –Woodworking Group
 Towradgi Public School
 Two Good Co
 Uniting Church Corner Quilters
 University of Wollongong
 Warilla Bowling Club
 Warilla High School
 Wollongong Public School Class KB
 Woonona Lions Club
 Woonona Presbyterian Church
 Zonta Club's of Wollongong and Berry



Highlights

NAIDOC WEEK

NAIDOC Family Fun Day is an important cultural event for the SAHSSI Team. SAHSSI always has a stall at the Fun Day and really enjoy meeting with Community and joining in the celebrations with the local traditional owners of the Shoalhaven and Illawarra.



RECONCILIATION WEEK - IN THIS TOGETHER

COVID-19 restrictions did not stop SAHSSI staff celebrating Reconciliation Week. To launch Reconciliation Week staff collaborated to make a video for their Acknowledgement to Country to post on the SAHSSI Facebook page. The teams at each site celebrated by hosting their own morning tea and acknowledging the traditional owners of the land.



HOMELESSNESS WEEK

SAHSSI Shoalhaven is an active contributor to the Shoalhaven Homelessness Interagency and was closely involved in organising an exciting event for Homelessness Week. The day involved organising a bus tour of local homelessness services, including our Nowra accommodation sites, for key political and local stakeholders such as the Minister for Community Services and Disability, Shoalhaven City Councillors, and HMAS Albatross. The tour was a wonderful success and concluded with a cocktail event at Shoalhaven City Council.

SAHSSI Illawarra collaborated with Lake Illawarra Police District for Homelessness Week. The stall that was located in front of Woolworths at Stockland Shellharbour was a huge success, people were happy to make a donation of non-perishable food. This is the second year that we interacted with the community outside Woolworths in Stockland Shellharbour.



R U OK? DAY

R U OK? Day is a nice way to remember to check on each other and learn what to say to help each other. Warilla High School invited SAHSSI to their annual R U OK? Day event. SAHSSI staff were busy throughout the week cutting out badges to communicate our support. Everyone got involved!

The team enjoyed the day talking to students, raising awareness for the work we do should they or their family ever require our support.



Highlights

INTERNATIONAL WOMEN'S DAY

Each year we celebrate the achievements of all women. SAHSSI Illawarra staff enjoyed the day at the International Women's Day Luncheon in the Illawarra. SAHSSI Shoalhaven staff celebrated the day with support from the HMAS Albatross. The Albatross Volunteers prepared a delicious lunch at one of our sites for clients and staff to enjoy.



CHRISTMAS AT SAHSSI

Christmas can be a difficult time for homeless people but with community support, the Christmas season can also be a positive one. This year, the community came together to ensure that every woman and child supported by SAHSSI received a gift. We thank you all!



HMAS ALBATROSS

HMAS Albatross are a valued supporter of SAHSSI. Their assistance this year has included: preparing a lunch for our homeless women; providing a wardrobe of preloved clothing that women and children can access when they use our emergency accommodation; and a pizza night at our crisis accommodation when our kitchen was being renovated.



SUNSET CEREMONY HMAS ALBATROSS

SAHSSI was once again invited to attend the Sunset Ceremony and Reception at HMAS Albatross. This was a very special event for SAHSSI as it was also the farewell event for Captain Fiona Sneath, Commander of HMAS Albatross who had been a passionate supporter of the local community and SAHSSI.



PRIVATE RENTAL OFFER

This year two community members offering private rentals to homeless women contacted SAHSSI. Both landlords wanted to help by offering a nice place with affordable rent. The matches have been the perfect landlord / tenant mix.



WHITE RIBBON DAY

For the Illawarra and Shoalhaven, White Ribbon Day is a time where we all recognise the importance of raising awareness of domestic violence against women. **Our Illawarra staff** participated in the annual White Ribbon Day Walk, The Bystander Moment screening and the White Ribbon Motorbike Ride. **Our Shoalhaven staff** contributed to the Say It In Pictures competition that was held in the Shoalhaven, culminating in a White Ribbon morning tea held at the Nowra Performing Arts Centre. There were art entries from all age groups and these were displayed on the day. SAHSSI holds executive positions on the Illawarra Committee Against Domestic Violence and the Shoalhaven Domestic Violence Committee.



