

ANNUAL REPORT

2016-17



SAHSSI

SUPPORTED ACCOMMODATION & HOMELESSNESS
SERVICES SHOALHAVEN ILLAWARRA

Provide leadership to break the cycle of domestic and family violence and homelessness and drive change through person centred services, collaborative partnerships and community engagement.



“Always there to listen and help when having a bad or good day and has helped me stay focussed and positive, which has helped me a lot with situations out of my control”.

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ABOUT SAHSSI

Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI)

SAHSSI is a not for profit Specialist Homelessness Service covering the Illawarra / Shoalhaven District.

SAHSSI builds on **70 years' experience** supporting vulnerable women and families.

We provide support and referrals to clients and specialise in the following areas:

- Homelessness
- Domestic and Family Violence
- Women's Services
- Corrective Services
- Mental Health – Partners in Recovery
- Domestic Violence Response Enhancement (DVRE)

SAHSSI has three crisis accommodation support services in the Illawarra and Shoalhaven that provide intensive case management support to women with or without children who are homeless or at risk of homelessness and in a crisis situation such as escaping domestic violence.

SAHSSI also manages 31 transitional properties in the Illawarra and has access to 3 bedsit transitional units in the Shoalhaven. The outreach support team provide case management support to these clients.



SAHSSI – Services the Illawarra / Shoalhaven District of NSW

SAHSSI HEAD OFFICE

Central administration, Housing Resource Centre and outreach service.



SUPPORT WE PROVIDE

Low needs service for people that require information and referral to another service that suits their needs, information regarding homelessness and domestic/family violence, and assistance with forms, advocacy etc.

Early intervention / prevention – Saving tenancies at risk, and supporting women experiencing domestic violence to remain safely in their home (Outreach Illawarra / Shoalhaven)

Rapid Rehousing – Assessment is made for suitability. With assistance, can secure and maintain a property with low level needs (Outreach Illawarra / Shoalhaven)

Crisis Accommodation
(Illawarra and Shoalhaven)

Transitional Accommodation – Medium term leased property with support (Outreach Illawarra only)

Clients with complex needs – Clients who have multiple identified issues such as alcohol and drug, mental health, physical health, disability etc. with no requirement for crisis or transitional accommodation (Outreach Illawarra / Shoalhaven)

Domestic Violence Response Enhancement Funding

– **DVRE** – (Illawarra and Shoalhaven) 24/7 emergency accommodation and specialist support services to women and children who are fleeing domestic and family abuse

Partners in Recovery – Aims to better support people living with severe and persistent mental illness by providing a more coordinated response to their mental health needs and support that will assist them in their recovery

Corrective Services – Support for female partners of domestic violence perpetrators (who are attending CSNSW perpetrator programs).

CHAIRPERSON'S REPORT

Over the past 12 months SAHSSI has continued to expand, develop, strengthen, consolidate and enrich our core services.

We have been able to promote social justice and provided a voice for our service users by forming new partnerships, maintaining our existing ones, and attending conferences, forums and functions.

This has been an exciting year for SAHSSI as we purchased our first property; a 7 bedroom house. This property will be used for Temporary Accommodation (TA) for single women and women with children escaping domestic/family violence.

We now employ 35 staff so it's not possible to mention you all individually, however, I would like to congratulate the entire team for your unending passion, commitment and dedication to being responsive to the needs of our service user, often under difficult and challenging circumstances. While the past 12 months have been more demanding than ever we must also remember to celebrate the many achievements.

The Management Team consisting of Kathy Colyer CEO, Julie Sudiro General Manager, Lesley Labka Manager Shoalhaven Services and Jacqui Brooker Team Leader Outreach Services, have provided a safe and healthy workplace /environment and have excelled in the smooth running of SAHSSI. They have maintained and actually improved our high profile in both the Illawarra and the Shoalhaven areas. The Committee appreciate your flexibility, tireless dedication and support of Committee, staff and service users.

I am very privileged to work with an incredible group of women who are SAHSSI's extremely knowledgeable and multi skilled Management Committee. Thank you for your time, commitment, energy, tenacity and insight. You each bring a variety of skills and expertise which has assisted in SAHSSI being the well-respected service it is today. We can be extremely proud of the work carried out by SAHSSI on a daily basis.

I would also like to take this opportunity to express my gratitude to our funders for giving us

the means to provide very necessary services and programs to our local communities:

- FACS Community Services – Illawarra and Shoalhaven Domestic Violence and Homelessness Services
- FACS Community Services – Domestic Violence Response Enhancement (DVRE) Shoalhaven/Illawarra – Fixed Term Funding
- Grand Pacific Health – Illawarra/Shoalhaven Partners in Recovery
- Corrective Services – Partner Support Program Illawarra/Shoalhaven

Our service users are courageous survivors, strong and resilient women who deserve, as we all do, the right to live lives free of fear and violence.

Looking to the future our priority will be to continue to serve our communities and to watch and respond to their needs as they evolve.

