



*Communities living in secure  
housing, free from abuse*

## 2022-23 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 and present, and value the rich history, culture and ongoing connection of Aboriginal and Torres Strait Islander people to country.

## Inclusion Statement

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children.



Cultures and language inclusion



Aboriginal inclusion



Torres Strait Islander inclusion



Sexual orientation inclusion



Capacities inclusion

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# About SAHSSI

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 provide accommodation and support to people impacted by homelessness and women and children impacted by 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. The Board of SAHSSI is a team 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.



## The values we work by:

### Integrity

We are honest, accountable, reliable, and always do what we say we will do

### Dignity

We treat all people with dignity and appreciate every individual's worth

### People centred

We are a people focused organisation and keep our clients' needs at the core of all our work

### Equality

We celebrate differences and personal choice

### Authentic leadership

We are ethical, courageous and committed to making a difference

# Our Programs



View more  
about our  
programs

## What we offer our community



### **Crisis Accommodation**

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



### **Transitional Housing**

Medium term transitional housing for women with or without children. Transitional housing provides women with a positive rental history and stable accommodation while waiting for social housing or private rental.



### **Outreach Support**

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



### **Shoalhaven Family Counselling Service**

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.



### **Temporary Accommodation**

Temporary Accommodation (DCJ Housing & Southern Cross Housing) is for single women 16 years and over and women with children who are escaping domestic and family violence.



### **Shoalhaven Homeless Hub**

Is a safe place for people in need, providing information, referral, emergency provisions, together with access to laundry, bathroom and shower facilities.

### **Rent Choice Youth Program**

Helps young people aged 16 to 24 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.

### **Rent Choice Start Safely (Pilot)**

Provides support to women and children who are homeless, or at risk of homelessness, due to domestic and family violence. The program facilitates access to safe and affordable housing in the private rental market by providing financial assistance, in the form of brokerage and a rental subsidy, for up to three years.

### **Primary Prevention**

As part of our work in the early intervention and prevention space we deliver domestic violence education to local schools, public audience events and community talks.

### **Child and Family Specialist workers (12-month pilot)**

The Child and Family Specialist workers, support children and young people to ensure they feel supported, safe and heard while staying in our refuges. They provide mentoring and counselling, goal setting, mental health and behaviour support to the children. They also work with the parents providing parenting strategies and support.



# SAHSSI Team

## BOARD OF DIRECTORS

### Sandra Luschwitz

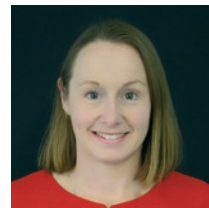
#### SAHSSI President

Sandra is the Chair of the board and brings a wealth of experience from leadership roles in the community sector, including Domestic Violence and Homelessness Refuges & a lengthy tenure as manager of the Unanderra Community Centre. Having retired in 2022, Sandra is a well-connected and highly respected social advocate, focused on the continued promotion of female equality, passionate about women and children's well-being, self-determination and mental health.



### Lorri Field

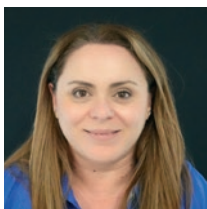
Lorri is a practising lawyer and director of PDC Law, a boutique property and business law firm. As an accredited specialist in commercial litigation, Lorri combines excellent technical expertise with a common-sense approach. She values opportunities to positively contribute to the local community, particularly through her position on the SAHSSI board and as longstanding Treasurer of Squash Illawarra.



### Diana Petlikovski

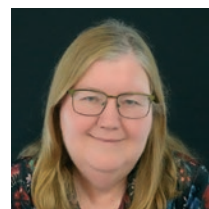
#### SAHSSI Secretary

Diana is the Out of Home Care Manager at Southern Youth and Family Services and is the elected representative for the Social and Community Services Industry Division of the Australian Services Union. Diana has worked in the community sector for 25 years and brings strong attention to detail to the role of secretary and contributes a wealth of industry knowledge and experience to the board.



### Margaret Bowen

Margaret is celebrated in the local community for her immense contribution to improving the lives of people with disabilities. In her 36-year tenure as CEO of The Disability Trust, the organisation grew from a Wollongong office with 4 staff to an employer of over 1800 delivering quality disability services across NSW and Victoria. Having retired as CEO in early 2023, Margaret remains driven to make a positive contribution through her passion for social justice and desire to make the world a little fairer.



### Robert Karnups

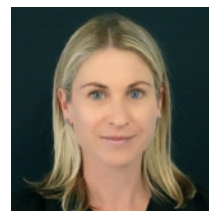
#### SAHSSI Finance Committee

Robert is both a Certified Practising Accountant and a lawyer. His dual qualifications and extensive experience are invaluable in his role as the SAHSSI Chair of the Finance and Risk Committee. Robert's professional experience encompasses management accounting roles in both the not-for-profit sector and in private corporations.



### Holly Howell

Holly is a highly driven, creative, and analytical retail marketing professional with over 17 years' of experience in multi-channel marketing for leading brands in Australia and the UK. As Campaign Manager for QIC, she develops marketing campaigns for 19 retail assets across NSW, VIC, and QLD. Beyond her role, she is committed to equal opportunities and effecting meaningful change in the community through her role with SAHSSI, The Property Council of Australia, and The International Women's Day Illawarra Committee.



