



# hope

*Communities living in secure  
housing, free from abuse*

**2020-21 ANNUAL REPORT**



## 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 Aboriginal and Torres Strait Islander peoples as traditional custodians of the lands where we live, learn and work.

We pay respect to Elders past, present and emerging, and value the rich history, culture and ongoing connection of Aboriginal and Torres Strait Islander people to country.

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# Introduction

Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI) Ltd is a not-for-profit Specialist Homelessness Service.

Operating across the Illawarra and Shoalhaven districts, we have over thirty years of continuous experience in providing accommodation and support to women and children impacted by homelessness or domestic and family abuse.

SAHSSI is a local organisation supporting local people. As a Company Limited by Guarantee, ultimate responsibility for the governance of SAHSSI rests with our Board of Directors, comprised of individuals reflecting a skilled and diverse cultural mix relevant to the organisation's needs and the community we serve.

**SAHSSI is a Registered Charity, a Public Benevolent Institution, and a nationally registered Tier 3 Community Housing Provider.**

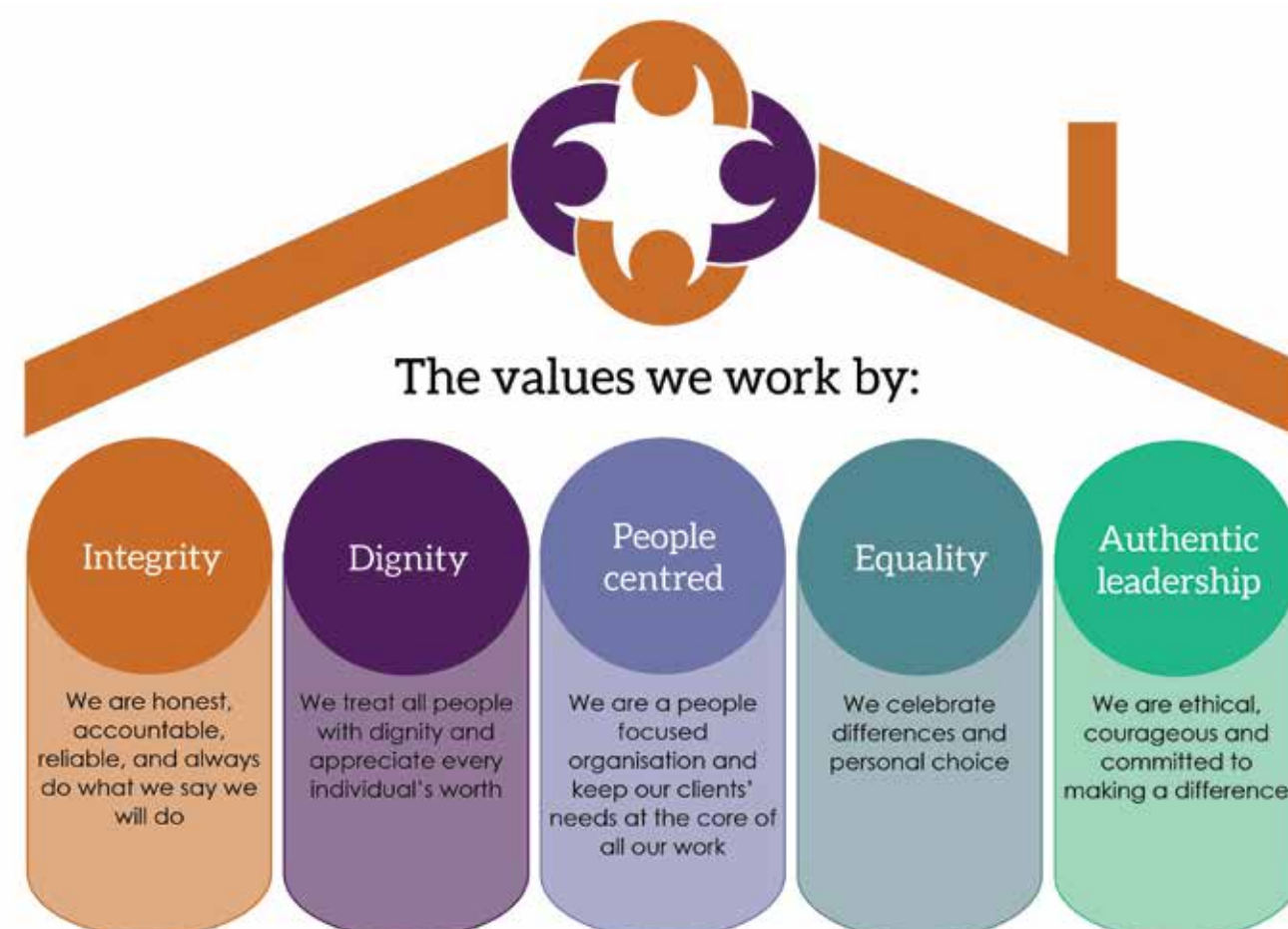


## Our Vision

Communities living in secure housing, free from abuse.

## Our Purpose

We strive to achieve housing solutions and to raise public awareness to enhance the safety and wellbeing of individuals, families, and communities.



## Our Programs

### Specialist Homelessness Service (SHS) – Illawarra and Shoalhaven

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) – Illawarra and Shoalhaven

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 Safely Program (DCJ & SAHSSI)

This joint program 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.

### Shoalhaven Homeless Hub

Also funded by DCJ, this service provides front-line information, advice and referral for people and families in the Shoalhaven who are homeless or at risk of homelessness. The service also provides emergency provisions together with access to laundry, bathroom and shower facilities.

### Shoalhaven Family Counselling Service (SFCS)

The SFCS provides crisis counselling to individuals, families, and children over 8 years of age, specialising in reducing the effects of domestic violence, trauma and conflict on children, adults and families within the Shoalhaven. This service is funded by DCJ under the Targeted Early Intervention Program.

## Our Accommodation

### Crisis Accommodation

SAHSSI manages two crisis accommodation sites in the Illawarra and another in the Shoalhaven as part of our SHS funding. The crisis accommodation is accompanied by intensive case management support for women with or without children who are homeless and in crisis.

### Transitional Accommodation

Also funded under SHS, SAHSSI manages 39 transitional housing properties across the Illawarra, and have partnered with Southern Cross Housing to make available 3 small bedsits for SAHSSI clients in the Shoalhaven.

### 24/7 DVRE Supported Temporary Accommodation

To support our DVRE Program, SAHSSI has two temporary accommodation sites across the Illawarra / Shoalhaven. Intake and after hours 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 violence.

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.

# SAHSSI Team

## BOARD OF DIRECTORS



**Sandra Luschwitz**  
**SAHSSI President**  
(Unanderra Community Centre)



**Lorri Field**  
(PDC Lawyers and Partners)



**Diana Petlikovski**  
**SAHSSI Secretary**  
(Southern Youth and Family Services)



**Belinda Kendall**  
(Curijo Pty Ltd)



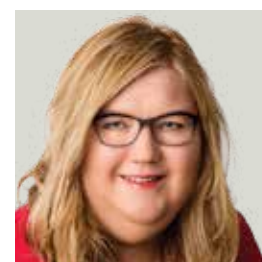
**Rob Karnups**  
**SAHSSI Finance Committee**  
(Woonona Bulli RSL Club)



**Peter Dimovski**  
(Private sector)



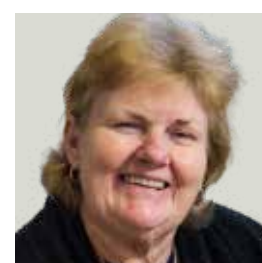
**Peter Rostirolla**  
**SAHSSI Finance Committee**  
(Kollaras)