Thank you

KERRIE RUTHERFORD



MANAGEMENT COMMITTEE

SAHSSI operates under a Management Committee. The Committee is made up of various community members from a diverse range of private and community sector representatives within the Shoalhaven/Illawarra District. **The Committee Members are as follows:**



Kerrie Rutherford

Chairperson
Southern Youth and Family
Services



Jenniffer Goodall

Treasurer
DRB Group



Sandra Luschwitz

Member
Unanderra Community Centre



Nina Clifford

Deputy – Chairperson
All Residential Real Estate



Diana Petlikovski

Secretary
Southern Youth & Family
Services - SYFS



Sally Stevenson

Member
Illawarra Women's Health Centre



Deborah Kelly

Member
GPT Group



Lorri Field

Member
Kells Solicitors



Helen Backhouse

Member
Flourish Wollongong

We appreciate and thank the committee for their ongoing commitment and for sharing their skills, knowledge and experience with the organisation.

CEO'S REPORT

Firstly I would like to acknowledge SAHSSI staff and management committee for their drive, passion and client centred approach in making us the organisation that we are today.

Throughout the year SAHSSI provided the following services:

- Illawarra Women's Homelessness & DFV Support Service
- Shoalhaven Women's Homelessness & DFV Support Service
- Domestic Violence Response Enhancement – DVRE Program
- Partners in Recovery Program – PIR
- Corrective Services – Partner Support Program

Once again, staff have worked tirelessly throughout the year and even though caseloads have been high, we have exceeded our targets in both the Illawarra and Shoalhaven Women's Homelessness & DVF funded services. Under these programs SAHSSI provides the following:

- Crisis/ transitional accommodation
- Early intervention
- Rapid rehousing
- Support for high complex clients

Our Domestic Violence Response Enhancement (DVRE) services in Shoalhaven/Illawarra have also been extremely busy. The additional services provided under this fixed term enhancement funding provides a 24/7 Domestic Violence Crisis Service as follows:

- **In the Illawarra SAHSSI** has a Temporary Accommodation Agreement which is a partnership with Family and Community Services (FACS Housing) to provide temporary accommodation (TA) for single women and women with children escaping domestic/ family violence. SAHSSI has purchased its first property; a 7 bedroom house which will be used for this program

- **In the Shoalhaven SAHSSI** has formed a partnership with Southern Cross Housing where they provide the Temporary Accommodation (TA) facility for SAHSSI to operate the 24/7 Domestic Violence Crisis Service.

In addition to the temporary accommodation (TA) provided under this program SAHSSI also provides 24/7 support for women who require assistance in safety planning and support where a perpetrator is removed from the home and the woman wishes to remain. Staff can also provide emergency food vouchers and toiletries at selected safe locations across the district.

This service has been extremely busy and in this financial year our targets were exceeded by 88%.

It was with regret that SAHSSI decided not to continue with Our Partners in Recovery funding (PIR) due to this program transitioning to the NDIS. SAHSSI worked closely with Grand Pacific Health to ensure that SAHSSI support facilitators were transferred to the remaining host agencies as agreed by the Consortium.

The host agencies that employed our staff (with the exception of Dhaku Jara who decided to resign) were Neami, Flourish and One Door. We wish the staff, Leanne, Bridget and Sharie, all the best in their new organisations. Even though we are not providing this service, I have been asked to remain on the ISPIR Consortium which I have accepted.

I would like to take this opportunity to thank SAHSSI staff and managers for their professionalism, passion, commitment and collaboration when working with other services both government and non-government to achieve the best outcomes for our clients/ consumers.

SAHSSI Action Plan completed: 2015 to 2017
SAHSSI has completed the above plan in the focus areas of:

- Service delivery
- Organisational capacity
- Promotion and marketing
- Assets and maintenance.

We are currently working on our Strategic Plan for the next three years 2017-2020. This strategic plan has also sought input from the following stakeholders:

- SAHSSI Management Committee
- SAHSSI staff
- SAHSSI clients
- Strategic partners
- Funders.

National Housing Registration compliance

SAHSSI went through the National Registration Compliance process and it was determined that SAHSSI was compliant with the National Law and Regulatory Code and we were compliant in all codes.

Housing applications online soft launch

SAHSSI was approached by FACS Housing to participate in the soft launch to offer clients the ability to apply for housing assistance on-line. SAHSSI was one of two service providers in the area for FACS to work closely with for the soft launch. Staff representatives from both services were provided with training to get them ready for the trial which commenced on the 26th September 2016.

Quality Assurance for Specialist Homelessness Services (QAS)

SAHSSI participated in the trial for the quality assessment process. The purpose of the QAS is to ensure services meet the NSW SHS Standards. The key components of the QAS are:

- SHS standards
- SHS client charter
- SHS complaints and feedback system
- SHS standards self-assessment workbook.