LAYBACK LIVING

Layback Living supports SAHSSI through regular donations of great-quality preloved lounges for women and families moving into their new homes. SAHSSI are also one of three charities that can be selected as part of their \$5.00 token donation at the end of each quarter



COMMUNITY HAIR PROJECT

Raising the self-esteem and confidence of our clients is important for their wellbeing and overall health. The Community Hair Project joined us last year by offering free haircuts. A local hairdresser volunteers her time to offer their services to our clients who are residing in SAHSSI's temporary and crisis accommodation in the Illawarra.



GUY SEBASTIAN'S VISIT TO SAHSSI

Last year SAHSSI received a grant through The Sebastian Foundation for a new kitchen to be installed in our crisis accommodation in Nowra. We were thrilled to have a visit from Guy to celebrate the completed project.

PROPERTY PURCHASE

This year SAHSSI purchased a block of land to develop a complex of eight self-contained rooms to provide emergency accommodation for women and children escaping domestic and family abuse.



Grants

Club Grants

Registered clubs who earn \$1 million or more in gaming machine profit each year are taxed through the ClubGRANTS scheme. The scheme allows a club to support their local area by providing funding for projects, services and programs that benefit their community.

SAHSSI's Category 1 funding application to the Wollongong ClubGRANTS committee was successful in 2019. The \$7,296 awarded in funding covered six 'Road to Home' workshops in Wollongong. This tailored 2-day tenancy education workshop supports people who are homeless to obtain and sustain a tenancy with a significant focus on finding a home in the private rental market in the Illawarra.

SAHSSI is grateful to have received funding to run six workshops during the year. Thanks to the following Illawarra Clubs for their ongoing support:

- Dapto Leagues Club
- Berkeley Sports Club
- Collegians Wollongong



Culburra Bowling and Recreation Club

SAHSSI's Category 1 funding application to Culburra Bowling and Recreation Club in the Shoalhaven was successful in 2019. The \$2,000 funding will go toward educating homeless and at-risk-of-homeless women on entering the workforce.



Stockland Care Grant

SAHSSI received a wonderful \$1000 grant from the Stockland Care Grant program to purchase slow cookers and accompanying recipe books for women moving into their own home.



Street Smart Grant

SAHSSI has valued the ongoing support from Street Smart who provided sleep kits to our clients throughout the year. On top of that, and when the COVID-19 pandemic hit, Street Smart awarded SAHSSI with a \$2,500 emergency grant to purchase phones, sim cards, and essential starter packs for our clients. They also generously provided home starter packs for single women in receipt of Job Seeker Allowance.



The Sebastian Foundation Grant

The Sebastian Foundation had pledged to replace the kitchen at our Nowra crisis accommodation during the last financial year. We are so grateful to have just received the renovation to provide a warm, inviting place for our clients. The foundation completely renovated the kitchen, including all new kitchen appliances and kitchenware.



Dignam Real Estate Community Before Commission Grant

Community Before Commission provides financial assistance to local residents who may have fallen on tough times, or are experiencing significant hardship. In its first year, Director Adam McMahon from Dignam Real Estate led this initiative with his team of compassionate real estate agents wanting to give back to the Illawarra community. A number of SAHSSI clients were successful in receiving grants from Community Before Commission, for items that they would not ordinarily be able to afford. This included things like a family getaway, fuel vouchers to cover numerous trips to Sydney hospitals, driving lessons, car registration and insurance expenses and more. SAHSSI applauds this initiative of Dignam Real Estate and is grateful for their support of our clients.



"There are no words that I can express my gratitude and gratefulness towards you! Thank you! God bless!"



Client Journeys

Alison and Steven learn about healthy relationships

Alison self-referred to SAHSSI seeking information and advice on options available for herself and her children around alternative housing. **She had been in a relationship with the father of her two children for seventeen years.** The relationship had been turbulent at times and Alison had attempted to leave in the past, however she now felt the change was necessary as the children were starting to be impacted by the conflict at home.

Alison received outreach case management support which helped her to consider the bigger picture of what was happening within her relationship. She described how the family lived in a house that Stephen bought during the time they had been together, but that she hadn't been named on the deeds and believed that she had no claim to be there. Stephen was very successful within his own career however, insisted that Alison should be at home with the children, even though she wanted to work. Alison described how Stephen was very controlling with his money and she had to constantly request and justify her need for money for day-to-day expenses.

Alison came to recognise that Stephen had been isolating her from her family and her friends for a number of years and that now she never saw anyone other than acquaintances and friends of Stephen. Because Alison was not being physically abused, she didn't feel that she was entitled to assistance for domestic abuse, however through case management Alison was eventually able to identify many of Stephen's behaviours towards her as abusive.