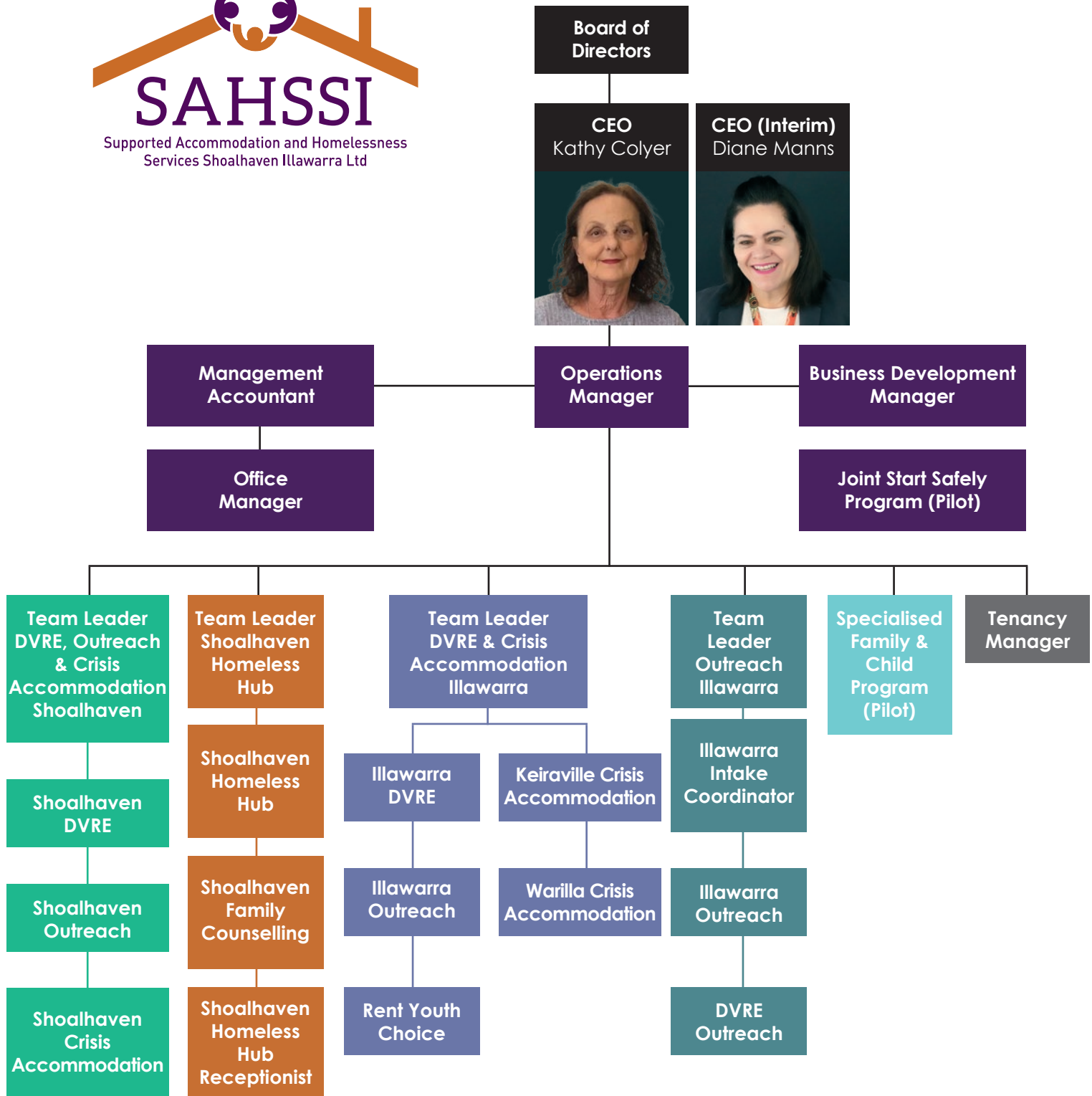
### Peter Rostirolla

#### SAHSSI Finance Committee

Peter is the Chief Operating Officer of Kollaras Trading and a Certified Practising Accountant. His commercial acumen and strong financial background are displayed in Peter's contribution to the SAHSSI board and his role on SAHSSI's Finance and Risk Committee.



## ORGANISATIONAL CHART



# President's Report



On behalf of the board of directors I am proud to present SAHSSI'S 2022-2023 Annual Report.

These past 12 months have been a year of change and challenges amidst the post-Covid pandemic and simultaneously navigating future directions to optimise organisational growth. Excellence in governance and effective strategic planning are the key responsibilities of the SAHSSI Board and I am incredibly pleased to be a member of this team of highly skilled and committed fellow Board members rising to continual challenges to guide SAHSSI successfully forward.

SAHSSI's vision of 'Communities living in secure housing free from abuse' as well as our purpose 'to achieve housing solutions and raise public awareness to enhance the safety and wellbeing of individuals, families and communities' has been the foundation from which the SAHSSI Board considers growth and development. Families and communities are the guiding inspiration for our board's continual passion and commitment to ensure that we provide both excellence in governance and service delivery.

Firstly, I would like to pay tribute with heartfelt thanks, to our impassioned and much valued CEO Kathy Colyer, for her 17 years with SAHSSI and 10 of these years for her loyal leadership as CEO. Kathy has very successfully steered SAHSSI through many challenges during its development from a relatively small local housing and DV service through a major merger to what is now considered the highly reputable and successful regional organisation that it is today.

Kathy has set the footprint for SAHSSI's continued growth and has well and truly earned her long service leave and 'life after SAHSSI' journey. We wish her well in her future adventures as she plans her travels to her beloved Bali and beyond.

During the past 4 months, Diane Manns has stepped down as director, and the board has appointed her as the Interim CEO. Her leadership with intense dedication, enthusiasm and valued expertise is very

much appreciated. This was a significant commitment for Diane to simultaneously resign from her previous role and take up this appointment. The board would like to extend our delight and appreciation to Diane.

While there were many highlights during this period, of significance was the commencement of the Safe Places construction in Wollongong which will see 8 individuals and families housed in this property in the upcoming 12 months. Further to this, the SAHSSI head office moved from our Market Street address to our new offices in Atchison Street. This new premises has inclusive access, as well as room to accommodate a growing team.

An additional major undertaking this year was the preparation work for the Australian Service Excellence Standards (ASES) accreditation. With a strong base of good governance, we successfully worked through this process, with the consolidated efforts and commitment of the entire SAHSSI team.


Whilst we have unfortunately lost valuable casework positions due to the cessation of temporary COVID funding, which has had an impact on our waitlist, we are extremely thankful to our funding body the Department of Communities and Justice (DCJ). DCJ has had a long-standing relationship with SAHSSI, and we are grateful for their ongoing support.

I would be remiss not to mention the array of donors and sponsors who consistently contribute to the work of SAHSSI. Without your continued support, SAHSSI would be unable to provide so much for the individuals and families of women and children impacted by domestic violence and homelessness.

Finally, I would like to acknowledge and thank the SAHSSI Board members for their collegial support, diverse expertise and commitment to ensuring SAHSSI's optimum growth and future direction are consistent with our vision and purpose. We look forward to new opportunities in the coming year.

**Sandra Luschwitz**  
Board Chair





"My case manager  
made me feel like I  
mattered and made  
me feel safe."

# CEO's Report



It is an immense pleasure to present the 2022-2023 CEO Report on behalf of both Kathy Colyer and myself. Kathy has steered this wonderful ship for 10 months of this financial year and I have come in for the last two months of this period, as Kathy made the difficult decision to retire and take her long service leave to enjoy a well-earned retirement. Our sincere thanks to Hon. Ryan Park MP as he has honored Kathy and all her years of service in Parliament with a private members' statement. Kathy has achieved so much in her 10 years as CEO and a total of 17 years with SAHSSI to ensure women and children impacted by domestic violence and homelessness are nurtured in safe hands. It has been both an honor and a privilege to be part of the SAHSSI team in this interim capacity period these past months.

This has certainly been a significant year for SAHSSI as we have entered many 'new' experiences, including the new offices at 25 Atchison Street, providing much needed space and access for our clients. We also celebrated the 'new digs' for the Shoalhaven Homeless Hub. Our thanks to our friends at DCJ who assisted SAHSSI in getting the new premises for the Hub. The new premises are a wonderful access point for those in the community who are struggling with food, resources and sleeping rough.