**Margaret Bowen**  
(The Disability Trust)

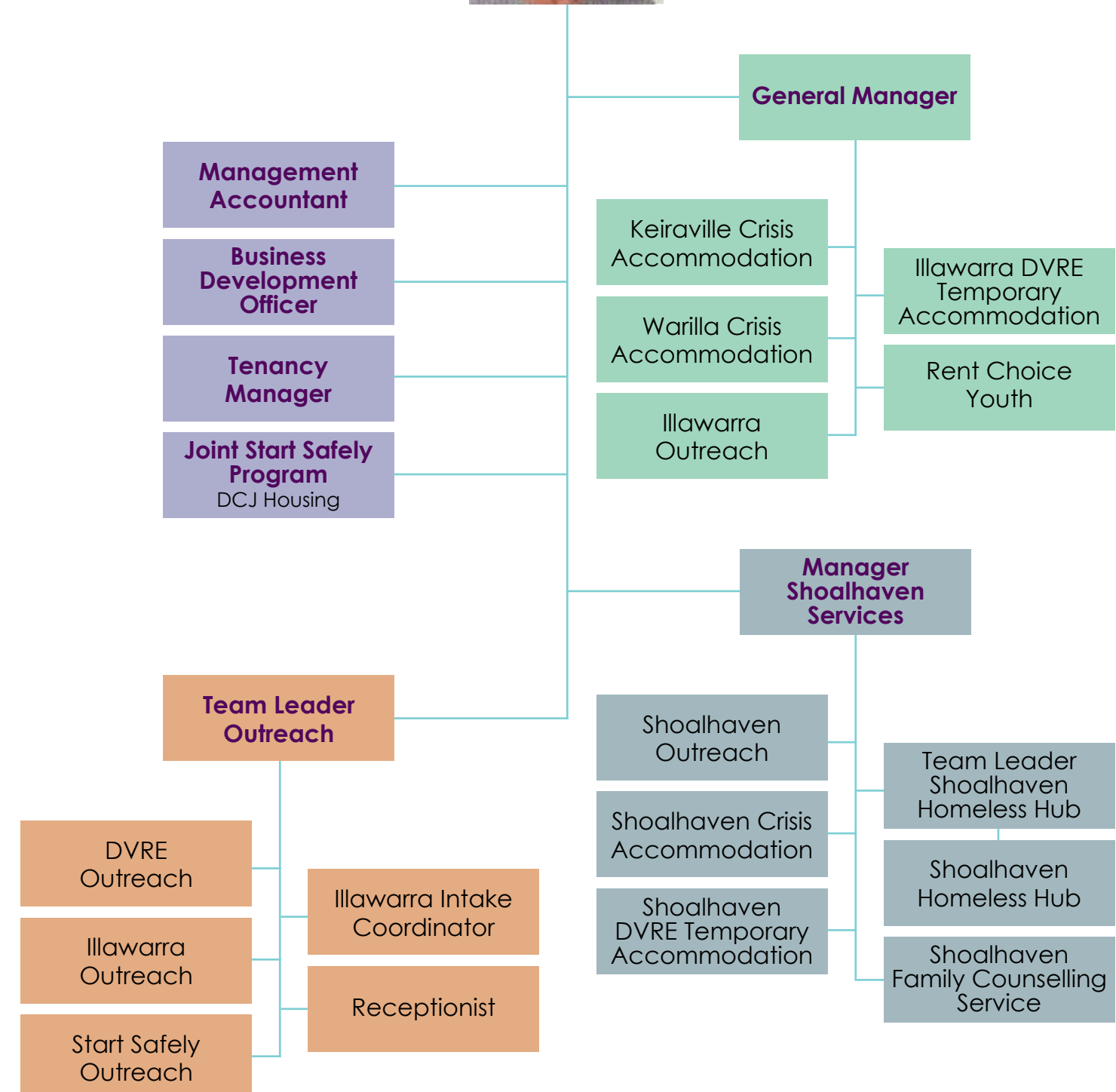


**Deborah Kelly**  
(GPT Group)



**Kerrie Rutherford**  
(Retired 12 years service)

## CEO – KATHY COLYER





# President's Report

**Welcome to SAHSSI's 2021 Annual Report, which highlights the many achievements, and some of the challenges, experienced over the past twelve months.**

This past year has been like no other, with COVID-19 bringing about changes and challenges to the way we conduct our activities. Providing accommodation and support to vulnerable people in our community during a pandemic has its obstacles, and I commend both management and staff on successfully implementing COVID-19 protocols and safely providing essential services whilst navigating everchanging restrictions.

Throughout the year, the board and management team collaborated to develop SAHSSI's Strategic Plan, which sets our strategic direction over the next three years. Our key focus areas include quality services, partnerships and reputation, people and culture, and leadership and governance. This provides an excellent framework to work from and we look forward to reporting our progress in the coming years.

Governance is an issue we take seriously at SAHSSI, and over the past year we have undergone a change of entity from an Incorporated Association to a Company Limited by Guarantee. Whilst this represents no change to the identity of our organisation, it is a better fit for SAHSSI in terms of current and future growth. A new constitution has been adopted and a revised governance structure implemented to ensure a process of board renewal and expansion.

This year has seen us farewell our long serving and well-respected chairperson Kerrie Rutherford. SAHSSI is grateful for her support over many years and wish her well in her retirement. We also welcome new director Margaret Bowen, whose strategic focus and management experience in the community sector are a welcome addition to our board.

Strong leadership continues to see SAHSSI in a solid financial position. I thank our finance committee for their financial oversight that ensures accountability and transparency across our organisation.

In addition to acknowledging the dedicated leadership of Kathy Colyer, CEO, I would also like to acknowledge outstanding leadership and the commitment of our hard-working management team, and of course, the board for their continued commitment, support, passion, diverse skills and expertise in leadership and governance.

Finally, I would like to acknowledge and thank the entire SAHSSI team for their focus, hard work and commitment. In a year that has been exhausting to say the least, their everyday devotion to the most vulnerable in our communities has been admirable.

**Sandra Luschwitz**  
President



# CEO's Report

**It is with pride that I report on the 2020-2021 financial year, which was undoubtedly one to remember. As a community and an organisation, we were challenged to respond to the ongoing trend of homelessness due to domestic violence and the lack of affordable housing in our regions, as well as the ongoing effects of a global pandemic.**

During the early months of the pandemic, when SAHSSI was quickly declared an "essential service" by the NSW Government, our goal became continuing to provide assistance to our vulnerable clients, whilst ensuring the safety of both workers and clients. We implemented COVID-19 policies and protocols, and I wholeheartedly congratulate SAHSSI staff on their commitment to maintaining service provision throughout this uncertain period.

Against this challenging backdrop, SAHSSI has continued to advance its strategic agenda with a number of core achievements throughout the year. These have included:

- Once again exceeding our funding targets across all programs
- Development of our new three-year strategic plan
- Change of entity from Incorporated Association to Company limited by Guarantee
- Transfer of contracts for Shoalhaven Homeless Hub and Shoalhaven Family Counselling Service to SAHSSI

More information on these achievements is included throughout this report.

A key highlight for this past year came in September when the Hon Luke Howarth MP announced SAHSSI was successful in its application for funding under the Safe Places Emergency Accommodation Program (Safe Places). This is a nationwide capital works program aimed at funding new emergency accommodation in locations where there is unmet demand, with the accommodation to be fully supported by specialist services. SAHSSI was approved funding to develop and construct accommodation consisting of eight self-contained rooms, with each able to accommodate women and children.

It is always nice to see our organisation acknowledged for its hard work, and our SAHSSI team were pleased when Hon Mark Speakman MP, Attorney General and Minister for Prevention of Domestic and Sexual Violence, took the time to pay us a visit. It was great to share some of the work we have been doing as well as discuss the challenges experienced by the women we support.



**Hon Mark Speakman MP, Attorney General and Minister for Prevention of Domestic and Sexual Violence, standing with Kathy Colyer, CEO of SAHSSI.**



# CEO's Report

2021 has also proved to be a year of consolidation, with SAHSSI signing new three-year Human Services Agreements for the funding of the following programs:

- Illawarra Women's Homelessness and Domestic Violence Support Service
- Shoalhaven Women's Homelessness and Domestic Violence Support Service
- Domestic Violence Response Enhancement Program
- Shoalhaven Homeless Hub – Service Support Funding

Removing the barrier of funding uncertainty for these programs builds SAHSSI's confidence in moving forward with our strategic actions.

Since 2017, SAHSSI has been part of a joint pilot with Department of Communities and Justice to deliver the Rent Choice Start Safely Program within our head office.

This year, an evaluation was carried out by Lee Road Consulting with the purpose of investigating and documenting the outcomes of the trial to date. Overall, the evaluation was positive, and I am pleased to report the pilot has been funded for a further year while the findings are implemented. In the meantime, SAHSSI will advocate for this vital program to become a permanent part of our service delivery.

I would like to take a moment to acknowledge & farewell our Chairperson, Kerrie Rutherford, who retired from our board after twelve years. Kerrie's kindness, diligence and commitment to our purpose has made her a much-valued member of our board and she will be greatly missed.

**Kathy Colyer**  
CEO



*The outstanding results outlined throughout this report can only be attributed to the dedication and commitment of the entire SAHSSI team. To our board of directors, management team, and all SAHSSI staff, thank you. Your hard work, strength and perseverance this past year has been remarkable.*

# Strategic Plan 2021-2024



This past year SAHSSI completed their strategic planning process and are pleased to launch a new strategic plan to guide our organisation over the next three years. Participants in the process brainstormed about our vision, purpose, values, and potential future directions, and a draft report was prepared for review. After a thorough review process, a final version of the strategic plan was approved by the SAHSSI board, and we are now in the process of implementing it.

As a result of this process, SAHSSI has a new vision – “Communities living in secure housing, free from abuse” – and a new purpose – “We strive to achieve housing solutions and to raise public awareness to enhance the safety and wellbeing of individuals, families and communities”.

This strategic plan broadly outlines our priorities for action in the coming years. It is firmly grounded on our strengths, providing overarching priorities and approaches from which to work.