SAHSSI supported Alison to claim a payment from Centrelink through being classified as "separated, living under same roof". She was also supported to apply for assistance through the Rent Choice Start Safely programme. **Everything was now in place for Alison to begin to apply for houses for herself and the children.**

Around this time, Alison told Stephen that she was leaving him and why. **Stephen could not accept that his behaviour had been abusive as this is how he had always been.** However, Alison was now in a much stronger position to name what had been happening. Stephen said that he wanted to talk to someone himself about the relationship, as he did not want it to end.

Perpetrators of abuse often show remorse and attempt to make amends with the victim. It isn't unusual to hear a perpetrator say that they will change their behaviour or seek help. **Alison discussed her options with her case manager once again, and decided to give Stephen an opportunity to demonstrate that he could change.** At Alison's request, the couple were referred to an organisation who could work with them together.

Because Alison was now able to secure private rental if needed, she felt to be in a strong position whilst the counselling took place. She wasn't as vulnerable to Stephen's financial control and she wasn't going to be held back by the threat of homelessness any more.

Alison continued with SAHSSI case management for a further eight weeks, each time reporting that the relationship was feeling more secure, that they were talking more, respecting each other and they always looked forward to the next session with their counsellor. **Stephen promised that he would see his own counsellor too, and would keep working on being a good father and partner.**

Alison's case manager has stayed in contact with her even though her period of support eventually ended. Alison says that although things are not perfect, she feels happy within the relationship and is quick to recognise when things need to be discussed together before they become a bigger issue.



Brittney's path to youth independence

Brittney's path to independence began when she referred herself to SAHSSI and was supported to apply for a NSW Government rental subsidy program for young people. Prior to this, Brittney had been couch surfing with friends after becoming homeless due to domestic and family abuse, and had lost her work in hospitality due to COVID-19.

As she was only 21, Brittney was eligible for the Rent Choice Youth Start Safely (RCYSS) Program and was approved within two weeks of applying. Soon after she secured her very first private rental property. **Her rent was affordable because of the subsidy she was receiving, which meant she could now focus on other goals.**

Brittany began reskilling by obtaining her Traffic Controller Certificate and undertaking National WHS General Construction Induction Training. The cost of this training was covered by brokerage funding attached to the RCYSS Program. She was also referred to Illawarra legal Centre for assistance to resolve her outstanding debts.

With the support of SAHSSI, and some hard work on her own part, Brittney has begun to achieve the independence she was looking for. Her tenancy is going well, and she is successfully managing her rent payments and maintaining her property care.

SAHSSI will continue to support Brittney until all of her goals are achieved, and next month she is looking forward to a site induction with a local employer that has a five year work contract.



"I am extremely grateful for the support received & I could not recommend the service highly enough"

"Just after I had my baby I was in a routine and one day I broke that routine and my worker noticed and checked on me. I found this really wonderful."

"Thank you so much to you for all of the support and help to get me into my house and to settle in well."

"Thank God for SAHSSI. Without SAHSSI I would still be homeless. SAHSSI has helped me to secure accommodation and helped with my self-esteem and confidence."

"The case worker I had helped me to achieve my goal settings. The style of my case worker really helped me through my anxiety and helped me with my confidence and helped me always in anything I needed"

Client Journeys

Janet's path to living independently

Thirty-two year old Janet was referred to SAHSSI after being released from jail. Janet had a diagnosed intellectual disability, and mental health conditions which included borderline personality disorder, obsessive compulsive disorder, depression and anxiety. Her incarceration resulted when she was charged with assaulting her mother and sister and causing significant damage to her mother's property. An AVO excluded her from residing in the family home upon her release.

After a thorough risk assessment, SAHSSI accepted Janet into our crisis accommodation, where it was quickly determined that Janet was unable to live independently without support. **Janet had previously relied on her mother for this, and with no other family or social support available to her, Janet would require NDIS assistance.**

SAHSSI supported Janet through her court appearances and, with the assistance of Legal Aid and the Intellectual Disability Rights Service, Janet's charges were dealt with under the Mental Health Act. The AVO against Janet was also amended, so she could resume visiting and maintaining her relationship with her mother without actually living with her.

Janet engaged well in case management support with SAHSSI. **Our primary focus was securing long term housing, and ensuring Janet had the appropriate living skills and support to maintain her first tenancy.** Janet was already approved for NDIS, and SAHSSI supported her through the case planning process, which ensured that, once housed, Janet would have support in the home three times a week.