We are also very thankful to be part of the first and new pilot project that granted funds through DCJ, to provide Specialist Workers for Children and Young People. We have been incredibly grateful to have had two skilled practitioners join us and work in refuges across Illawarra and Shoalhaven this past year supporting young people and their mothers.

SAHSSI is very proud of all our people here who work hard to ensure women and children are kept safe and housed as soon as physically possible. We were also immensely proud to have had a handful of our team members step up onto the stage and share their knowledge

and expertise. Ryan spoke at the Inaugural Australian Domestic and Family Violence and Healing conference and Evie spoke at the Misidentification Forum. Our people have a depth of knowledge and passion that does not go unnoticed. Further to this, SAHSSI was proud to cohost the Ending Homelessness Together Shoalhaven event with Homeless NSW. Thank you to Lesley who was able to raise awareness of the housing crisis in the Shoalhaven and the role SAHSSI plays in this space. We are pleased and thankful that team members are happy to share their knowledge and skills in this way. Our people are truly our greatest asset!

In the Shoalhaven, SAHSSI also celebrated the launch of a beautiful Aboriginal Mural and Sensory Garden at our Nowra Refuge. Our thanks to Shoalhaven City Council for the Youth Inclusion Grant that provided the funds for the Mural. The sensory garden was provided through funds raised at the SAHSSI 30 walk last year. Our thanks to Jo Warren and her team at the Country Women's Association (Jervis Bay) and Amnesty Bay and Basin as well as Radio stations 2ST, Power FM, Booderee National Park, The Heart Centre, and HMAS Creswell for their significant efforts in supporting the SAHSSI 30 walk. Handmade furniture was also provided for the sensory garden and was warmly accepted from NSW Corrective Services. A beautiful and broad collaboration of people and services to make this stunning mural and garden materialise!

The SAHSSI Board prides itself on ensuring good governance across the organisation and are grateful to have the service of Jodi Bush, Thrive Executive, who provided a full day of strategic planning earlier in the year. This was a wonderful day to dig deeper into our vision and purpose as well as unpacking and expanding on our four pillars – Quality Services- Partnerships and Reputation- People and Culture - Leadership and Governance. Our thanks to Jodie for her generous contribution.



There are so many others to thank, particularly those who generously provide for the ongoing work of SAHSSI in so many ways, as we continue to provide trauma-informed care for the women and children we work with. The generosity of our community enables SAHSSI to provide food vouchers, toys, and school items for children... and so much more. While many choose to remain anonymous, we have been able to recognise many of our supporters in this year's Annual Report.

Of course, our thanks also to our partners who support the work of SAHSSI. It is such a privilege to work with our friends at DCJ who fund much of our work and the partnership we have with Southern Cross Housing. Thank you for your ongoing support.

Finally, I want to thank all the staff here at SAHSSI who have welcomed me in these uncertain times as they have farewelled the leader they have known for a long time. Your kindness and support to me has been wonderful.

**Diane Manns**  
Interim CEO

"Amazing service and I will always be grateful. They helped me when I felt worthless."





# Our Strategic Plan 2021-2024

During 2021-2024 SAHSSI commits to quality services, partnerships and reputations, people and culture and leadership and governance.

## 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

SAHSSI's Strategic Plan is in its third year and is on track to deliver all strategic objectives. It is firmly grounded on our strengths, providing overarching priorities and approaches from which to work.

SAHSSI is guided by our values and a strong Strategic Plan which focuses on four key pillars

to ensure we provide quality services and a future in which the safety and wellbeing of individuals, families and communities has been enhanced.

It is the commitment of SAHSSI that the strategic pillars are at the core of what we deliver for our communities.

## 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

# Quality Services

## Providing quality services to deliver effective outcomes

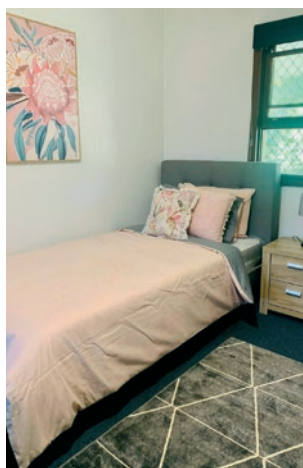
This year, SAHSSI has once again delivered on its commitment to provide quality services across all our funded programs which strive to achieve housing, safety, and wellbeing outcomes for the women and children in our region.

### ENHANCING OUR QUALITY SERVICES

ClubGRANTS is one of Australia's largest grant programs, providing more than \$100 million in cash each year to a variety of worthy causes across NSW. This year, SAHSSI was successful in its application to the Wollongong round of ClubGRANTS to refurbish eleven of our bedsit units of transitional accommodation. We thank the following local clubs who funded the grant which covered the purchase of new lounges, dining tables, beds, tv units and soft furnishings for our units:

- Berkeley Sports and Social Club
- Collegians Football Club
- Dapto Leagues Club

We would also like to acknowledge Rotary Club of West Wollongong for their assistance with assembling flat pack furniture.



### COLLABORATING WITH SERVICE USERS IN SERVICE DESIGN

SAHSSI was also successful in obtaining the Shoalhaven City Council Youth Inclusions Grant that aims to increase young people's connection, representation and belonging within our community. With this grant, SAHSSI engaged local Aboriginal artists from Art Original to work with our local youth clients, both past and present, to create an Aboriginal mural at our Shoalhaven Crisis Accommodation site. The mural, which represents stories of adversity and survival, sits within our native sensory healing garden, and aims to offer clients a sense of security, belonging and a place to heal. The garden was created by Saltwater Gardens and funded using a portion of SAHSSI 30 donations.





## MAINTAIN HIGH QUALITY SERVICE DELIVERY

SAHSSI was privileged to be a finalist in two categories of the Shoalhaven Business Awards 2022. In the category of 'Outstanding Community Organisation' SAHSSI was a finalist for our Shoalhaven Homeless Hub and its work to provide drop-in support for members of the community experiencing homelessness. SAHSSI was also a finalist in the category of 'Excellence in Inclusion', which recognises those who address the needs of a diverse community and workforce.

It was an honour to be a finalist amongst such a high calibre of organisations and we appreciate the recognition.