Guided by this plan, our efforts will focus on:

- Quality services
- Partnerships and reputation
- People and culture
- Leadership and governance

It is our hope that this new plan will enhance our effectiveness and allow us to have greater impact on addressing homelessness and raising awareness for the communities that we serve. To move it forward, we will need the support of our dedicated and talented SAHSSI team, as well as meaningful partnerships with stakeholders who share our vision and values.



# Strategic Plan 2021-2024

## Quality Services

Providing quality services to deliver effective outcomes

1. Include service users in service design
2. Uphold client centred practice in all our services
3. Maintain high quality service delivery that is grounded in evidence-based practice
4. Ensure SAHSSI's reconciliation journey is part of all service delivery

## Partnerships & Reputation

Engaging our partners and enhancing our industry leadership

1. Build on our strong brand and reputation
2. Increase our philanthropic engagement and support
3. Communicate proactively and work closely with partners and stakeholders
4. Promote reconciliation through our sphere of influence

## People & Culture

Supporting our people and improving workplace wellbeing

1. Attract, recognise, reward and retain quality staff
2. Develop, train and support our people
3. Create a more flexible, fit for purpose workplace to support service delivery and growth opportunities
4. Undertake a human resource audit to support business needs now and into the future
5. Increase staff understanding around reconciliation

## Leadership & Governance

Governing and managing effectively

1. Maintain strong corporate governance and organisational management
2. Maintain strong financial management, risk management and operational performance
3. Achieve accreditation and deliver quality services
4. Deliver contracted growth & development opportunities
5. Review IT requirements to support responsive service delivery models
6. Be accountable in reporting RAP outcomes

# Specialist Homelessness Service (SHS) Programs

*This year SAHSSI exceeded our funding target of 910 clients by 59%*

SAHSSI is a Specialist Homelessness Service funded by the Department of Communities and Justice to provide women's homelessness and domestic violence support services in the Illawarra and Shoalhaven. The programs are part of an integrated approach to tackling homelessness and the factors that contribute to it by providing a specialist response for women, including women with children, women with complex needs, and women who are escaping domestic and family violence.

Each year, SAHSSI achieves housing, safety, and wellbeing outcomes for women and children in our region through the provision of a range of responses including outreach case management support, and crisis and transitional accommodation. We implement person-centred practice tailored to the women and children seeking our support.

The reasons for being referred to SAHSSI can be complex and rarely relate to a single risk factor or vulnerability. Domestic and family abuse is a primary presenting cause for women's homelessness, however other factors such as financial difficulties, housing affordability stress, mental health issues and substance abuse are all contributing factors.

Every woman's journey is unique and the support they receive from SAHSSI is paramount to ensuring successful outcomes. SAHSSI's team of specialist case managers work with their clients to develop personal support plans that will identify and assist in achieving individual goals, with housing as a primary focus. However, this is often not achievable nor sustainable without addressing other underlying barriers.

SAHSSI case management is therefore both holistic and trauma informed, and can include:

- Safety planning and assessment
- Connection to immediate crisis needs (food, clothing, financial support, temporary accommodation)
- Assistance applying for social housing products and housing options where eligible
- Support with all aspects of private rental seeking such as property applications, bond loans, and private rental subsidies
- 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
- Assistance to access support and information that will allow clients to maintain their existing tenancy safely, including support around rental debt, property care issues, housing affordability, squalor, hoarding and tenancy tribunal matters.

SAHSSI works in partnership with housing providers and other service providers, such as those delivering drug and alcohol, domestic violence, and mental health programs. These collaborations between services help clients at risk of becoming homeless to sustain tenancies and those experiencing homelessness to secure and sustain stable housing.

SAHSSI's experienced case managers work tirelessly to introduce women and children to support networks, education and training opportunities, trauma recovery services, and empower women to live safe, healthy, and connected lives free from abuse.

# Domestic Violence Response Enhancement Program (DVRE)

The Domestic Violence Response Enhancement (DVRE) Program is part of a NSW Government initiative to strengthen and enhance homelessness service responses for women and children experiencing domestic and family abuse. The program focuses on providing specialist afterhours assistance to meet the immediate safety needs of single women and women with children, including alternative safe accommodation.

SAHSSI began delivering the program in 2016 when it was originally funded for three years. After this period, SAHSSI data supported existing research in the field, demonstrating superior outcomes when women are provided with trauma-informed support when it is needed. Additionally, the program has exceeded the initial funding targets year after year, demonstrating the high demand for such a service in our region.

SAHSSI advocated passionately for the program to continue and were successful in receiving extended funding from 2019 – 2021. This year, after further lobbying and lengthy discussions we were delighted to have the program extended yet again, this time from 2021-2024, in line with our Specialist Homelessness Service funding.

This year, DVRE has continued to provide after-hours crisis accommodation and specialist support, as well as referrals to relevant services to support women and children address homelessness. The DVRE Program funds a team of trauma – informed specialist staff who are available 24/7. As well as accommodation, the DVRE program provides emergency access to food, toiletries, and transport, together with support to access government and non-government supports.

The DVRE program has been able to provide safety planning for women exploring their options in an existing relationship and referrals to a range of support services within the community. The program has also been able to liaise with specialist domestic violence services outside the district where women have needed to move out of area (either for their safety or for the support of extended family networks), assisting women to travel safely and link up with appropriate supports at the other end.

As well as intensive, after-hours and crisis support, the program assists women who are approved for Department of Communities and Justice Housing Start Safely Subsidy, where the extra support ensures their ongoing safety and success. The program is further enhanced through our collaborative relationships with DCJ Housing and Southern Cross Housing.

*SAHSSI's funding target is to support 215 women and children across the Illawarra and Shoalhaven. This year the program exceeded targets by over 148%.*



# Shoalhaven Homeless Hub

The Shoalhaven Homeless Hub (Hub) provides front-line information, advice and referral for people and families in the Shoalhaven who are homeless or at risk. The service also provides emergency provisions together with access to laundry, bathroom, and shower facilities.

The Hub has been in operation since November 2014, where it started as a youth service, and is funded by Department of Communities and Justice (DCJ). In November 2020, DCJ funding contracts for the Hub were officially transferred to SAHSSI, along with those for the Shoalhaven Family Counselling Service. During this time, the staff and new management worked collaboratively to ensure the continued delivery of quality services to those in need.

In 2020/2021 the Shoalhaven Homeless Hub once again exceeded its funding targets, supporting a total of 437 individuals and/or families in need of crisis housing and referral against a target of 235 clients. The Hub also provided daily living support to a massive 2,585 clients. This included food supplies, shower, toilet and washing facilities to homeless clients, many of whom were sleeping rough in tents or cars, couch surfing or in temporary accommodation venues.

Over the past year, staff at the Hub have witnessed an escalation of the housing crisis in the Shoalhaven, with many long-term tenants being forced out of homes due to massive rent increases or 90-day no grounds termination notices. Community members have also lost employment due to COVID-19 which has also resulted in an increase in referrals to the Hub.

In January 2021, Shoalhaven Homeless Hub partnered with Southern Cross Community Housing to support residents affected by the



closing of the Gateway Caravan Park, with the Hub providing fortnightly outreach in the caravan park. This project led to successful outcomes for many of the long-term residents who successfully transitioned into community housing properties, private rentals, or other forms of accommodation.

This past year the Hub has appreciated the continued support of local government and non-government agencies attending our service to assist clients. This has included Centrelink Nowra, Legal Aid and Southern Cross Housing. Even though COVID restricted attendances at times, they all kept close contact by phone to assist with our clients' needs and we are truly thankful for their support.

Finally, in what can be described as our most challenging year yet, the Hub staff have worked hard to improve service outcomes and to create a welcoming environment for our clients. Our greatest asset is our Hub team who are compassionate, committed, and skilled at working effectively with our many clients with complex presentations, associated with the housing crisis and COVID-19.

## Dave's Journey with the Hub

**Dave, 59 years old, had been living in the same property with his two cats for ten years when he reached out to the Shoalhaven Homeless Hub for assistance. He had received a 90-day termination notice from his landlord, who wanted to sell the property in the growing market to capitalise on his investment.**

Dave was a good tenant, always paid his rent on time and kept his place clean and tidy. Yet he was struggling securing another private rental property.

The Hub staff and Dave worked together almost daily to apply for properties, however with the limited properties available within his affordability things were not looking good.

This was an uncertain time for Dave, and as his termination date was approaching, he was nervous that he would end up sleeping on the streets.

At the last moment, transitional housing became available, and Dave put his pets into care with Animal Welfare for a short period of time. Meanwhile, the Homeless Hub worked with another specialist homeless service and local housing agency, Southern Cross Housing, and together secured long term permanent accommodation for Dave and his pets.

Dave was incredibly grateful for all the support he received during this stressful time and thanked staff for their professionalism and kindness.