Before long, Janet was approved priority housing and offered a DCJ Housing property. SAHSSI had spent considerable time working on budgeting with Janet, which meant she was able to financially contribute to the purchase of new items for her home. **This gave her a sense of pride in both managing her own budget, and setting up her new home.**

Janet is loving having her own place. She continues her support with the NDIS, and is engaged in the community and managing her tenancy well.



Kate's new beginning

Kate was referred to SAHSSI's temporary accommodation service by Department of Communities and Justice (DCJ Housing) due to homelessness as a result of domestic abuse. **She was accompanied by her two daughters. Kate had been in a relationship for four years, during which time, the abuse was increasing.** When her partner lost his job due to COVID-19, his alcohol consumption increased and the abuse escalated to include physical violence. This resulted in Kate and her daughters barricading themselves in a bedroom while he continued to bash on the door. Police were called, and an interim ADVO was put in place, and Kate was provided temporary accommodation.

Whilst in our accommodation, Kate was supported to have her name removed from her joint private rental lease due to the domestic abuse. She was also referred to Legal Aid for advice regarding custody of the children and the ADVO processes, as well as to DCJ Housing for a private rental subsidy. **This meant that Kate could begin looking for a new home for herself and her children with the subsidy in place, and no adverse rental history.**

Within a short space of time, Kate was approved for a private rental property. SAHSSI then supported Kate to apply for a bond loan, get assistance from police to retrieve some of her belongings and arrange a removalist. **SAHSSI supported Kate through brokerage funds to purchase a fridge and washing machine. When the harassment from her ex-partner increased, Kate was supported by SAHSSI to notify police resulting in him being arrested and refused bail.**

When Kate exited our accommodation, she was allocated a Start Safely case manager, who assisted her to set up her Start Safely subsidy, as well as access brokerage for beds, and a microwave and vacuum. Kate was also linked in with Victims Services, for immediate needs and counselling services for Kate and her children. **Her support period with SAHSSI ended only when it became evident that Kate was doing well, settled into her property, had her basic needs met and was linked with appropriate services.**

Kate arrived at SAHSSI in April and her support period was closed in June. During this time she successfully left an abusive relationship, retrieved her belongings and secured her own private rental property. **SAHSSI and DCJ Housing worked closely to support Kate to achieve her goals and provide a fresh start for herself and her daughters in secure long term housing.**

"Thank you. I would have died by the hands of my husband without a service such as SAHSSI."

"Thank you everyone that helped myself and my children for all your support, I am excited to know that I'm heading on the right track. Thanks so much SAHSSI."

"100% satisfied. Staff helpful. They helped me move and look forward to the future."