Community Partners

Once again I would like to thank our community partners in the Illawarra and Shoalhaven:

- Family and Community Services – Housing Services
- Family and Community Services – Community Services
- Grand Pacific Health – Partners in Recovery
- Corrective Services – Illawarra & Shoalhaven
- Centrelink
- Illawarra Women's Health and Waminda
- YWCA and Wollongong Women's Information Service
- Southern Cross Housing & The Housing Trust



- Anglicare, St Vincent De Paul and Mission Australia
- Southern Youth & Family Services – SYFS
- Aboriginal Corporation – GHSH and Caresouth – GHSH
- Homelessness Hubs Illawarra and Shoalhaven
- DVNSW
- The GPT Group
- HMAS Albatross
- Ryan Park MP
- Zonta, Berry

I would like to thank the Management Team Julie Sudiro – General Manager, Lesley Labka – Manager Shoalhaven Services and Jacqui Brooker – Team Leader Outreach for the innovation and leadership skills they bring to the organisation.

I would also like to thank our skilled management committee who come from the private and not for profit sector:

- Kerrie Rutherford – Chairperson – Retired
- Jenniffer Goodall – Treasurer – DRB Group
- Diana Petlovovski – Secretary – Southern Youth & Family Services – SYFS
- Deborah Kelly – Member – Wollongong Central
- Sandra Luschwitz – Member – Unanderra Community Centre
- Lorri Field – Member – PDC Lawyers
- Sally Stevenson – Member – Illawarra Women's Health Centre
- Helen Backhouse – Member – Flourish
- Nina Clifford – Member – All Residential Real Estate

KATHY COLYER

20TH ANNIVERSARY

Mellanie Smede

In March this year Mellanie Smede celebrated 20 years of employment with our organisation. Initially a crisis case manager at our Keiraville Refuge, Mellanie was also an integral part of our HAP Program before becoming an outreach case manager at our head office. Mellanie's professional expertise and versatility are greatly valued by SAHSSI and she is often called upon to relieve in tenancy management and intake coordination, whilst also taking carriage of projects such as our Partner Perpetrator Program.

SAHSSI would like to congratulate Mellanie on her loyal service to SAHSSI and her unwavering commitment to women's rights, domestic violence and the ongoing issue of homelessness.

Mellanie's years of experience and community awareness brings a depth of knowledge and insight that is hard to match.



10TH ANNIVERSARY

Kathy Colyer

In March 2016, Kathy Colyer (CEO) celebrates ten years with SAHSSI. Kathy started at what was the Wollongong Women's Refuge on 20th March 2006 as a case manager, however it wasn't long before she was promoted to manager and then took the organisation from strength to strength.

In 2014 she steered the organisation through a merger with Warilla Women's Refuge and positioned SAHSSI to successfully navigate through, and flourish following, the Going Home Staying Home state reforms. Kathy has grown the organisation from a small staff of 9 up to the organisation it is today, employing 35 women. Together with a growth in employment, Kathy has grown the organisation financially from \$519,005 in consolidated income 2006 to an incredible \$5 million in the last financial period. Moreover, and most importantly, this growth has allowed SAHSSI to be available to more women. In 2006, the organisation supported 96 women; this last financial year the organisation supported 1,046 women and children across the District.

This year SAHSSI would like to celebrate Kathy's achievements and acknowledge her tireless efforts, savvy financial management and outcomes-focused approach that underpins the amazing reputation SAHSSI enjoys today.



STAFF

ILLAWARRA TEAM HEAD OFFICE:

- CEO – Kathy Colyer
- Team Leader – Jacqueline Brooker
- Bookkeeper – Nadine Haines
- Receptionist – Michelle Dyer
- Tenancy Manager – Kylie Elliott
- Personal Assistant – Raffaella Graziani
- Intake & Assessment Coordinator – Jane Anderson
- Case Manager Outreach – Anita Owen
- Case Manager Outreach – Diana Oliverio
- Case Manager Outreach – Vicki Hawkins
- Case Manager Outreach – Joanne Baldwin
- Case Manager Outreach – Mellanie Smede

DOMESTIC VIOLENCE RESPONSE ENHANCEMENT (DVRE):

- DVRE Case Manager – Debbie Cox
- DVRE Case Manager – Karah Anderson
- DVRE Case Manager – Kath Morris
- DVRE Case Manager – Leanne Hogan
- DVRE Case Manager – Lisa Vacamena
- DVRE Case Manager – Vanessa Criado

PARTNERS IN RECOVERY:

- Support Facilitator PIR – Amanda Dekker
- Support Facilitator PIR – Belinda Simpson
- Support Facilitator PIR – Bridget Dougherty
- Support Facilitator PIR – Dhaku Jara
- Support Facilitator PIR – Kerry Walker
- Support Facilitator PIR – Leanne Hogan
- Support Facilitator PIR – Sharie Schutz

ILLAWARRA TEAM CRISIS ACCOMMODATION:

- General Manager – Julie Sudiro
- Case Manager Crisis Accommodation – Donna Higgins
- Case Manager Crisis Accommodation – Jasmine Campbell
- Case Manager Crisis Accommodation – Larissa Palamara
- Case Manager Crisis Accommodation – Mely Gallina
- Case Manager Crisis Accommodation – Sharon LeCerf

SHOALHAVEN TEAM:

- Manager – Lesley Labka
- Case Manager Crisis Accommodation – Evie Rankmore
- Case Manager Crisis Accommodation – Ricki Zsovar
- Case Manager Outreach – Alison Pembrey
- Case Manager Outreach – Becky Garrett
- Case Manager Outreach – Therese Gehlhaar
- Case Manager DVRE – Candice Lovell
- Case Manager DVRE – Kate McKenna
- Case Manager DVRE – Lisa Cawthorne
- Case Manager DVRE – Marie Engelbrecht

CASUAL STAFF

- Sammantha Angeloska
- Sharie Schutz
- Kathleen Morris
- Melanie Fleet
- Virginia Wade
- Amanda Hadenham



FUNDING

Supported Accommodation & Homelessness Services Shoalhaven/Illawarra – SAHSSI receives funding as outlined below:

Our core funding is received annually from Family and Community Services (FaCS) Department of Community Services under the Going Home Staying Home (GHSH) Specialist Homelessness Service (SHS) to provide Crisis and Transitional Accommodation, Early Intervention, Rapid Rehousing and High Complex needs case management support to women with or without children who are homeless or at risk of becoming homeless. The services we provide under the GHSH funding covers the Illawarra/ Shoalhaven District.

Grand Pacific Health as lead agency for Illawarra/ Shoalhaven Partners in Recovery (ISPIR). The Partners in Recovery (PIR) program aims to support people with severe and persistent mental health and complex needs, and their carers and families.

Corrective Services under the Funded Partnership Initiative – Partner Support. Partner Support (PS) is a service provided under the Victims Support stream of the Funded Partnership Initiative. The funding is provided to ensure that the female partners of domestic violence perpetrators (who are attending CSNSW Domestic Abuse Program DAP) can receive support if desired.

Family and Community Services (FaCS) Department of Community Services – Domestic Violence Response Enhancement Funding (DVRE) to provide a 24/7 emergency accommodation and specialist support service to women and children who are fleeing domestic and family abuse



PHILOSOPHY AND PRINCIPLES

SAHSSI is governed by the following principles which underpin, and are incorporated across all areas of our strategic plan:

- A commitment to client focussed outcomes
- A commitment to the value of strategic partnerships
- A commitment to innovation

In all our work SAHSSI strives for excellence and is committed to working with partners and other stakeholders to develop the best and most appropriate outcomes for clients. Where there is a service gap SAHSSI will work to close it, and will apply all its available resources to identify effective and innovative ways to meet the need.

Our Vision

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

Our Mission

Provide leadership to break the cycle of domestic/family violence and homelessness and drive change through person centred services, collaborative partnerships and community engagement.

Our Values

Respect – includes honouring and valuing all people, acknowledging differences and upholding dignity at all times. Respect for and acknowledgement of the traditional owners of the land.

Integrity – includes honesty, 'what you see is what you get', truthfulness and trustworthiness and a whole (not divided) organisation.

Social Justice – includes seeking a safe and just society for all people.

Resilience – includes SAHSSI's ability to respond quickly and effectively to challenging or adverse circumstances.

Aims of the Service

SAHSSI is a non-profit organisation that provides homelessness services, primarily to women and their dependent children, across the Illawarra/ Shoalhaven District.

In all locations SAHSSI provides a combination of 24/7 temporary accommodation and support, support to women whose partners attend the perpetrator program, supported accommodation (crisis or transitional) and/or outreach to women – either single or with dependent children – who experience homelessness or are at risk of becoming homeless. SAHSSI provides the following four core responses under the Going Home Staying Home (GHSH) reforms:

- Crisis/Transitional Housing
- Early Intervention
- Rapid Rehousing
- High Complex Clients

SAHSSI staff are able to provide a flexible range of client-centred services and to assist clients to meet their needs regardless of their support requirements (high, medium, low and complex).

SAHSSI also provides support facilitation to people with complex mental health issues. This program is not gender specific.



WORK PLACEMENT AND VOLUNTEERS

SAHSSI supports work placement for students at any time of the year. Work placement is a planned opportunity for students to gain valuable skills, knowledge and employability skills in their chosen industry.

We thank the workplace students from TAFE, CSU the UOW, and to those who offer to volunteer their time throughout the year.



GRANTS

Australia Post – Our Neighbourhood Grant

In November SAHSSI was successful in our application for the **Australia Post Our Neighbourhood Community Grant**, an ongoing commitment from Australia Post that supports communities.

“Our kids are back to school: overcoming isolation with education”

The grant helped assist children fleeing domestic violence to go back to school, ensuring they have the support and resources they need and don't feel isolated or different from their peers. We received \$8,360.00.

The presentation for the winners was held on the 3rd November at the Wollongong Mall Post Office. As part of the Grant, we also received \$500 worth of stamps.



My 14mth old daughter + I would like to thank you for your donation. At a time when we had nothing but the clothes on our backs this helped us immensely. Thank you for your selfless gift.

STATE DEBT RECOVERY

Work and Development Orders

SAHSSI is a registered agent for the Work and Development Orders (WDO) which supports our clients who have fines to pay.

This can be done through case management, attending an educational, vocational and life skills course, financial and other counselling, drug or alcohol treatment, medical or mental health treatment and unpaid work.

The WDO program has proven to be successful with our clients.