*"Honestly angels, you are wingless angels. You supported me in my time of need when I had no one."*

## CLIENT SATISFACTION

SAHSSI achieved the following client satisfaction results in the Specialist Homeless Service (SHS) 2023 Client Satisfaction Survey prepared by the Community Housing Industry Association NSW (CHIA NSW)

### TOP 5 COMPARISON RESULTS

	SAHSSI	Benchmark
Staff treated me with respect	100%	98%
Staff made me feel accepted for who I am	99%	96%
Staff understood my needs	97%	95%
Overall satisfaction with services provided	96%	89%
I have participated in setting my case plan goals	96%	92%

## 2022-2023 SNAPSHOT OF QUALITY OUTCOMES

16,880

Number of bed nights of crisis accommodation



37,139

Number of bed nights of transitional accommodation



7,264

Number of bed nights of temporary accommodation



1,438

Received transport assistance, shower, a meal, or laundry facilities



\$68,600

Material assistance for items such as whitegoods, transport, bedding, removalists, school items, phones, work requirements, security, holding deposits



\$68,217

Vouchers provided (Kmart, Woolworths, Big W, Aldi, Coles, Ampol). Financial assistance also provided (gift cards & vouchers)



# Partnerships & Reputation

## Engaging our partners and enhancing our industry leadership

This year, SAHSSI has continued to engage with our long-term partners to tackle the issues of homelessness and domestic and family violence, raise awareness amongst our community, and build a stronger sector. We are also excited to have developed a raft of new partnerships, particularly within our local communities, to enhance our industry leadership and improve client outcomes.



### BUILDING ON OUR STRONG BRAND AND REPUTATION

In February, SAHSSI co-hosted the Ending Homelessness Together event with Homelessness NSW in the Shoalhaven. Our Operations Manager, Lesley Labka, was part of the panel discussion that was facilitated by Homelessness NSW CEO, Trina Jones.

SAHSSI Case Manager, Evie Rankmore, was a panel member at the Misidentification Forum in Sydney. This event was held by Domestic Violence NSW and the City of Sydney Council and was attended by stakeholders from around NSW. Evie shared her knowledge regarding the additional barriers Aboriginal women often face around misidentification when they engage with the justice system in NSW.

Ryan Frazer, our Specialist Child and Family worker, was selected to present at the Inaugural Australian Domestic, Family and Sexual Violence Recovery and Healing conference. Ryan's presentation was titled, 'Children and rethinking the women's refuge's, and he shared his insights on the small acts of healing.

### COMMUNICATE PROACTIVELY AND WORK CLOSELY WITH PARTNERS AND STAKEHOLDERS

In 2022-2023, SAHSSI formed a new partnership with the Rotary Club of West Wollongong. This reciprocal partnership involved SAHSSI's representation at large community events with the Rotary Club of West Wollongong, to raise awareness about homelessness, and domestic and family violence. The club was also involved in SAHSSI projects, such as assembling flat pack furniture for our temporary accommodation.

Over the past financial year, Rotary has been fundraising on SAHSSI's behalf and in June we attended the club's presentation night and were presented with a generous donation to furnish three of our Safe Places apartments.

We look forward to a continued partnership with Rotary Club of West Wollongong.



In September, Minister Natasha Maclaren-Jones was joined by Shoalhaven City Council Mayor Amanda Findley, Deputy Mayor Liza Butler and representatives from the Department of Communities and Justice to attend the re-opening of our Shoalhaven Homeless Hub. We would like to acknowledge the following community stakeholders who also attended the event:

- Nowra Police Area Commander
- Nowra Fire Brigade
- Unions Shoalhaven
- Woolworths Bomaderry

Local Aboriginal Elder, Uncle Sonny Simms, commenced the proceedings with a Welcome to Country and Joel from Gadhungal Marring performed the smoking ceremony at the event.



The South Coast Correctional Centre have been paying it forward and supporting our Shoalhaven Homeless Hub and Nowra Crisis Accommodation. Their recycling initiative donates funds to support those experiencing homelessness in the Shoalhaven, whilst also supporting inmates to gain educational and employment qualifications.

In June 2023 the correctional centre constructed and donated an outdoor wooden bench for our Shoalhaven Crisis Accommodation.



"SAHSSI case managers are responsive, approachable, and go above and beyond. They give clients the confidence to turn their lives around."



# People & Culture

## Supporting our people and improving workplace wellbeing

SAHSSI is focused on creating a positive workplace culture that aligns with our vision, purpose and values. With 43 staff across seven sites, we recognise that our people are our greatest asset and are committed to supporting workers and improving workplace wellbeing through training and wellbeing initiatives.

### ATTRACTING QUALITY STAFF

Total staff: 43 (permanent)  
Average length of service years: 5.97

### AGE RANGE OF STAFF

20-30	5
31-40	6
41-50	15
51-60	10
61+	7

97% of SAHSSI staff felt their work was meaningful.

2023 Staff Satisfaction Survey

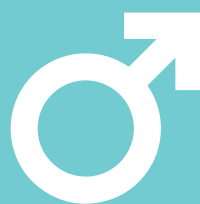
### SAHSSI DIVERSITY SNAPSHOT

Aboriginal staff 8%

CALD staff 19%

Staff with a disability 11%

LGBTQI staff 19%



0%

of staff identify as male

97%

of staff identify as female



3%

Non-binary

Staff gave SAHSSI a score of 4.4 out of 5 for cultural safety in the workplace.

2023 Staff Satisfaction Survey

Staff rated their overall happiness at SAHSSI 4.21/5.

**2023 Staff Satisfaction Survey**

85% of SAHSSI staff felt they received adequate training.

**2023 Staff Satisfaction Survey**

## ATTRACT, RECOGNISE, REWARD AND RETAIN QUALITY STAFF

Employee recognition is a cornerstone to effective management, and SAHSSI believes being recognised by one's peers is just as meaningful as recognition that comes from the top down. This year, in consultation with staff, a reward and recognition program was launched with this in mind. The 'Living the Values' recognition program provides staff the opportunity to nominate a colleague who has shown, by their actions, their commitment to SAHSSI's values of integrity, dignity, people centred, equality and authentic leadership. The program has been well received by staff and has allowed the opportunity to recognise others and celebrate our successes, both big and small.

SAHSSI is also committed to supporting its workforce health and wellbeing and recently undertook the NSW Governments' 'Get Healthy at Work' program to support and build a healthy workplace.



## DEVELOPING, TRAINING AND SUPPORTING OUR PEOPLE

SAHSSI has continued to invest in our staff and board of management for continuous improvement, to ensure we are providing high quality support and services to our clients. The following in-house training sessions were held this past year:

- Health Response to Domestic and Family Violence and Sexual Assault Service (DFV&SAS) by DFV&SAS Illawarra Shoalhaven Local Health District.
- Insight into Refugee Settlement and Culturally Responsive Service Delivery by Multicultural Communities Council of Illawarra (MMCI) and SCARF Refugee Support
- LBTQI+ training by ACON
- Personal Wellbeing Index and Strengths Based Case Management (SAHSSI In-House)
- 24 practice notes – video sessions with handouts on best practice work with children and young people
- Workshop for crisis case managers to roll-out SAHSSI's Practice Guidelines for Working with Children and Young People in Crisis Accommodation

## UNDERTAKE A HUMAN RESOURCE AUDIT

SAHSSI consulted with staff, management and the Board to develop a 2023 Workforce Action Plan and environmental scan for future strategic planning. The plan aligned SAHSSI with best practice in workplace relations and put forward improvement solutions that included strategies around in-house training, changes to flexible work policies, digital timesheets and team charters that embed SAHSSI values throughout the organisation for the benefit of our clients, staff and stakeholders.