# Shoalhaven Family Counselling Service (SFCS)

The Shoalhaven Family Counselling Service (SFCS) is funded under the Targeted Early Intervention Program delivered by Department of Communities and Justice (DCJ). The service provides counselling sessions primarily to women, children and families affected by domestic and family violence and post separation and conflict.

SFCS focuses on parents and their children, exploring opportunities to discuss and develop strategies to improve parenting skills, as well as practices that support parents and children to improve resilience during times of high parental conflict, during and after separation. Given the high rate of domestic and family violence within the Shoalhaven region, the SFCS provides vital counselling and support to those affected, building resilience, and protecting against the long-term effects of trauma.

During the COVID-19 health crisis, SFCS has had to look at new and creative ways to operate, provide sessions and keep both clients and staff safe and in line with ever changing restrictions. On-line sessions through Zoom, Facetime and Video Messenger have been welcomed and proven successful throughout periods of lockdown. These practices will now be implemented on an ongoing basis where needed, such as when a client is unable to attend a face-to-face session for illness or safety reasons.

In 2020/2021, SFCS received 152 referrals and provided 585 counselling sessions to clients in the Shoalhaven region. SFCS accepts referrals from all government and non-government agencies and met several of its annual targets within the first six-month period of this year.



SFCS was pleased to formally become part of the SAHSSI team when our funding contracts were officially transferred by DCJ in December last year.



*In January, the Hub refurbished a counselling room that provided a more therapeutic and calming space.*

# Rent Choice Start Safely Program

Delivered by Department of Communities and Justice (DCJ) Housing, the Rent Choice Start Safely Program (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 by providing financial assistance, in the form of a rental subsidy, for up to three years.

SAHSSI has now been partnering with DCJ Housing for a number of years and enjoys the considerable benefits of having unlimited access to DCJ Housing Private Rental Brokerage Specialists (PRBS), who are 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. Our collaborative work practices have proven most effective, with an overwhelmingly positive response from clients. In particular, clients appreciate being supported in a welcoming, non-government environment, as well not having to relay their circumstances to multiple agencies.

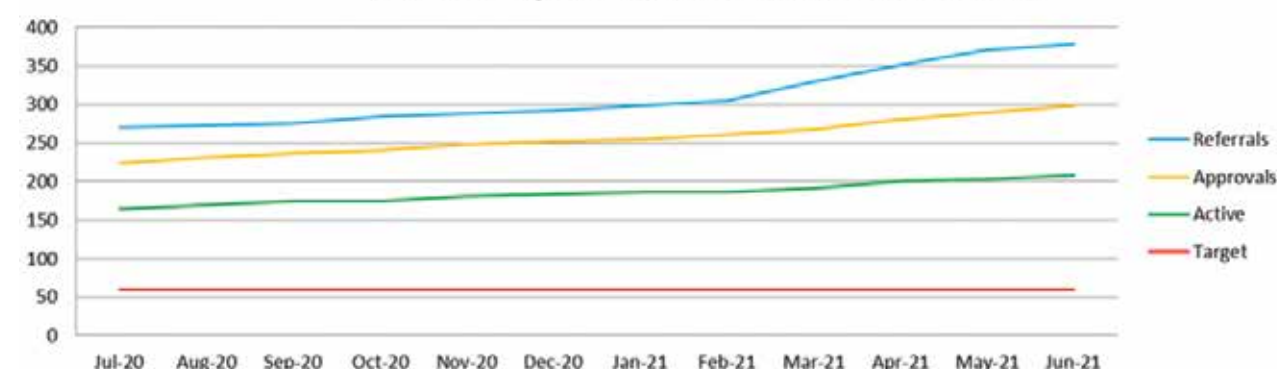
The pilot program was initially funded for 3 years and then extended a further twelve months last July. The outcome of the most recent evaluation has seen DCJ Housing and SAHSSI

*"I couldn't have moved on or stayed alive emotionally without your help. DCJ has helped us heal and move on from a few very turbulent years. I thank you kindly from the bottom of my heart for your kindness and professionalism in dealing with us. I will appreciate this forever. Kindest regards"*

commit to a further twelve-month extension of the pilot program. The coming year may see some slight changes in the way the program is delivered, and further evaluations are expected to determine how the program can be implemented across the state.

In 2020/21, 115 clients were referred for assistance through the joint program between Rent Choice Start Safely and SAHSSI. At the end of the period, there were 209 clients active in the program who were safely housed and in receipt of rental subsidies, against our minimum target of sixty active clients. This is testament to the success of the program and clearly demonstrates the need for it within our community.

**Start Safely Cumulative Statistics 2020-2021**





# Rent Choice Youth Program

Rent Choice Youth (RCY) is a Department of Communities and Justice program that helps young people aged 16 to 24 years to find a secure place to live. The RCY program benefits many young people that may be in situations where they don't have a place to live, could be couch surfing, in crisis accommodation, temporary accommodation, boarding house or at risk of homelessness.

Clients of the RCY program receive a rental subsidy and support with a local service for a period of three years. The aim of the program is to provide a pathway, so that at the end

of the subsidy period the client is able to live independently, sustain private rental, and pay market rent.

In Dec 2019, SAHSSI employed an RCY case manager specifically to support our young clients to access the program, secure private rental and reach work and study goals.

In 2020/2021, SAHSSI supported 25 young people to enter the RCY program with the following outcomes: 21 clients are renting privately, 16 clients are in education and training, 11 clients are employed.

## Yvette's Journey with Rent Choice Youth

Yvette was just 21 years old when she and her young son were referred to SAHSSI. Yvette had become homeless due to domestic violence and entered our transitional housing accommodation on a short-term lease.

Yvette had work and study goals which had been placed on hold due to her homelessness and the emotional impacts of the domestic abuse she had experienced. With the support of her case manager, Yvette was referred and approved for the Rent Choice Youth (RCY) Program, and within three months had secured a private rental tenancy.

Yvette has now been part of the RCY Program for nearly two years and is still benefiting from the support of the rental subsidy. As well as sustaining her tenancy, Yvette has been able to use this period to achieve personal, work and study goals as she rebuilds her life and works towards independence.

Whilst supported in the program Yvette has successfully obtained her Provisional driver's licence and purchased her first car, obtained part-time employment and recommenced her university studies to complete her Bachelor Education in Early Childhood Teaching.

When Yvette exits RCY at the end of the program, both she and SAHSSI are confident she will have all the skills necessary to move forward with her life, safely and independently.

### FEEDBACK FROM YVETTE'S TENANCY MANAGER

*"Since the commencement of her tenancy, Yvette has proven herself to be an exemplary tenant who has always been a pleasure to deal with. Her property care is exceptional, her rental payments are always maintained in advance, which is not only attributed to her, but also to the DCJ Housing RCY program she commenced her tenancy on."*

*"In my experience when presenting applicants like Yvette for prospective tenancies, it's always an incentive for Landlords to know that the rent is guaranteed by a 3<sup>rd</sup> party service; especially for the women assisted by SAHSSI who often have disadvantaged backgrounds that could otherwise see them overlooked when it comes to obtaining a rental property in the private housing market."*

# Reconciliation Action Plan

This past year SAHSSI have been in the process of completing our Reflect Reconciliation Action Plan (RAP) and, since its endorsement in March 2020, our organisation has seen genuine commitment from key workers to deliver on the agreements and be part of our reconciliation journey.

It is important to recognise that 2020/2021 was a challenging year, and COVID-19 had a tremendous impact on our organisation and our ability to complete the agreed deliverables to achieve this plan. SAHSSI was grateful to receive a six-month extension to our timeframe and our RAP Working Party demonstrated its dedication, regardless of the restrictions imposed, to achieve several positive outcomes. These include:

- Educating workers on the significance of National Reconciliation Week (NRW) and NAIDOC Week
- Holding internal National Reconciliation Week events
- Supporting workers to develop their own Acknowledgement of Country
- Updating our Charter of Rights policies to further promote positive race relations
- Engaging with Aboriginal and/or Torres Strait Islander organisations and stakeholders to establish and strengthen mutually beneficial relationships
- Commencing a review of cultural learning needs within our organisation

Our vision for Reconciliation is "a culture that respects Aboriginal and/or Torres Strait Islander Peoples as Australia's First Nations people and recognises the importance of their cultures, communities, families and connections to Country". With this vision we aim to:

- Focus on our organisational values and how they correlate with our reconciliation journey
- Map out all opportunities to connect with, listen to and support local Aboriginal and/or Torres Strait Islander communities, and
- Create an ongoing cycle of cultural learning and embed this into organisational governance, policy, procedures, and operational planning.

Our Reflect RAP has given workers a framework to better understand and reflect on what reconciliation means to them, and how we as an organisation can work together to create even more positive impacts, enriching the lives of those in the communities in which we work and live. The results included in this report represent the achievements across the four pillars of our RAP: relationships, respect, opportunities, and governance.

A key lesson learned throughout our journey is that the road to reconciliation has both its challenges and rewards, and that personal commitment to reconciliation actions is fundamental to our RAP achieving its purpose. The year ahead will see us working with Reconciliation Australia to conclude our Reflect RAP and determine where our reconciliation journey will lead next.