A WDO can include one or more of the following activities:

- medical or mental health treatment in accordance with a health practitioner's treatment plan
- unpaid work for, or on behalf of, an approved organisation
- educational, vocational or life skills course
- financial or other counselling
- drug or alcohol treatment.

Work Development Order case study

Pippa and her two children were referred to SAHSSI due to homelessness caused by domestic violence. On intake Pippa informed SAHSSI that she had outstanding fines she had incurred while experiencing a mental health episode. Her case manager explained the benefits and process of the Work Development Order and how this can assist her with her goals. Pippa also learnt how to address the issues that contributed to her situation when the fines were incurred, in an effort to prevent her from incurring more fines.

Pippa engaged very well with her case management and moved from crisis accommodation (refuge) into a SAHSSI transitional property.

Pippa successfully completed a WDO, working off \$485 in outstanding fines. A certificate was issued by the SDRO to acknowledge Pippa's efforts.

The case management activities that Pippa engaged in were:

- applying for rentals
- housing interviews
- parenting support
- medical appointments
- appointments to address past tenancy issues
- financial counselling.

ILLAWARRA WOMEN'S HOMELESSNESS AND DV SUPPORT SERVICE



Illawarra crisis accommodation

It's always a pleasure to report a successful year of outcomes, especially with the challenges that present on a daily basis.

When a referral is received for crisis accommodation in the Illawarra, if there are no rooms available, the crisis team commence outreach case management support, which helps women to look for housing and to remain safe while they wait for a vacancy. On occasion, housing is secured without ever having to enter crisis accommodation, which is a fantastic outcome.

The crisis accommodation team offer intensive case management to women and children staying in our crisis accommodation facilities. In collaboration with the client, a case plan is created and warm referrals to specialised services made. Some of the areas that may be covered in a case plan include:

- Immediate crisis needs such as clothing, hygiene products, medication, income, food etc.
- Housing, legal
- Medical, counselling
- Mental health
- Living skills, parenting skills
- Domestic violence, safety planning and trauma support
- Advocacy

Some key challenges and successful strategies in Illawarra crisis accommodation over the last year include:

- **Single women on a Newstart benefit or Youth Allowance struggling to enter the private rental market due to the affordability.** This is an ongoing issue that gets worse every year; however, the staff overcome this by encouragement and empowerment to clients, and providing support to enter training,

education and employment. SAHSSI's rental workshop provides detailed information on how to be successful in the rental market and most importantly how to maintain the property. This has proven to increase client's self-esteem and confidence and definitely improves their applications and tenancy understanding.

- **Women leaving domestic violence relationships that are on a spousal, bridging or student visas.** Working with immigration issues can be complicated and take time to resolve. The clients are not eligible for many services, which is stressful. Staff work tirelessly gathering evidence, statements and other documents to support an immigration application that can take months for approval. SAHSSI provides full support to the women going through the immigration process and in collaboration with charities, donations and church groups; some stress is alleviated.

When the Department of Immigration approve an application, the woman is able to apply for services such as income support from Centrelink and then to be eligible to apply for private rentals.

- **Pregnant women who experience barriers accessing affordable housing and FACS restoration plans and secure housing.** Staff work closely with FaCS Community Services for the restoration of children. One of the barriers women encounter is when the mother's income does not support the housing component of the restoration plan. Pregnant women who are also on Centrelink benefits find it difficult to apply for rentals since their benefits change after birth.

This year HNSW implemented the deeper subsidy from the Start Safety and Private Rental Brokerage subsidy, which will assist clients in this situation.

- **Poor tenancy history.** Safe sustainable housing is a focus of SAHSSI's case management. Some women present with poor rental histories and listed on TICA for many different reasons, and this also creates barriers for obtaining future private rentals. The SAHSSI crisis team work intensively with these women to get back on track and understand the private rental market. Staff work individually and in a group to help overcome barriers. Rental workshops that provide information and advice on how to obtain a private rental and maintain a private rental is key, as well as helping women to understand their responsibilities and how to avoid TICA debts.

Crisis accommodation workshops for clients

SAHSSI offers workshops and activities that support women in crisis accommodation.

Some of the workshops and activities offered this year include:

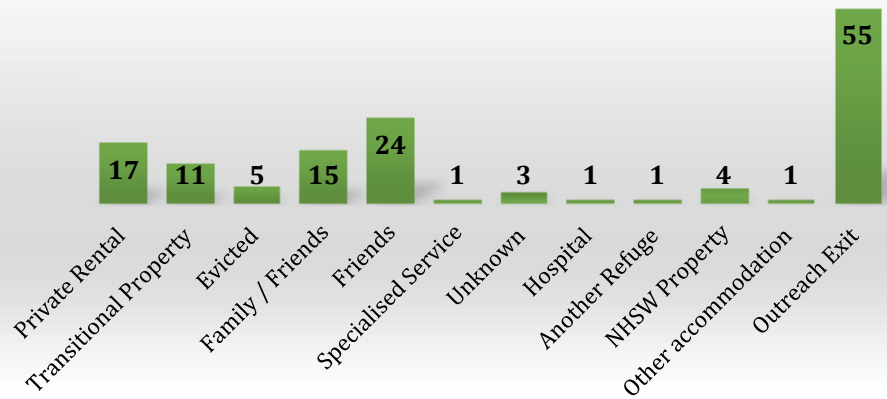
- Housing - private rentals
- BBQ's
- Vision board
- Cooking
- Quit smoking
- Food care tips
- Relaxing walks
- Pampering
- Crossways hair day
- Christmas activities



Illawarra Crisis Intake



Illawarra Crisis Exit



ABOUT THE ACCOMMODATION

SAHSSI crisis accommodation and case management service offers support to single women 18 plus or women with accompanying children (including male teenagers to 17 years of age) who are homeless and/or escaping domestic violence.