# Leadership & Governance

## Governing and managing effectively

SAHSSI's Board and leadership teams support collaborative planning, strategic decision making and effective and transparent governance. In 2022-2023 we have continued to ensure our decision making effectively aligns with our core values of integrity, dignity, people centred, equality and authentic leadership.

### MAINTAIN STRONG CORPORATE GOVERNANCE AND ORGANISATIONAL MANAGEMENT

In March 2023, the Board of Management and Leadership team attended a Strategic Planning Session to review our Strategic Plan 2021 – 2024 and to monitor how we are performing and measuring against our outcomes. The session was facilitated by Jodi from Thrive Executive and the goal of reviewing SAHSSI's alignment with the strategic plan, key objectives and actions was achieved and SAHSSI is on target to achieving its strategic objectives.



### DELIVER CONTRACTED GROWTH AND DEVELOPMENT OPPORTUNITIES

In February 2023, the building construction for the Safe Places Emergency Accommodation Program (Safe Places) commenced. Located in the Illawarra and consisting of eight independent living units, this program will

provide temporary and crisis accommodation for women and children experiencing domestic and family violence.

SAHSSI has also partnered with Southern Cross Housing for their Safe Places program in the Shoalhaven district and will be providing case management support for clients accessing this accommodation in Ulladulla.



### AUSTRALIAN SERVICE EXCELLENCE STANDARDS (ASES) ACCREDITATION

From June 2024, all DCJ funded NSW homelessness providers are required to hold accreditation against the Australian Service Excellence Standards (ASES). SAHSSI has been preparing for this for some time now and in June, an external assessor visited our various sites to assess our organisations' processes, procedures and ASES evidence. Our ASES journey has been an opportunity for SAHSSI to reflect on our current practices, promote our achievements and develop capacity as we strive towards continuous improvement in service delivery. In total, SAHSSI was assessed against 99 certificate level standards. It is anticipated we will receive the outcome of our ASES accreditation in July 2023.





# Our Highlights

## HEAD OFFICE RELOCATION

After outgrowing our previous space, SAHSSI Head Office relocated to 25 Atchison Street Wollongong in December 2022.

Centrally located and accessible for all, our new office boasts collaborative open spaces along with client meeting rooms, a board room and a large sunlit kitchen with lunch space.



## COMMBANK STAFF FOUNDATION COMMUNITY GRANT

SAHSSI was awarded a \$10,000 grant from the CommBank Staff Foundation Community Grant which provides support to organisations nationwide working across all areas of the community.



## CHARITY WORKSHOP

In June, ten enthusiastic apprentices replaced the flooring throughout one of our crisis accommodation sites, as part of an apprentice charity workshop coordinated by the Floor Covering Institute of Australia (FCIA).



## CHARITY MEDITATION AND TAI CHI FUNDRAISER

In honour of International Women's Day, the Nan Tien Temple held a mass tai chi and meditation fundraiser in March. The event raised \$4000, with SAHSSI being the successful recipient. The event involved the following yoga studio supporters: Be You Yoga, Austinmer Beach House Yoga, Shellharbour City Yoga, Wellness Centre, Yoga for Everybody, Soul Spot Yoga and Kai Yoga.

## SAHSSI 30 WALK

SAHSSI 30 walk is a community-driven event that aims to make a positive change for women and children in the Shoalhaven. It is a unique fundraising walk along the beautiful Jervis Bay coastline, to raise funds for domestic violence survivors in the Shoalhaven and local women from our crisis accommodation sites. The SAHSSI 30 walk was held on 6 August and raised approximately \$16,455 for our Shoalhaven Crisis Accommodation.



# Our Clients' Journeys



## *Cynthia's fresh start*

Cynthia was eight months pregnant with her first child when she entered SAHSSI's crisis accommodation. Prior to this, she had been couch surfing with friends, after leaving an abusive relationship with the father of her baby. Cynthia had also been struggling with her physical and mental health for the past year, after the sudden death of a family member. Cynthia was relieved to have a safe place to stay, but anxious about managing a newborn in a crisis accommodation setting.

Cynthia's circumstances meant that she was a high priority on the DCJ Housing waitlist, and

she was fortunate to be offered a social housing property. SAHSSI supported Cynthia in setting up her home with donated furniture and white goods. Her case manager also arranged for financial assistance from the Salvation Army and applied for the Escaping Violence Payment program (EVP) to assist with \$1500 in cash and vouchers. Referrals were also made to provide Cynthia with mental health support.

Shortly after settling into her new home, Cynthia gave birth to a healthy baby girl. Both mother and daughter are now starting their new life together and looking forward to a positive future.



## Lee is safe and secure

Lee is a young woman who experienced extreme family abuse from her father throughout her childhood. At the age of seventeen, she commenced a relationship with an older man who was also violent towards her. This relationship lasted for eleven years, and she describes this period of her life as "just existing." She did not know any other way of life.

It was not until Lee had a child of her own that she became determined to break the cycle of violence, to provide her child with a better life. After leaving the relationship, Lee and her young daughter entered SAHSSI's crisis accommodation and eventually moved onto our transitional accommodation.

Lee had experienced extensive trauma because of the domestic and family violence she had endured as a child and adult, and this impacted her physical and psychological wellness. With the support of her case manager, Lee took advantage of support services that would promote her recovery. Lee attended a parenting course, regulating emotions course as well as various support groups focusing on mental health and domestic and family violence. Lee also began seeing a psychologist to support her journey of recovery.

Lee was approved and offered social housing and has recently moved into a 2-bedroom house. Lee has said for the first time in her life, she loves staying home because she feels safe, secure, and happy.



## Mavis's forever home

Mavis became homeless and presented to SAHSSI for support at 80 years of age. Prior to this, she had been renting privately and residing in the same property for ten years, until the landlord issued her with a no grounds eviction notice.

Mavis's marriage had broken down many years ago due to domestic violence and she had no family or friend support networks to assist her. Mavis was initially very reluctant to access support services for fear that she may lose her independence, which she valued highly. Fortunately, Mavis connected well with her SAHSSI case manager and slowly came to realise there were valuable support services available to assist her to maintain her independence.

Mavis's case manager supported her to be priority approved for social housing and in February 2023, Mavis was offered a DCJ property in an over 65 complex and is living independently. Mavis is engaging with services and recently was assessed by My Aged Care for further support, such as transport and domestic duties. Mavis has maintained her independence and is living safe and comfortable in her forever home.