# Community Training & Education

## ROAD TO HOME

Entering the private rental market for the first time, or without a positive rental history can be a confusing and daunting process. Navigating property inspections, online applications and dealing with busy real estate agents can be a stressful exercise for anyone. To address these challenges, SAHSSI has been pleased to partner with Department of Communities and Justice Housing (DCJ Housing) to deliver Road to Home.

This popular two-day workshop aims to provide participants an understanding of the private rental market and their rights as tenants and information on; seeking, securing and maintaining a private rental tenancy. It is the only workshop in the Illawarra that unites the clients of Specialist Homelessness Services (SHS) and clients who are in temporary accommodation.

Road to Home is delivered four times annually, however only two workshops were delivered this past year due to COVID-19 restrictions. We look forward to recommencing this valuable workshop once restrictions ease.

Feedback from workshop participants was that the information provided was highly useful and relevant to assisting them with private rental seeking. 100% of participants agreed that their skills and knowledge increased as a result of participating in the workshop.

*Our participants said!*

**Jasmine was excellent in explaining all topics and made me feel comfortable because I don't cope well in these environments. Would highly recommend the workshop and Jasmine 10/10**



## SHOALHAVEN CUT IT OUT PROJECT

SAHSSI was proud to be a part of the Legal Aid Project, "Cut It Out", which offered training workshops to hairdressers in the Shoalhaven. SAHSSI delivered training in partnership with other key providers in the Shoalhaven to three groups of hairdressers, including hairdressers in training. The training equips hairdressers to recognise and appropriately respond to domestic violence with their customers.



# Early Intervention Programs

## ILLAWARRA RED FLAGS AND RED FLAGS IN PEER RELATIONSHIPS

The Red Flags presentation, funded by a grant from the Illawarra International Women's Day Committee, continues to be available for all students 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 violence or 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 violence. However, recognising that early prevention is key to breaking the cycle of domestic violence, SAHSSI now delivers Red Flags in Peer Relationships for Years 7, 8 and 9, thereby expanding the delivery of this valuable presentation to a younger audience.

Red Flag in Peer Relationships was developed based on feedback from current SAHSSI clients, who felt that their lack of understanding about healthy relationships as a young person impacted their relationship choices as an adult, sometimes resulting in domestic violence relationships.

During the presentation we cover the difference between healthy and unhealthy peer relationships as well as the following topics:

- Types of abuse including technology abuse and technology safety (given the high number of teens engaging in online relationships and friendships)



- How to get help if you experience abuse
- How to help a friend if they disclose abuse
- How to make a difference in the community when it comes to domestic violence
- Contacting local services and people in our everyday lives who can provide help and support if needed.

## SHOALHAVEN LOVE BITES

SAHSSI Shoalhaven partners with the local women's court advocacy service by providing trained facilitators to deliver the Love Bites training program into local high schools. In this financial year, SAHSSI staff co-delivered the Love Bites program to Bomaderry and Ulladulla High Schools.

The accredited education program provides information about healthy versus unhealthy relationships, the cycle of violence, definitions of abuse, unwritten sex rules, consent, and active bystander responses, and provides interactive activities with the students. SAHSSI currently has two staff trained to facilitate the program.



# Year in Review

## Change of Entity

In August 2020, SAHSSI underwent a change of entity from an Incorporated Association to a Company limited by Guarantee. Whilst this represents no change to the identity of the organisation, it is a more appropriate model for SAHSSI given our size and funding. SAHSSI has adopted a new constitution and model of governance as part of the conversion.



## Safe Places Emergency Accommodation Program

In September 2020, the Australian Government announced funding for 40 projects under the \$60 million Safe Places Emergency Accommodation Program. The Safe Places projects will provide new or expanded emergency accommodation for women and children experiencing family and domestic violence.

SAHSSI applied for the Safe Places funding in order to develop our recently purchased block of land for the provision of emergency accommodation in the Wollongong LGA.

In February, SAHSSI received notification that our funding application was successful for development of the property. The emergency accommodation will consist of eight self-contained rooms, with each room able to accommodate a single woman and up to three children.

These rooms will be developed using the new generation boarding house model, which offers disability access and will see each family housed with private facilities, kitchen and sleeping arrangements.

In the Shoalhaven, Southern Cross Housing secured a partnership grant that will see the construction of crisis accommodation for women fleeing domestic and family violence in the Ulladulla area.

SAHSSI will provide specialist case management support in both new sites.



## COVID-19 Impacts

In January 2020 Australia experienced its first case of COVID-19. By the end of March 2020 Australia was in lockdown.

Those early months of the pandemic were tumultuous, with SAHSSI quickly declared an essential service by NSW Government, even as we saw access to other related services for our clients being cancelled or postponed. Our priorities quickly became:

- Keeping our crisis accommodation clients safe through enhanced policies and procedures
- Keeping our workers safe through modified service delivery

- Managing and supporting the mental well-being of our clients, which greatly deteriorated with the impacts of panic buying, financial pressure, and social isolation.

COVID-19 altered the operations of all businesses and services and seeking exit housing for our clients became even more challenging. As a result, we learned some fantastic lessons around supporting clients in new and creative ways. From phone calls to zoom meetings, to outreach meetings in public spaces, SAHSSI adapted to supporting our clients in a COVID safe manner whilst continuing to deliver quality services and achieving positive outcomes.



## Housing Affordability Crisis

Lack of affordable housing has always been an issue for SAHSSI clients in the Illawarra and Shoalhaven, especially those in receipt of Centrelink's JobSeeker Payment. The Shoalhaven region in particular has experienced a sharp increase this financial year.

The Shoalhaven increase was caused by multiple factors including the loss of homes from the previous summer's fires, an influx of civil works people working on local road and bridge works, an increase in people working at HMAS Albatross, and COVID-19 restrictions allowing city-based people to work from home. Likewise, the Illawarra region experienced an influx of Sydneysiders, driving an increase in rental prices.

Real estate agents have informed us of occurrences where people from metropolitan areas were purchasing properties sight unseen, directly from their website. The increase in demand had not only increased the purchase price of housing, but also the cost and availability of private rentals due to an increase in first home buyers entering the market for owner occupied properties.

Subsequently, SAHSSI have seen an increase in referrals to our service for clients with an otherwise good rental history, but who have received termination notices due to sale of properties or no grounds notices. These clients had been unable to secure alternative affordable rentals in the timeframe given, hence becoming homeless for the first time in their lives, and through no fault of their own. This shortage of affordable rentals created bottlenecks in our crisis accommodation as well as an increase in demand for our services, generating a waiting list for the first time this year in the Shoalhaven and an increase in our existing Illawarra waiting list.



## Revenue NSW Work and Development Orders

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 including case management. This year, the fines of 124 clients were collectively reduced by \$47,030.33 as a result of their engagement in case management support and other eligible activities with SAHSSI.



# Year in Review



## Attorney General and Minister for the Prevention of Domestic Violence

Mark Speakman MP and his team visited SAHSSI in August this year to talk about the challenging work SAHSSI does to support domestic violence victims, especially during a pandemic.

## National Reconciliation Week

Illawarra staff celebrated National Reconciliation Week (NRW) with a morning tea at our head office with guest speaker Scott Morgan, Community Development Worker, Aboriginal Services from Wollongong City Council. The Shoalhaven team and a representative from Waminda (Women's Aboriginal health and wellbeing service), met on Country overlooking the Shoalhaven River. Members of the team walked to the local Aboriginal wall art paintings displayed at a rock overhanging. Afterwards staff shared information they had researched on Aboriginal people, past, present or future, local or national. The information was combined to form a resource for the broader organisation.



## Saltwater Festival

In April, SAHSSI participated in the Saltwater Festival held at Bundaleer. It was great to see the return of the festival after its cancellation in 2020. SAHSSI case managers had badge making activities, books for children and gifts for women. Information about SAHSSI services was provided to community members and organisations. The event was a great opportunity to network and promote SAHSSI's Reconciliation Action Plan.

## White Ribbon Day

White Ribbon Day is held on the last Friday before 25 November every year in Australia. This is a time where communities come together to stand up, speak out and act to say 'no' to gendered violence in Australia. In November SAHSSI staff acknowledged White Ribbon Day by supporting the Illawarra Committee Against Domestic Violence (ICADV) stand at Wollongong Central.



## The Community Hair Project

Each month the Community Hair Project visits our Illawarra and Shoalhaven crisis and temporary accommodation sites offering free haircuts and hair styling to our clients. Self-confidence is so important in taking positive steps to improve your life, so something as simple as a fresh haircut can go a long way to improving someone's self-esteem.



## DONATIONS

Each year SAHSSI is fortunate enough to receive community support for our clients when they need it the most. As a registered charity 100% of all donations received are directed to our clients.