We provide shared accommodation with house guidelines to ensure a respectful, relaxed, private and safe living environment.

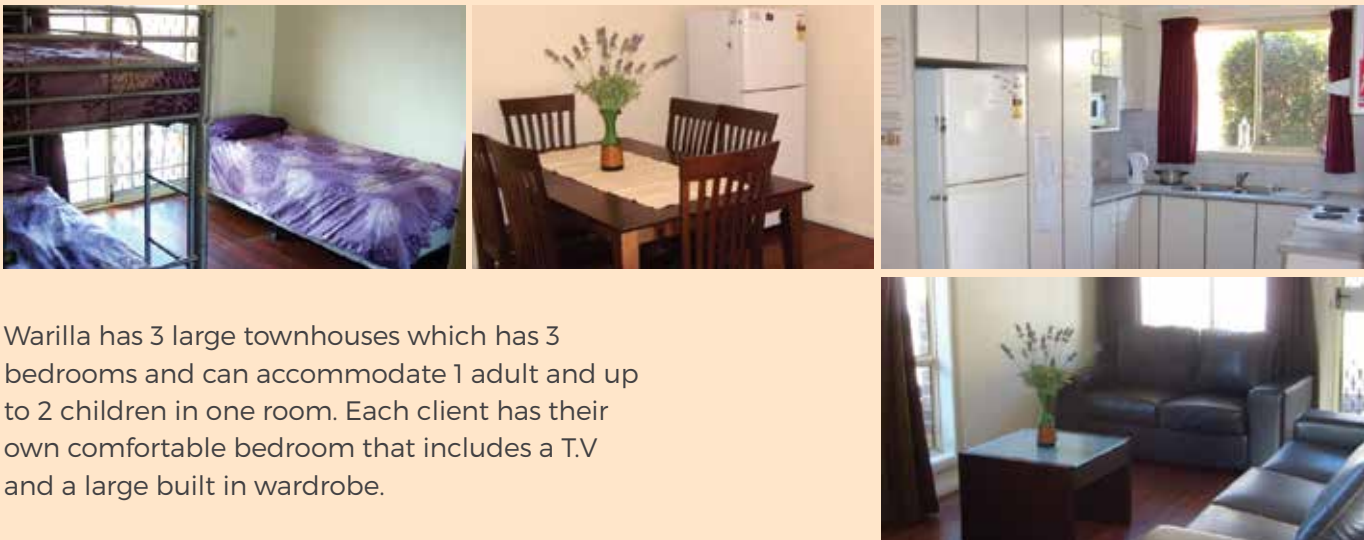
Wollongong crisis accommodation



Wollongong is a 6 bedroom facility and each client has their own comfortable bedroom that includes a small kitchenette that includes a microwave, small fridge, kettle, plenty of cupboard

space and a T.V. Wollongong also has two large rooms that can accommodate an adult with up to 3 children.

Warilla crisis accommodation



Warilla has 3 large townhouses which has 3 bedrooms and can accommodate 1 adult and up to 2 children in one room. Each client has their own comfortable bedroom that includes a T.V and a large built in wardrobe.

TRANSITIONAL HOUSING

Our tenants

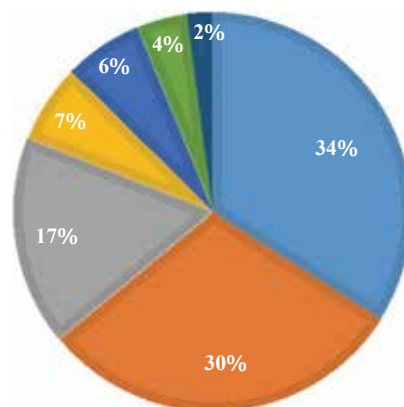
In 2016/17 transitional housing has continued to be a valuable accommodation option for single women and women with children experiencing homelessness, with a total of 77 women and 120 children being housed throughout this period. The accommodation is of great benefit to women who have no previous rental history or an adverse rental history, as well as for those seeking urgent housing approval or awaiting a property allocation through social housing providers.