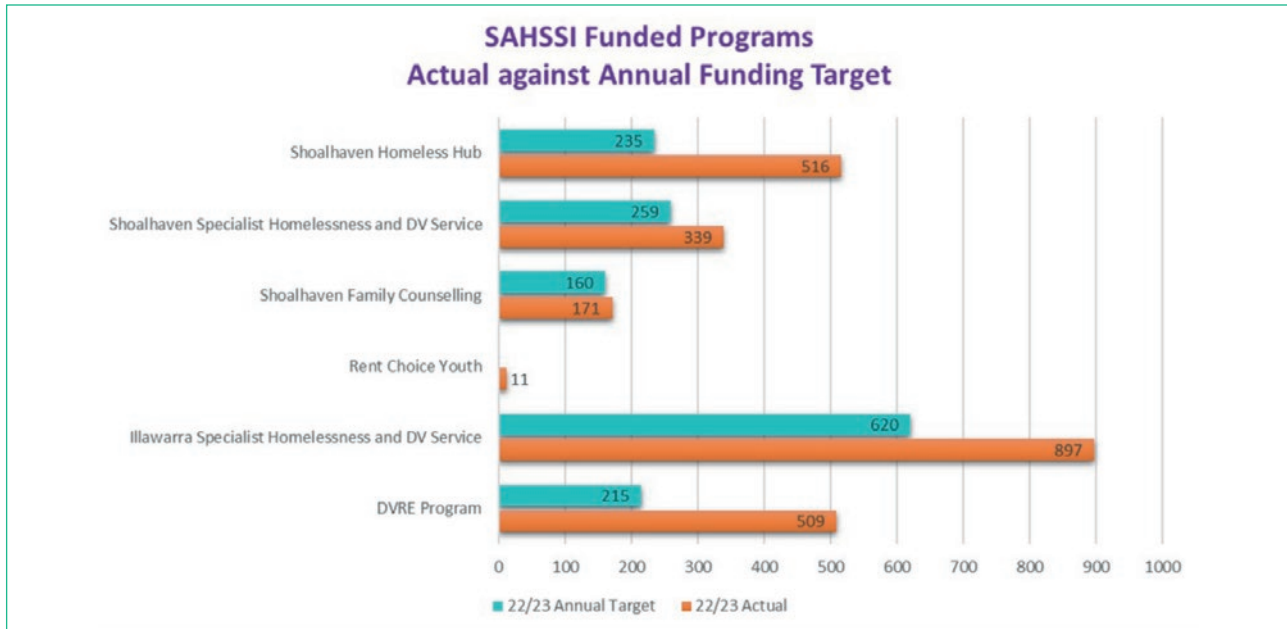
"Thank you for all your kindness support. It will be cherished."



# Our Statistics

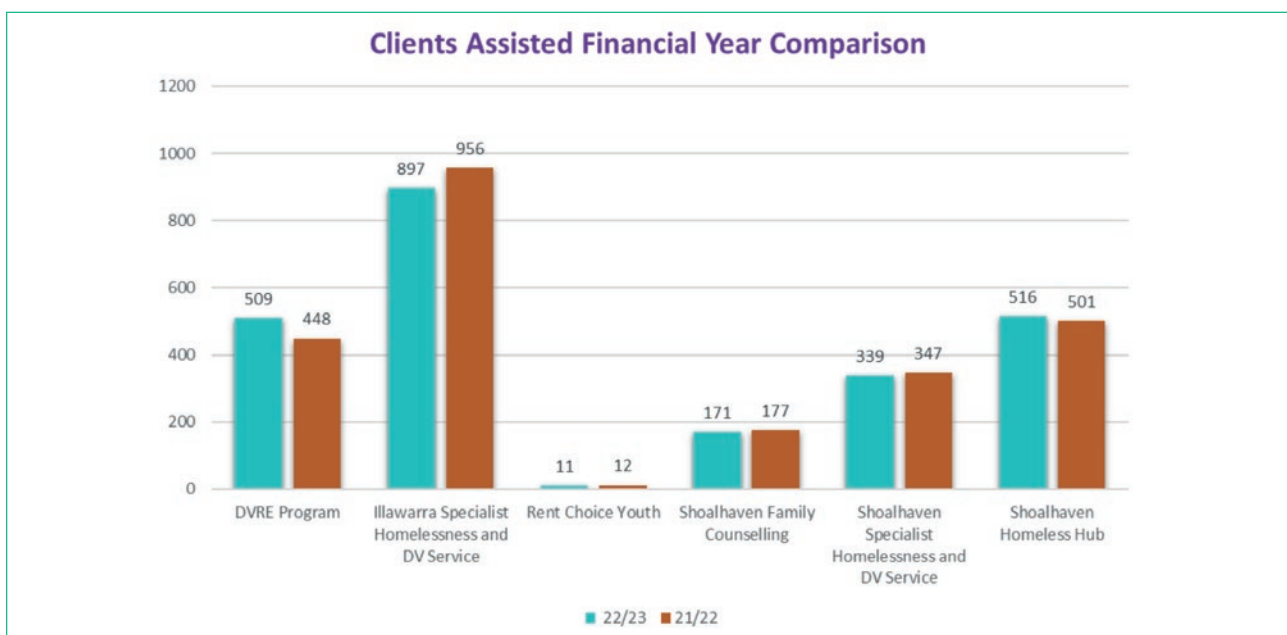
## HOW MUCH DID WE DO?

### SAHSSI funded programs – actual clients against funded targets



SAHSSI assisted 64% more people than we were funded to assist and was still unable to meet the demand.

### Financial year comparison



No change in the overall number of clients supported compared to last year.

1,308 people were unable to be assisted by SAHSSI in the last financial year due lack of funded case managers or vacancies in our crisis accommodation.

## HOW WELL DID WE DO IT?

### What difference did we make?

94%

of clients surveyed reported feeling safer after receiving support from SAHSSI

98%

of clients surveyed felt respected and understood by SAHSSI case managers

82.4%

of clients surveyed felt that SAHSSI had connected them to community & social supports

97%

of clients felt that they now knew where they could go for help in the future as a result of SAHSSI support

350

women and children were assisted outside business hours, on weekends and public holidays (up from 348 last year)

194

women and children provided with SAHSSI transitional accommodation (increase from 176 last year)

549

women and children provided with safe crisis accommodation

As at 30 June 2023, SAHSSI had 167 women waiting for our assistance. The average waiting time is 30-60 days.