This year we received food, clothing, personal hygiene items, gift vouchers, toys, sleeping bags, white goods, household furniture, home starter kits, cleaning products, homewares, linen, handmade quilts, Easter eggs, Christmas gifts, Mother's Day gifts and cash donations.

**SAHSSI greatly appreciates all donations. Community generosity and ongoing support are invaluable to helping SAHSSI improve the lives of women and children across our organisation.**



## Paul Scully MP Annual Book Drive

This is Paul's third year of the annual book drive and the biggest year so far. Paul received over 3000 books that were donated by the local community and a very generous quantity was delivered to SAHSSI. Paul's aim is to encourage reading and support children to maintain and improve their literacy skills.



## Downer Seymour White donation to Shoalhaven Homeless Hub

Downer Seymour White are the construction company building the Berry to Bomaderry bypass. In December 2020, they named Shoalhaven Homeless Hub as the beneficiary of funds raised from their annual Christmas raffle. We thank Downer Seymour White for their cash generous donation.





# Year in Review



## Ryan Park MP Annual Toy Drive

This is Ryan Park's ninth year of supporting SAHSSI clients at Christmas time. December 2020 was his biggest year yet! SAHSSI thanks Ryan Park and team, the businesses, and the community members who generously donated to the toy drive. It brought many smiles to the young faces of our homeless clients.



## Vivienne Court Trading

Vivienne Court trading is a financial trading firm with a social conscience. This year, SAHSSI were fortunate to be a beneficiary of their charitable trust in the form of a generous cash donation.

## COMMUNITY AWARENESS FUNDRAISERS

Fundraisers are a great way to raise awareness as well as much needed funds. Thank you to our donors and supporters for helping us in our vital work. Your support is critical to our efforts in assisting women and children escaping homelessness and domestic violence. Special mention goes to:

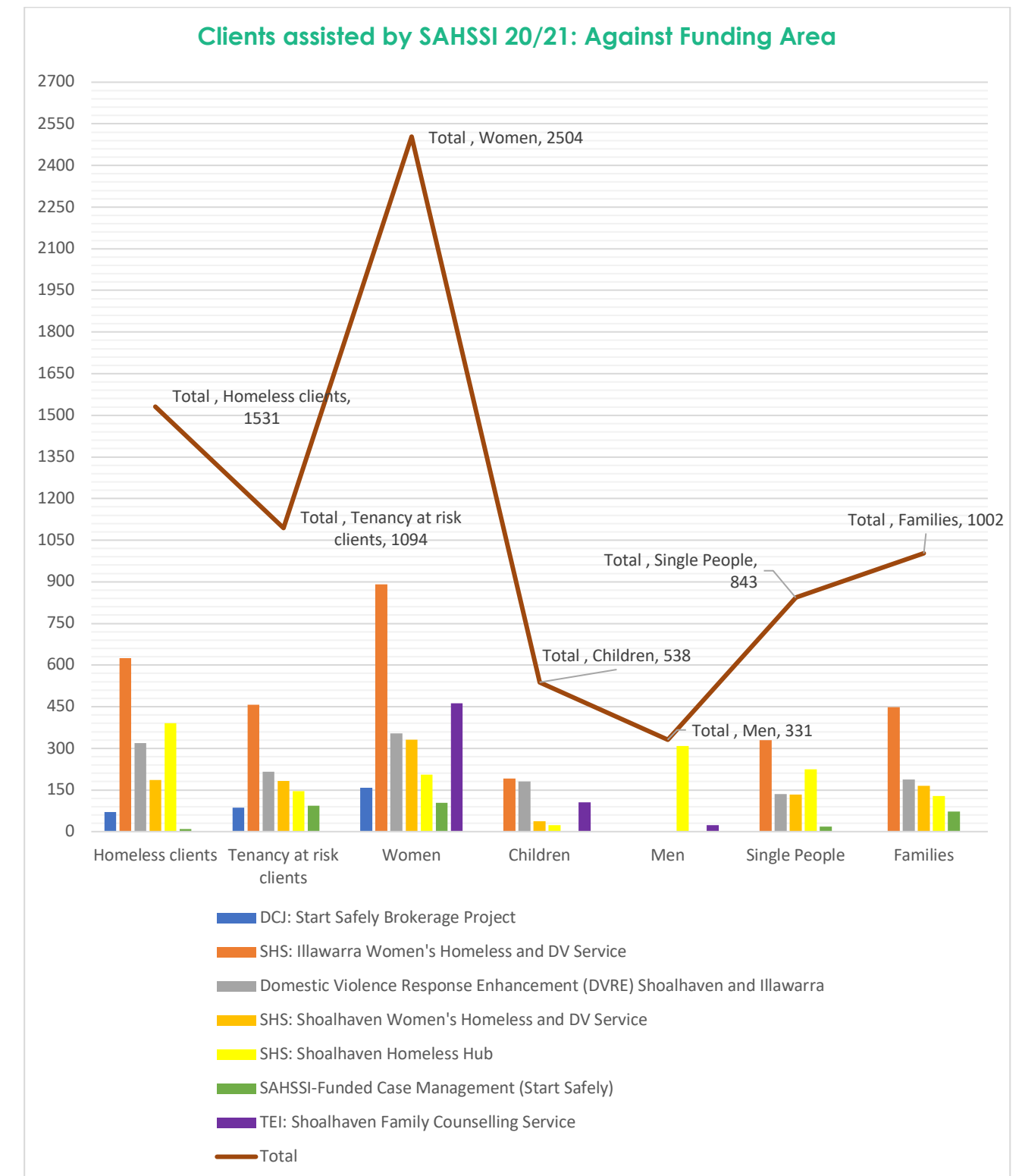
- Definition Fitness Butts and Burgers fundraiser
- Shimmy Mob fundraiser
- Kiama Art Bar fundraiser
- White Earth Fashion Parade Dinner fundraiser
- Papi Dulce Fundraiser
- Unanderra Hotel - Public Pledge campaign
- Jervis Bay Brewing Co and Dawning Day Farmers – Charity of the month
- Helensburgh Raine and Horne – SAHSSI food drive



Visit SAHSSI's Facebook page for more information about our fundraisers.

# Year in Statistics

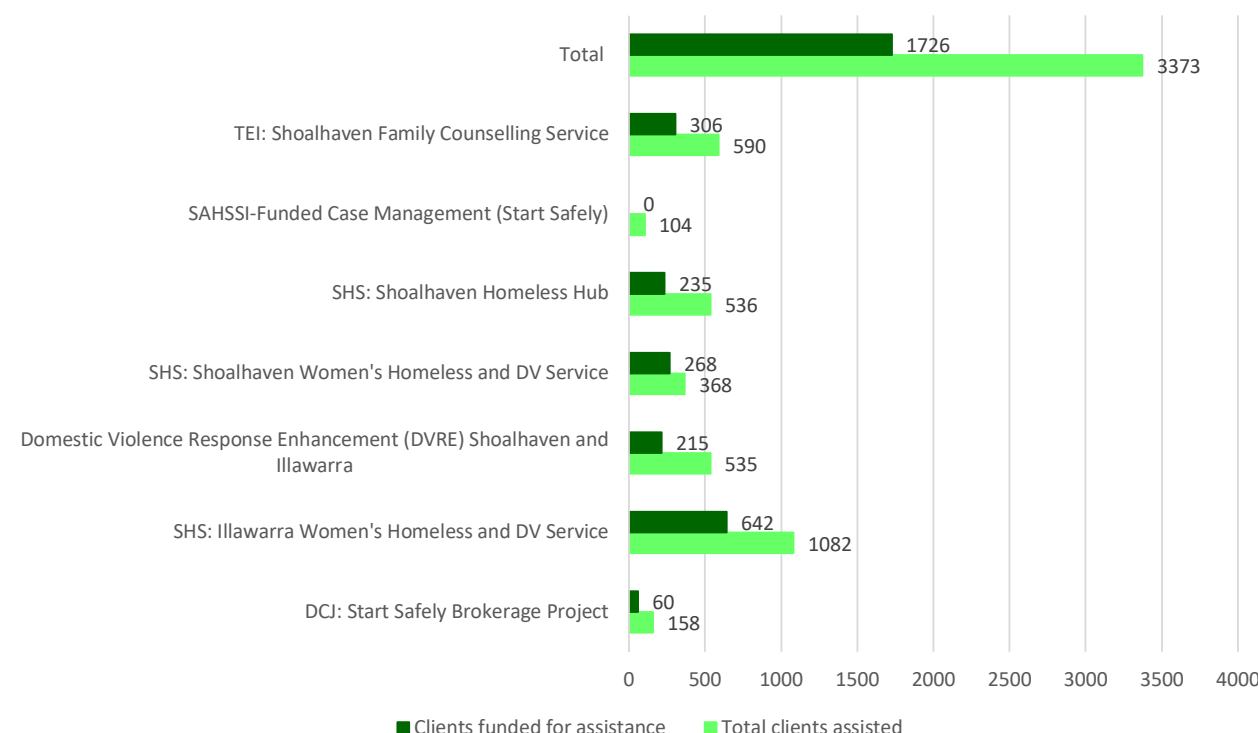
## WHO DID SAHSSI HELP?