In 2016/2017:

- 34% of clients exiting our accommodation secured private rental
- 30% of clients exiting our accommodation secured social housing
- Our youngest head tenant was 18 years old
- Our oldest tenant was 70 years old
- 97.4% of tenants were in receipt of Centrelink payments as their primary source of income
- 7.79% of tenants were of Aboriginal or Torres Strait Islander background
- 6.49% of tenants were from a CALD background

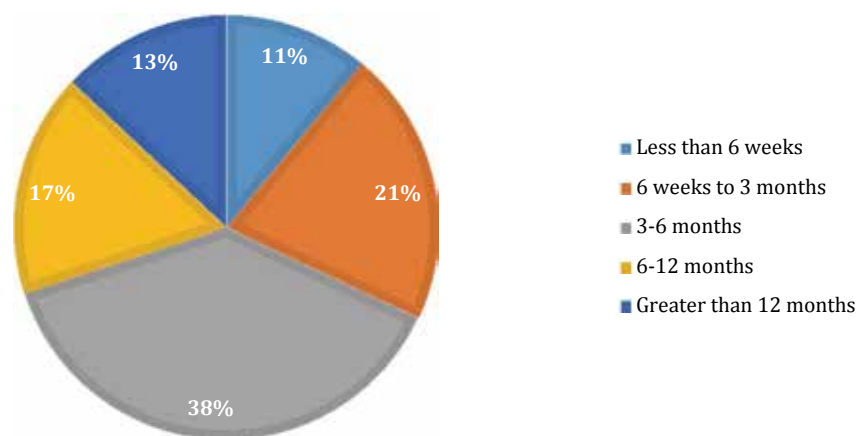
HOUSING OUTCOMES FOR EXITED TENANTS 2016-17

■ Private Rental ■ Social Housing ■ Friends/family ■ Evicted ■ Transferred ■ Rehab ■ Incarcerated



The majority of tenants exiting SAHSSI's transitional accommodation secured permanent housing in the form of private rental (34%) or social housing (30%).

LENGTH OF TENANCIES 2016-17



In 2016/17, 70% of tenants were in transitional accommodation for less than six months before securing alternative accommodation. This has increased from 52% in 2015/16. Meanwhile 11% of clients were in our accommodation for greater than 12 months, up from 8% in 2015/16.

Transitional Housing

SAHSSI is a Tier 3 Registered Community Housing Provider under the National Regulatory System for Community Housing (NRSCH). This is a regulatory system designed to govern the community housing sector and ensure its ongoing development and viability across Australia.

In 2016/17 SAHSSI underwent a periodic compliance assessment as required by NRSCH. The assessment considers compliance under seven performance outcomes:

- Tenant and housing services;
- Housing assets;
- Community engagement;
- Governance and probity;
- Management; and
- Financial viability.

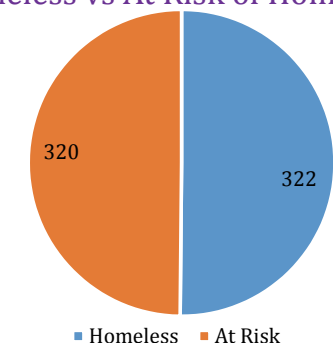
SAHSSI was assessed as compliant in all areas and has successfully had its registration renewed for a further two years.



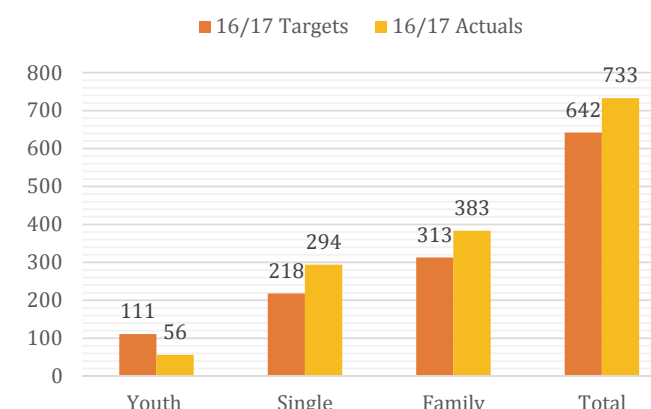
ILLAWARRA END OF YEAR RESULTS 16 / 17 SPECIALIST HOMELESSNESS SERVICES

SAHSSI Illawarra has been able to overdeliver in supporting homeless women by 47%, however we are 18% under target for women whose tenancy is at risk at the time of referral. Anecdotally tenancies at risk are more likely to be referred by a service provider rather than received as a self referral, which is often once the tenancy is already failing, presenting a challenge for the tenancy to be saved.

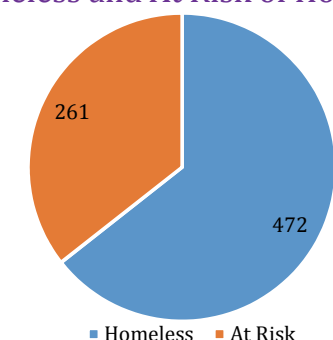
Illawarra SHS Funded Targets Homeless vs At Risk of Homeless