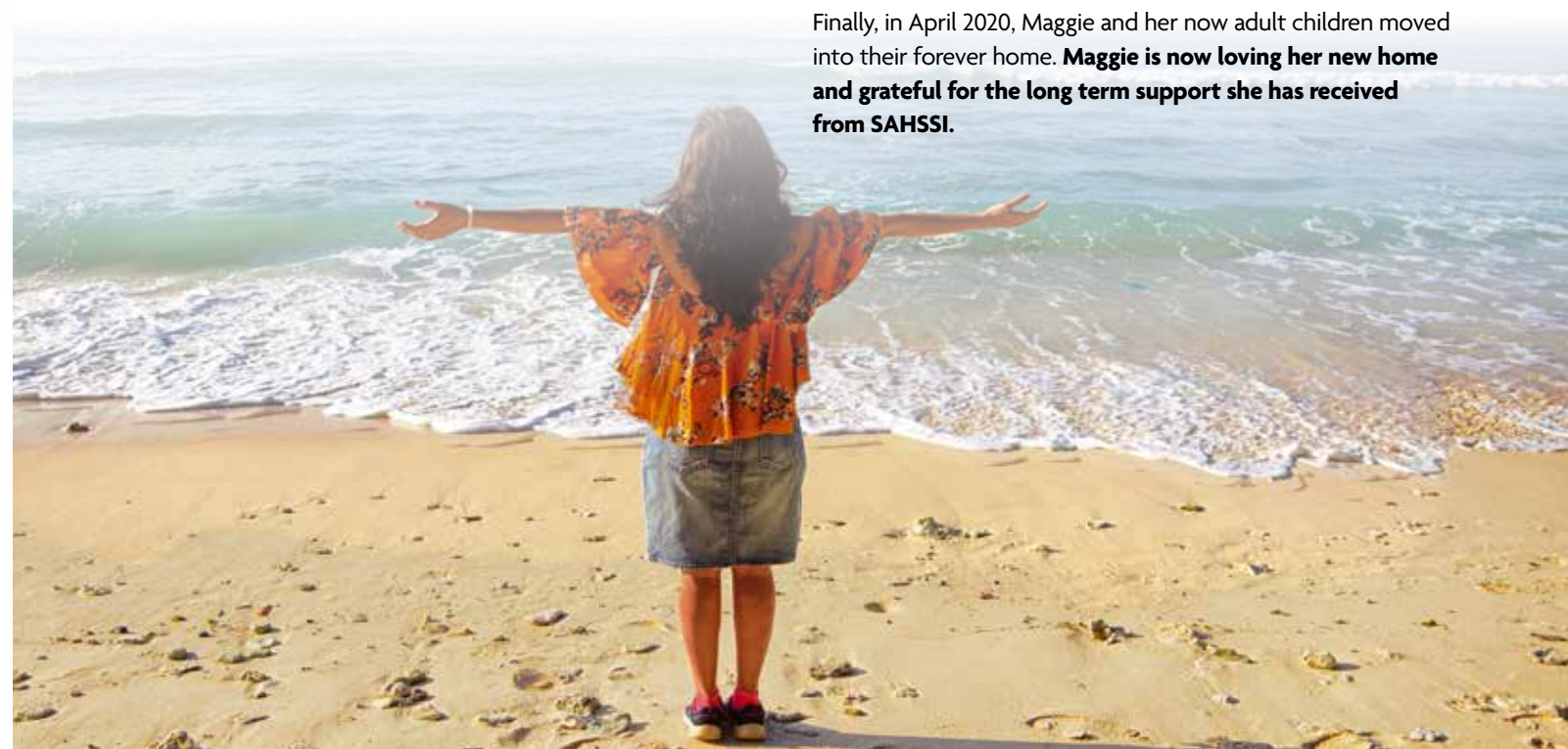
Maggie's journey to safety

Recently a long term Aboriginal client named Maggie and her young adult children were successful in obtaining a DCJ Housing property. This property addresses all the mental and physical health needs of Maggie, in a safe and affordable environment.

We first meet Maggie and her teenage daughter in August 2017 where she was residing in a caravan on a family member's property. Maggie's teenage son was couch surfing with other family, but also wished to live with his Mum. **Maggie had suffered a couple of strokes and undergone major brain surgery prior to working with SAHSSI.** She also suffered epilepsy, and was having 3-4 seizures a week when she initially started working with us, resulting in three admissions to ICU in that year. **Maggie was also diagnosed with bipolar, depression, anxiety and PTSD from childhood abuse.**

Maggie's SAHSSI case manager attempted to assist her to seek private rental accommodation however it was clear that, due to her medical conditions, DCJ Housing was required. **In December 2017 Maggie was offered transitional housing with SAHSSI, where she and the two children could live safely whilst her priority housing application was assessed.** Due to the complexities of Maggie and her children, and the barriers that were presented, she was approved priority housing in October 2018. Case management continued with Maggie and her children when they turned 18 to obtain relevant identification to obtain Centrelink Youth Allowance, training and education and add them to the DCJ Housing application as additional occupants.

Finally, in April 2020, Maggie and her now adult children moved into their forever home. **Maggie is now loving her new home and grateful for the long term support she has received from SAHSSI.**



Financial Report

SAHSSI INC (INCORPORATED UNDER THE ASSOCIATIONS INCORPORATIONS ACT, 2009)

CONSOLIDATED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
INCOME		
Unexpended Grants Carried Forward	859,526	1,275,496
Grants – General Refuge – Community Services	4,981,276	4,401,204
Donations	67,098	81,895
Profit on Sale of Assets	12,297	3,136
Memberships Fees	38	56
Interest Received	49,010	73,554
Rent Received	327,705	319,607
Sundry Income	89,975	9,010
Water Usage	6,310	6,023
Board and Lodgings	116,780	114,396
Motor Vehicle – Employee Contribution	28,099	34,173
Management Fees	329,142	453,067
Motor Vehicle Levy	25,200	40,085
Temporary Accommodation	244,965	208,950
TOTAL INCOME	7,137,421	7,020,652