**Source of data used in this report:** CIMS Infxchange, DEX and manual records retained for 6 months in Family Counselling Service.

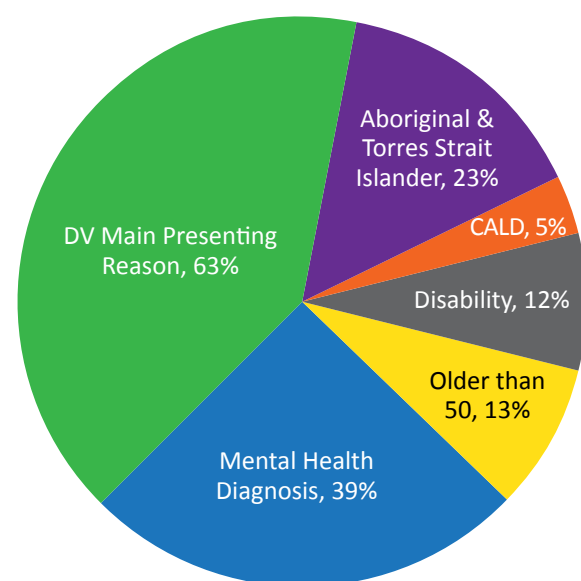
# Year in Statistics

Clients SAHSSI assisted against funding received



SAHSSI assisted almost double (195%) the number of clients that we are funded to support.

Demographic of clients assisted 20/21



20% increase in clients over 50 years of age from previous year.

## UNASSISTED REFERRALS

This year SAHSSI recorded 970 referrals that could not be assisted at the time the referral was received.

Reasons for unassisted clients are:

- Could not contact (no response from referral)
- Assistance no longer required
- Incorrect referral to SAHSSI
- Insufficient staff
- No accommodation available

## HOW DID SAHSSI HELP?

10,950 nights of crisis accommodation

30,271 nights of transitional accommodation

Over 4,500 referrals and 585 counselling sessions

Over 3,085 nights of supported Temporary Accommodation

Over 700 clients who received transport, shower and laundry facilities

More than 1,000 clients received material aid with goods and services needed to be safe and well

## WHAT DIFFERENCE DID WE MAKE TO THE PEOPLE WE HELPED?

94% of clients surveyed reported feeling safer after receiving support from SAHSSI

295 women helped after hours when they needed it

295 homeless people secured long-term housing

93% of clients surveyed now know where to go to get help in their community

540 women and children in safe crisis accommodation

151 women and children secured transitional housing out of crisis

597 clients were assisted to stay in their homes





# Client Journey's

## Danielle's journey to safety

Danielle became homeless and was referred to SAHSSI when she relinquished her social housing property with Department of Communities and Justice (DCJ) Housing. She had previously endured a long history of domestic violence resulting in the incarceration of her long-term ex-partner, so upon being advised of his release, she had immediate concerns for the safety of herself and her children. As a violent offender, Danielle's ex-partner was known for breaching ADVO conditions, knew where she lived, and was likely to threaten the safety of the family.

Danielle and the children stayed with her mother on a temporary basis while SAHSSI supported her to apply for tenancy reinstatement with DCJ Housing. This was in a secure building, but still not ideal as the ex-Partner was aware of this address and had already made threats against Danielle.

Both SAHSSI and DCJ worked swiftly to rehouse Danielle in northern Illawarra, however this alone would not be enough to keep Danielle and the children safe. Police Domestic Violence Liaison Officers (DVLOs) were well aware of Daneille's case, and also expressed concerns for her safety. A coordinated effort from both government and non-government services would be required to maximise the safety of this family.

Safely relocating Danielle, and ensuring she had what was necessary to remain safe, was a massive undertaking involving services including SAHSSI, NSW Police Domestic Violence Liaison Officers, NSW Police Southern Region Domestic Violence High Risk Offenders Team, Victims Services, Corrective Services,



Staying Home Leaving Violence, and Domestic Violence Court Advocacy Services.

Through these various services, Daneille was provided with a range of support to facilitate her move and improve her safety and wellbeing, including:

- Removalist costs
- Personal duress alarms
- Security cameras
- Domestic violence counselling
- Extension of Apprehended Domestic Violence orders for seven years
- Court support
- Recognition payment from Victims Support

**Danielle's path to recovery may take years, but she is feeling safe in her new home and is looking positively towards the future.**

*"Support was above excellent - my case worker listened to me and went above and beyond"*

## Helen overcomes long-term homelessness

When Helen was referred to SAHSSI she had been homeless and living rough for more than ten years. Drug use, illegal activities leading to incarceration, and poor lifestyle choices had all contributed to Helen's living situation. After her incarceration period, Helen spent two years in residential rehabilitation and drug treatment programs.

Upon release, the only accommodation Helen could secure was boarding or guest house style accommodation. Helen advised that she struggled in this shared setting, and that the anti-social behaviours of some made her feel unsafe, and at risk of relapse. Helen returned to sleeping rough, advising that train stations were her preferred place as they were well lit, and had CCTV cameras which made her feel safe.

Helen hit a turning point in her life when she turned 50, recognising that this way of life was detrimental to both her health and her recovery from addiction. Once engaged with SAHSSI, Helen agreed to try shared accommodation again, this time in one of our crisis accommodation facilities. This environment was safe, drug and alcohol free, and offered the support of specialist case managers.

Helen spent four months in our accommodation, during which time her SAHSSI case manager supported her to access the Together Home Program, which is delivered by DCJ Housing in partnership with community housing providers. The program is designed to transition rough sleepers into long term stable housing, whilst promoting personal recovery and social inclusion.

Helen was successful in receiving an offer of accommodation with our local community housing provider, Housing Trust, and has now been in her new property for around six months. Not only has she been given access to safe housing, but as part of the Together Home Program, Helen now has access to support to help her sustain her tenancy, enhance her living skills, address financial issues, connect with local community, access counselling, and engage in education and training.

**Helen is enjoying reconnecting with community life in a positive way and looks forward to learning new skills with a view to gaining future employment.**

## Tegan's tenancy is saved

Tegan became at risk of homelessness when her relationship broke down due to domestic violence. During the relationship Tegan had endured emotional, psychological and financial abuse, which had included her partner not paying his share of the rent on the property they leased together. Shortly after her partner left, Tegan was shocked to receive a termination notice for rent arrears. She was four weeks behind in her rent.

Tegan referred herself and her two children to SAHSSI, thinking she would need to give up her tenancy as she had no way of clearing such high rent arrears. Instead, SAHSSI acted quickly to support Tegan to work with her real estate to sustain her current tenancy. The agent recognised that, prior to the domestic violence, Tegan's tenancy had been a good one.

With SAHSSI's support, Tegan was assessed as eligible for assistance from Department of Communities and Justice Housing. Not only did they agree to clear her arrears, but they also approved her for the Start Safely rental subsidy to help her maintain her rent payments whilst she got back on top of her finances. Tegan's real estate was happy with this arrangement and agreed to remove her ex-partner from the lease and re-sign for a further twelve months.

**Within a few short weeks of working with SAHSSI, Tegan's tenancy was once again secure. She was grateful for the prospect of not having to relocate and began to look forward to moving forward with her life. SAHSSI was also able to support Tegan to access domestic violence counselling for herself and her children.**

# Client Journey's

## A home for Pauline and her pets

Pets can play a significant role in a person's life. These much-loved animals offer unconditional love, security, companionship, and emotional support; basic human needs that are often not met elsewhere. When faced with hard times such as homelessness, it is easy to understand why owners are unwilling to surrender their pets.

This was the case for Pauline, who became homeless due to domestic violence. After years of being subjected to physical and psychological domestic abuse, Pauline was experiencing PTSD symptoms on an almost daily basis, and found herself stuck in a cycle of depression, anxiety, panic, and alcohol dependency. Pauline had a dog called Max and two cats, Lily and Milo, who she described as her greatest therapy.

Pauline was approved for priority urgent housing with the support of SAHSSI and evidence from her drug and alcohol and trauma counsellors and psychotherapist, who had been supporting Pauline for many years. Unfortunately, there is a waiting list for housing allocation, and any short-term accommodation options such as crisis, transitional or emergency housing could not accommodate Pauline with her pets.

Pauline made the decision to buy a tent and camp over the summer months. Although far from ideal, it meant she could keep her dog by her side. Unfortunately, this could not accommodate her cats and so SAHSSI used donation money to cover the cost of short-term boarding at a local vet for Lily and Milo whilst other avenues could be explored.



Fortunately, in NSW there are volunteer services that assist people to care for their pets during times of crisis. SAHSSI connected Pauline to animal support services and before long, Lily and Milo were accepted into a foster placement with Paws and Recover. The charity collected Milo and Lily from the vets and transport them to their temporary foster home.