## IS ANYONE BETTER OFF?

### How did SAHSSI help?

16,880

number of bed nights of crisis accommodation (compared to 13,001 last financial year)

37,139

number of bed nights of transitional accommodation (compared to 34,336 last financial year)

7,264

number of bed nights of temporary accommodation compared to 7,202 last financial year

1,438

received transport, a shower, meal or laundry facilities (compared to 1,562 last year)

### Demographic of clients assisted in 22/23

Aboriginal or Torres Strait Islander 26.5%

CALD 3.6%

Disability Support Pension or Disability Identified 20.7%

Mental Health 53%

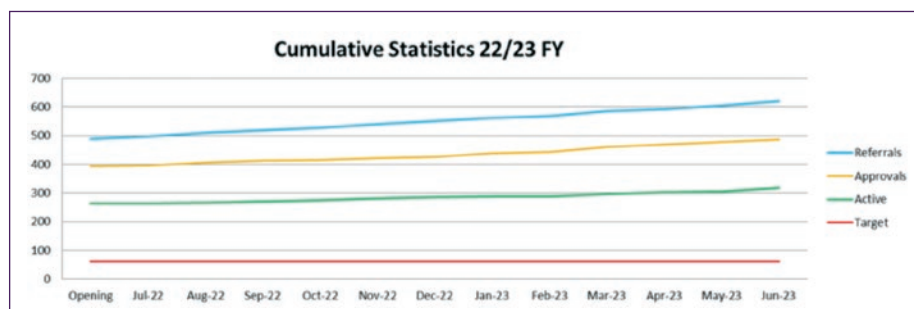
# Our Statistics

## RENT CHOICE START SAFELY (PILOT)

"SAHSSI and you have made a beautiful difference to my life, and I cannot thank you all enough. To see how far I have come from where I was is amazing."

In 2022 / 2023, 131 clients were referred for assistance through the joint program between Rent Choice Start Safely and SAHSSI. At the end of the period, a total of 102 clients were active in the program, who were safely housed and in receipt of rental subsidies, against our minimum target of 60 active clients.

## CUMULATIVE STATISTICS 22/23 FY



[View Information on Rent Choice Start Safely \(PILOT\)](#)




## RENT CHOICE YOUTH PROGRAM (RCY)

In 2022-2023, SAHSSI supported young people, 16-24 years old that were homeless to enter the RCY program with the following outcomes:

- 23 clients renting privately.
- 8 clients are in education and training.
- 19 clients are employed.
- 7 clients were supported to submit a RCY referral to DCJ Housing that were approved during this period.
- 14 clients are currently on RCY program and maintaining their private rental properties at the end of the 2022/2023 period.





*"I couldn't have done it  
without your support over  
the last years, it really has  
made such a difference to  
my life and to my sons."*

**Rent Choice Youth Program client**

# Our Supporters and Funding Grants

**We would like to say thank you to all the organisations and community members who have supported us throughout 2022-2023. Thank you also to all our community members who have supported SAHSSI with Christmas donations in addition to this, we would like to thank the following for their continued support:**

- Awaken Church
- BaiMed Physiotherapy
- Bakehouse Delights
- Bakehouse Espresso Group
- Berry Lions Club
- Bunnings
- Broughton Creek Builders
- Care Essentials
- Collegians RLFC
- Country Women's Association (Jervis Bay)
- Culburra Bowling Club
- Culburra Beach, Callala & Currarong Anglican Church
- Department of Corrections (Inmate Program)
- Ellie Maye Belly Dance
- Good Times Only
- Helensburgh Lions Club
- HMAS Albatross
- Holy Pavlova
- Huskisson Sports Club
- Horizon Bank
- IMAN Foundation
- 2ST
- Legal Aid NSW
- Live Fit Nutrition
- La Mason Quilting
- LJ Hooker Sanctuary Point & Vincentia
- Macdoch Australia
- Nan Tien Temple
- Need a Feed
- Nowra Bowling Club
- Oak Flats Bowling Club
- Hon. Paul Scully, MP
- Power 94.9 FM
- Ray White Culburra & Callala
- Red Berries Quilting Group
- Raine and Horne Helensburgh
- Rotary Club of West Wollongong
- Hon. Ryan Park, MP
- SAHSSI 30
- Service NSW
- Share the Dignity
- Shoalhaven City Council
- Shoalhaven Family Law
- South Coast Correctional Facility
- Storage King, Wollongong
- Unions Shoalhaven
- The Body Shop at Home
- The Facialist Wollongong
- Two Good Co
- The Nappy Collective
- The Shed Pole & Fitness
- Unanderra Hotel
- View Club, St Georges Basin
- Wests Illawarra
- Woonona Order of the Eastern Star
- Woolworths – Nowra
- Zonta Berry





Hon. Ryan Park MP

## DONATIONS

As a registered charity, 100% of all donations received are directed to our clients. Thank you to the community members and businesses who have donated and supported SAHSSI over the past financial year. Thank you to the following Members of Parliament (MP) for their annual community donation drives.

### Hon. Ryan Park, MP Annual Christmas Toy Drive

We keep thinking the last toy drive will be the biggest, however, the community keeps increasing the donations each year. Thank you to Hon. Ryan Park MP, his team, and all the businesses and community members who generously donated to the toy drive in 2022. We would also like to thank Bungalow OOSH who donated their time and minibus to transport the donations to SAHSSI.

### Hon. Paul Scully, MP Annual Book Drive

The aim of the book drive is to keep our children reading and the books are donated to our clients and made available in our crisis accommodation and refuges. Thank you to Hon. Paul Scully MP and the community members who donated to the book drive.

### Bakehouse Expresso Group Nowra

Four days per week the Bakehouse Expresso Group Nowra provide fresh hot pies, pastries and cakes for our Shoalhaven Homeless Hub clients. Thank you for your ongoing donation support.



Hon. Paul Scully MP

## BEQUEST

We wish to acknowledge the bequest donation by the late Sally Gjedsted from the Shoalhaven district. Sally was a long-term Shoalhaven resident who contributed to her local community. As a former Councillor on Shoalhaven City Council and through her commitment and action on environmental and social issues. Sally was deeply passionate about issues, concerning vulnerable women and homelessness.

This bequest has permitted our Shoalhaven Homeless Hub to employ a temporary receptionist for a 12-month period. This has provided an employment opportunity for a local woman and has also provided much needed assistance to the Hub which supports our clients who are homeless.



## OUR FUNDING GRANTS

### West's Illawarra Club Grants

Thank you to Western Suburbs Leagues Club Illawarra for the ClubsGrant of \$12,760 to repaint the inside our Domestic and Family Violence Illawarra Crisis Accommodation site.



### Stronger Communities Grant Program – Alison Byrne MP

SAHSSI received \$8000 to purchase iPads for our Case Managers to use for intake with clients. The technology ensures our case managers can provide a paperless intake process with our clients.

## OUR PHILANTHROPIC SUPPORT

Thank you to the following businesses that have provided philanthropic support to SAHSSI in 2022-2023.