EXPENDITURE		
Accounting and Audit Fees	10,800	15,000
Bank Fees and Charges	442	639
Brokerage Costs	99,129	152,545
Centrepay Fees	1,954	2,146
Computer Software/Maintenance	76,326	42,382
Conference and Seminars	-	6,720
Consultancy Fees	22,232	46,545
Depreciation	2,323	3,379
Headlease Rent	30,526	30,846
Insurance	43,682	62,250
Interest	241	14,903
Funding Returned	-	62,072
Client Support Costs	3,487	9,792
Light and Power	37,290	37,513
Maintenance Provision	103,557	114,471
Management Fees	329,142	453,067
Meetings Expenses	3,256	5,909
Minor Equipment	5,976	5,752
Motor Vehicle Expenses	156,321	162,323
Motor Vehicle Levy	25,200	40,085
Printing, Postage and Stationery	97,348	113,341
Minor Household Replacements	19,679	58,012
Rates	57,407	53,206
Rent	10,200	10,936
Rent – Head Office	85,767	65,332
Rent – Storage	4,617	4,617
Advertising	686	2,115

Financial Report

SAHSSI INC (INCORPORATED UNDER THE ASSOCIATIONS INCORPORATIONS ACT, 2009)

CONSOLIDATED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
EXPENDITURE		
Planned Maintenance	-	18,736
Repairs and Maintenance	110,554	126,990
Resident Expenses	12,642	11,295
Salaries and Wages and On Costs	3,294,568	2,991,099
Security	17,317	11,820
Subscriptions	2,170	3,732
Subsidy	603,096	431,475
Superannuation	264,054	240,729
Supervision	1,696	1,163
Telephone	58,248	62,900
TOTAL EXPENDITURE	\$ 5,591,933	\$ 5,472,337
EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE	1,545,488	1,548,315
Less: REVALUATION DECUREMENT	-	114,297
Less: UNSPENT GRANT CARRIED FORWARD	1,008,136	859,525
EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE	\$ 537,352	\$ 574,493

Financial Report

SAHSSI INC (INCORPORATED UNDER THE ASSOCIATIONS INCORPORATIONS ACT, 2009)

STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	6,204,498	6,165,136
Other	14,350	15,051
Trade Debtors	23,517	9,053
TOTAL CURRENT ASSETS	6,242,365	6,189,240
NON-CURRENT ASSETS		
Property, Plant and Equipment	1,749,309	1,057,540
TOTAL NON-CURRENT ASSETS	1,749,309	1,057,540
TOTAL ASSETS	7,991,674	7,246,780
LIABILITIES		
CURRENT LIABILITIES		
Bank Loan	-	8,425
Bonds	-	200
Grants in Advance	1,610,513	1,768,680
Provision for Annual Leave	208,380	165,605
Provision for Annual Leave Loading	36,466	28,981
Provision for Long Service Leave	290,729	255,270
Provision for Redundancy	435,334	410,501
Provision for Planned Maintenance	611,898	525,193
Provision for Sick Leave	170,548	155,809
Sundry Creditors	125,713	11,986
Unexpended Grants Carried Forward	1,008,136	859,525
TOTAL CURRENT LIABILITIES	4,497,717	4,290,175
TOTAL LIABILITIES	4,497,717	4,290,175
NET ASSETS	\$ 3,493,957	\$ 2,956,605
EQUITY		
Retained Earnings	3,493,957	2,956,605
TOTAL EQUITY	\$ 3,493,957	\$ 2,956,605

Supporting SAHSSI

By supporting SAHSSI you can empower some of our most vulnerable women and children impacted by homelessness and domestic and family abuse.

How you can help:

If you share our vision for a world where all people live safely, independently and free from abuse, you can:

Donate online at

www.sahssi.org.au/donations
or by calling 02 4229 8523

Leave a gift in your Will

This will help families into the future. Call 02 4229 8523 and request a confidential discussion with our CEO.

Donate new or good quality used homewares such as:

Whitegoods / furniture / kitchenware

Donate emergency toiletries and hygiene products

For further information please refer to www.sahssi.org.au

Stay Connected with SAHSSI

We'd love to share with you our latest news, initiatives, community events and some of the great differences our teams are making to those in need.

To hear more about us:

 Follow us on Facebook.com/SAHSSI

 Check out our website at www.sahssi.org.au



Thank you



Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI) Inc is incorporated under the Associations Incorporations Act 2009 (ABN 85 784 780 738) as an incorporated association. We are subject to the Associations Incorporation Regulation 2016 and the Australian Charities and Not-for-profit Commission Act 2012.