Through continuous advocacy with Department of Communities and Justice Housing, Pauline was eventually offered a property that met all her needs. She was supported to move into her new home, and to access funding through Victims Services to improve security.

**Once settled into her new home, and reconciled with her beloved pets, Pauline was assisted to access detox and rehabilitation locally. She has now started her recovery journey, only made possible through safe and appropriate accommodation and the continued loyal companionship of Max, Lily and Milo.**

"I am so grateful to SAHSSI for helping me through the worse time of my life. All the staff I dealt with were fantastic. Thank you from the bottom of my heart for all your help and support"

# Funding Grants

## ClubGRANTS 2021

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.

This year SAHSSI was successful with the following ClubGRANTS:

- Wests Illawarra \$10,000 – emergency starter packs for women and education support for children
- Collegians Wollongong \$11,250 – upgraded security cameras for two SAHSSI sites
- Culburra Bowling and Recreation Club \$2,500 – client support

## COMMBANK STAFF FOUNDATION

SAHSSI Shoalhaven received a wonderful \$10,000 Commbank Staff Foundation grant to support clients in the Shoalhaven. These funds were used in three ways:

- To purchase personal duress alarms to be kept by SAHSSI and loaned to high-risk women to assist in their personal safety.
- To provide activities that increase social engagement and connection for children staying in our crisis accommodation (e.g. movie tickets, school holiday activities, excursions/outings) and help provide these children with the dignity of inclusion.
- To purchase some items for women who are resettling into a new home - including sheets, towels, pillows, blankets, kitchen items, cutlery, glassware, cleaning products, etc.

## STREET SMART

SAHSSI has valued the ongoing support from Street Smart who provided sleep kits to our clients throughout the year, including our new site at the Shoalhaven Homeless Hub.

On top of that, in December 2020, Street Smart donated \$1,100 to purchase Christmas gifts for adolescent children and mothers staying in our crisis accommodation.

## GOOD360

SAHSSI was fortunate to receive a grant from Good360 to be used on their website to supply a range of goods for SAHSSI clients across both the Illawarra and Shoalhaven. Items included new boxes of Lego for children staying within our crisis accommodation sites and Covid-19 hygiene supplies.

## WOMEN NSW DFV INFRASTRUCTURE GRANTS

Late in the financial year, SAHSSI was successful in securing two Women NSW grants to improve the infrastructure to our service facilities. The Illawarra grant for \$33,105 is to upgrade the children's play equipment at SAHSSI's domestic and family violence crisis accommodation site. The Shoalhaven grant for \$35,169 is to repaint our Shoalhaven crisis accommodation site and renovate its bathrooms. The grant projects will occur during the 2021-2022 financial year and are a welcome upgrade to existing facilities.

## SOUTH COAST CORRECTIONAL CENTRE INMATE PROGRAM

SAHSSI's Shoalhaven Homeless Hub is grateful to be the recipient of funding from the South Coast Correctional Centre's Inmate Program. These funds will be used to deliver practical workshops and social engagement opportunities for the Hub's homeless clients.



# Financial Report

## SUPPORTED ACCOMMODATION AND HOMELESSNESS SERVICES SHOALHAVEN ILLAWARRA (SAHSSI) LTD (A COMPANY LIMITED BY GUARANTEE)

### INCOME AND EXPENDITURE STATEMENT – CONSOLIDATED FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
<b>INCOME</b>		
Unexpended Grants Carried Forward	1,008,136	859,526
Grants – SHS – Community Services	4,794,739	4,981,276
Donations	109,220	67,098
Profit on Sale of Assets	30,078	12,297
Memberships Fees	9	38
Interest Received	18,653	49,010
Rent Received	343,193	327,705
Sundry Income	84,507	89,975
Water Usage	6,160	6,310
Board and Lodgings	145,134	116,780
Motor Vehicle – Employee Contribution	-	28,099
Management Fees	420,922	329,142
Motor Vehicle Levy	36,000	25,200
Temporary Accommodation	242,725	244,965
<b>TOTAL INCOME</b>	<b>7,239,476</b>	<b>7,137,421</b>

#### EXPENDITURE

Administration	5,683	-
Accounting and Audit Fees	16,088	10,800
Bank Fees and Charges	240	442
Brokerage Costs	151,014	99,129
Centrepay Fees	1,786	1,954
Computer Software/Maintenance	58,227	76,326
Conference and Seminars	1,284	-
Consultancy Fees	3,912	22,232
Depreciation	4,966	2,323
Headlease Rent	30,371	30,526
Insurance	51,888	43,682
Interest	105	241
Legal Fees	4,993	-
Client Support Costs	9,513	3,487
Light and Power	32,880	37,290
Maintenance Provision	275,336	103,557
Management Fees	420,922	329,142
Meetings Expenses	4,660	3,256
Minor Equipment	15,611	5,976
Motor Vehicle Expenses	116,012	156,321
Motor Vehicle Levy	36,000	25,200
Printing, Postage and Stationery	109,716	97,348
Minor Household Replacements	16,596	19,679

## SUPPORTED ACCOMMODATION AND HOMELESSNESS SERVICES SHOALHAVEN ILLAWARRA (SAHSSI) LTD (A COMPANY LIMITED BY GUARANTEE)

### INCOME AND EXPENDITURE STATEMENT – CONSOLIDATED FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
<b>EXPENDITURE (Continued)</b>		
Rates	60,988	57,407
Rent	14,907	10,200
Rent – Head Office	102,665	85,767
Rent – Storage	6,330	4,617
Advertising	2,115	686
Planned Maintenance	2,258	-
Repairs and Maintenance	129,124	110,554
Resident Expenses	13,653	12,642
Salaries and Wages and On Costs	3,728,397	3,294,568
Security	25,081	17,317
Subscriptions	3,417	2,170
Subsidy	680,090	603,096
Superannuation	289,510	264,054
Supervision	462	1,696
Telephone	55,485	58,248
<b>TOTAL EXPENDITURE</b>	<b>\$6,482,285</b>	<b>\$5,591,933</b>

<b>EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE</b>	<b>757,191</b>	<b>1,545,488</b>
-------------------------------------------------------	----------------	------------------

<b>Less: UNSPENT GRANT CARRIED FORWARD</b>	<b>252,095</b>	<b>1,008,136</b>
--------------------------------------------	----------------	------------------

<b>EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE</b>	<b>\$505,096</b>	<b>\$537,352</b>
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# Financial Report

## SUPPORTED ACCOMMODATION AND HOMELESSNESS SERVICES SHOALHAVEN ILLAWARRA (SAHSSI) LTD (A COMPANY LIMITED BY GUARANTEE)

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	4,933,440	6,204,498
Trade and Other Receivables	20,503	23,517
Other Assets	14,350	14,350
<b>TOTAL CURRENT ASSETS</b>	<b>4,968,293</b>	<b>6,242,365</b>
<b>NON-CURRENT ASSETS</b>		
Property Plant & Equipment	1,793,384	1,749,309
<b>TOTAL NON CURRENT ASSETS</b>	<b>1,793,384</b>	<b>1,749,309</b>
<b>TOTAL ASSETS</b>	<b>6,761,677</b>	<b>7,991,674</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and Other Payables	270,911	125,713
Unexpended Grants Carried Forward	252,095	1,008,136
Grants in Advance	-	1,610,513
Provisions	1,840,571	1,462,626
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,363,577</b>	<b>4,206,988</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	315,787	290,729
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>315,787</b>	<b>290,729</b>
<b>TOTAL LIABILITIES</b>	<b>2,679,364</b>	<b>4,497,717</b>
<b>NET ASSETS</b>	<b>\$4,082,313</b>	<b>\$3,493,957</b>
<b>EQUITY</b>		
Retained Earnings	4,082,313	3,493,957
<b>TOTAL EQUITY</b>	<b>\$4,082,313</b>	<b>\$3,493,957</b>

# Supporting SAHSSI



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

## HOW YOU CAN HELP:

If you share our vision of communities living in secure housing, free from abuse:

- Donate online at [www.sahssi.org.au/donations](http://www.sahssi.org.au/donations) or by calling 02 4229 8523
- Donate new or good quality used homewares such as Furniture and whitegoods
- Donate emergency toiletries and hygiene products

For further information please refer to [www.sahssi.org.au](http://www.sahssi.org.au)

## BEQUESTS

A bequest to SAHSSI will help vulnerable members of our community to receive support and care into the future.

SAHSSI relies on community support to continue providing vital services such as specialist homelessness services, and domestic and family violence services. Your bequest will make a difference.

Visit [www.sahssi.org.au](http://www.sahssi.org.au) for more information on how to leave a bequest to SAHSSI or Call 02 4229 8523 and request a confidential discussion with our CEO.

## STAY CONNECTED WITH SAHSSI:

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

To hear more about us:

- Follow us on Facebook.com/SAHSSI
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