LATITUDE SOUTH COAST  
BOUTIQUE HOLIDAY RENTALS

[www.latitudesouthcoast.com.au](http://www.latitudesouthcoast.com.au)



[www.cruise-croatia.com.au/social-impact](http://www.cruise-croatia.com.au/social-impact)



"Thank you for everything. You will stay forever in my heart"

# Finance and Risk Committee Report



It gives me great pleasure to introduce the financial statements of the SAHSSI for the 2022-23 financial year. The organisation has recorded a surplus of \$826,807 for financial year ended 30th June 2023.

As a result, the organisation has maintained its strong financial position during the year, with the net asset position witnessing a corresponding improvement over the same period, up 17% from \$4,842,807 to \$5,669,614.

Collating, verifying and facilitating this positive result has been achieved in no small part thanks the dedication and diligence of the organisation's Management Accountant Nadine Haines.

The timely contributions of all board members must also be acknowledged. The board's understanding of financial matters has been enhanced by the ongoing work of the finance and risk committee, and I would like to acknowledge the insightful guidance of Peter Rostirolla in this space, as well as the tireless efforts of the organisation's Business Development Manager Gillian Vickers.

A surplus in the 2023 year, means that the organisation preserves its strong financial position and maintains a capacity to make the most of new and appropriate funding opportunities, as and when they arise.

One such opportunity, already in hand, will be the construction of a dedicated accommodation facility for up to eight clients of the service and their families on the company's land in the Illawarra.

However, simply acknowledging the relative strength of the organisation's financial position and performance during the year does not tell the whole story, for 2022-23 was in fact a year of great change.

During the year the organisation bade farewell to its long time CEO, Kathy Colyer. I will take this opportunity to acknowledge the outstanding financial management and stewardship demonstrated by Kathy over the last ten years.

Looking forward and taking into account the urgent need of our clients to secure sustainable accommodation, the organisation's main investment focus remains housing.

This means that 2023-24 promises to be like the three years beforehand another year of significant financial decision making, as the organisation navigates a complex and at times uncertain funding environment in this area.

Despite any such challenges, the financial strength of the organisation means that SAHSSI stands resilient; with the capacity to plan beyond the current funding cycle, whilst continuing to deliver services to the community every day.

**Robert Karnups**

**Chair, Finance and Risk Committee**

# 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 2023

	2023 \$	2022 \$
<b>INCOME</b>		
Unexpended grants carried forward	608,809	1,618,600
Grants – SHS – community services	6,264,853	5,650,293
Donations	257,640	210,094
Profit on sale of assets	52,809	32,212
Memberships fees	9	35
Interest received	88,247	7,781
Rent received	392,683	371,513
Sundry income	66,205	11,745
Water usage	7,348	7,177
Board and lodgings	171,324	152,527
Management fees	526,463	529,741
Motor vehicle levy	62,100	36,000
Temporary accommodation	242,725	242,725
<b>TOTAL INCOME</b>	<b>8,741,215</b>	<b>8,870,443</b>

	2023 \$	2022 \$
<b>EXPENDITURE</b>		
Administration	1,919	6,102
Accounting and audit fees	13,198	14,200
Bank fees and charges	225	188
Brokerage costs	71,694	73,689
Building costs-Foley	60,102	-
Centrepay fees	1,727	1,786
Computer software/maintenance	50,065	44,577
Consultancy fees	8,151	796
Depreciation	4,034	2,841
Headlease rent	33,678	30,924
Insurance	96,369	69,187
Client support costs	65,128	58,939
Light and power	39,989	33,227
Maintenance provision	97,424	126,737
Management fees	526,463	530,741
Meetings expenses	3,900	3,125
Minor equipment	17,818	27,728
Motor vehicle expenses	147,673	125,487



**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 2023**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
<b>EXPENDITURE</b>		
Motor vehicle levy	62,100	36,000
Printing, postage and stationery	129,865	124,665
Minor household replacements	52,423	30,716
Rates	66,909	63,300
Rent	55,512	31,603
Rent – head office	149,243	132,364
Rent – storage	3,927	6,564
Advertising	1,340	2,409
Planned maintenance	18,668	13,827
Repairs and maintenance	132,489	195,011
Resident expenses	20,181	13,053
Salaries and wages and on costs	4,022,327	3,384,596
Security	17,293	11,953
Subscriptions	6,033	5,794
Superannuation	372,590	309,592
Supervision	3,662	920
Telephone	64,833	65,649
<b>TOTAL EXPENDITURE</b>	<b>6,418,952</b>	<b>5,578,290</b>
<b>EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE</b>	<b>2,322,263</b>	<b>3,292,153</b>
<b>Less: UNSPENT GRANT CARRIED FORWARD</b>	<b>1,495,456</b>	<b>2,531,659</b>
<b>EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE</b>	<b>826,807</b>	<b>760,494</b>

# 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 2023

ASSETS	Notes	2023	2022
CURRENT ASSETS		\$	\$
Cash and cash equivalents	4	7,069,578	6,511,695
Trade and other receivables	5	25,450	22,176
Other	6	78,601	19,350
<b>TOTAL CURRENT ASSETS</b>		<b>7,173,629</b>	<b>6,553,221</b>
<b>NON-CURRENT ASSETS</b>			
Property Plant & Equipment	7	2,661,371	1,930,737
<b>TOTAL NON CURRENT ASSETS</b>		<b>2,661,371</b>	<b>1,930,737</b>
<b>TOTAL ASSETS</b>		<b>9,835,000</b>	<b>8,483,958</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	302,093	327,029
Unexpended grants carried forward	9	1,495,456	925,154
Grants in advance		120,000	240,000
Provisions	10	1,931,112	1,855,105
<b>TOTAL CURRENT LIABILITIES</b>		<b>3,848,661</b>	<b>3,347,288</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	316,725	293,863
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>316,725</b>	<b>293,863</b>
<b>TOTAL LIABILITIES</b>		<b>4,165,386</b>	<b>3,641,151</b>
<b>NET ASSETS</b>		<b>5,669,614</b>	<b>4,842,807</b>
<b>EQUITY</b>			
Retained Earnings		5,669,614	4,842,807
<b>TOTAL EQUITY</b>		<b>5,669,614</b>	<b>4,842,807</b>

# Supporting SAHSSI



## HOW YOU CAN HELP:

### Donations and Bequests

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

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

- 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

### 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.

### Philanthropy

By partnering with SAHSSI, you can have a powerful impact on the lives of communities facing homelessness and/or experiencing domestic and family violence.

SAHSSI relies on community support to continue to provide specialised services to our vulnerable community members.

Philanthropic support will help our clients receive assistance and care into the future.





[www.sahssi.org.au](http://www.sahssi.org.au)

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