Illawarra Target vs Actual

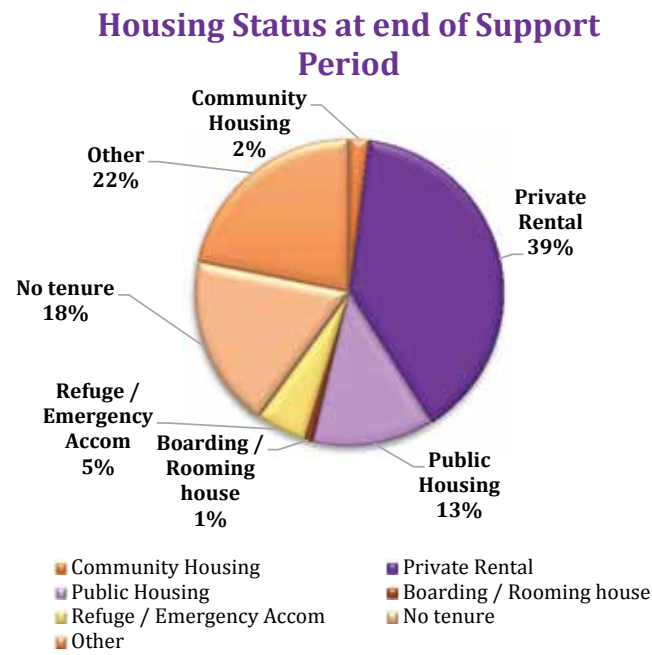


Illawarra SHS Funded Actuals Homeless and At Risk of Homeless



NOTE: All SHS data collated in this Illawarra report was extracted from CIMS Illawarra on the 23/08/2017 for the fiscal year of 2016/17

Illawarra 16 /17 Outcomes and Demographics



Age Category for each support effort	SINGLE Support Effort	FAMILY Support Effort
0-5 Years	0	52
6-15 Years	1	36
16-24 Years	56	65
25-49 Years	211	218
50-64 Years	68	11
65 and over	14	1
TOTAL	350	383

The oldest woman supported was 78, and was of CALD background (Croatian).

Top 5 reasons why support effort closed...

- Client's immediate needs met/case management goals achieved **69%**
- Client no longer requested assistance **14%**
- Lost contact with client **5%**
- Client referred to another specialist homelessness agency **4%**
- Client referred to a mainstream agency **2%**

Did you know?

Wollongong is a targeted resettlement area for Iraqi, Syrian and Women at Risk visa category refugees. 5% of people supported by Illawarra SAHSSI were listed as speaking non-English language. Countries of origins were listed as Bosnia, China, Columbia, Republic of Congo, Croatia, Guinea, India, Iran, Iraq, Italy, Kuwait, Lebanon, Philippines, South Africa, Sudan, Syria and Thailand.

49% of referrals state domestic violence as main reason
20% of these clients were repeat clients to SAHSSI

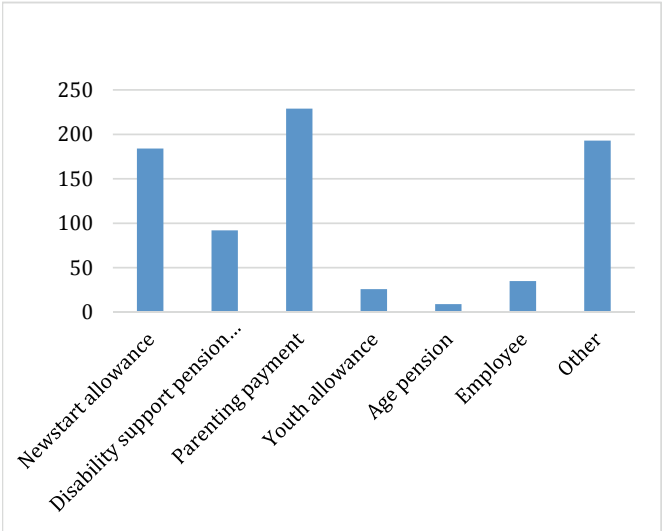


15% of people supported by SAHSSI Illawarra were Aboriginal and/ or Torres Strait Islander

23% had a last permanent residence outside of the Illawarra area and 8% of total women supported had not had a permanent residence for one year or longer.

Illawarra 16 /17 Outcomes and Demographics

Income Types for Head of Households



NOTE: Of the 733 women and children supported in 2016/17, 83 were (children or grandchildren etc.). The above count on income types excludes children.

Affordability in the Illawarra

Main Income Type Categories	Housing NSW Affordability	Real Estate Affordability	% of Illawarra SAHSSI Clients in this bracket
Newstart	\$200	\$160	25%
Disability Support Pension	\$250	\$219	12%
Parenting Payment	Varies	Varies	32%
Youth Allowance	\$175*	\$132*	3%
Age Pension	\$250	\$219	1%
Employee (Wage)	Varies	Varies	5%

*Based on single away from home allowance and maximum CRA

Median rent for Wollongong area as at Sep 2016
New Bonds data:

- One bedroom = \$260
- Two bedroom = \$360
- Three bedroom = \$470
- Four bedroom = \$575

Barriers to affordable housing

One of the biggest growing barriers for SAHSSI clients is finding **affordable, safe and secure** housing for women who are on **Newstart** in the Illawarra area. **25% of women supported by SAHSSI Illawarra 2016/17 were in receipt of Newstart.**

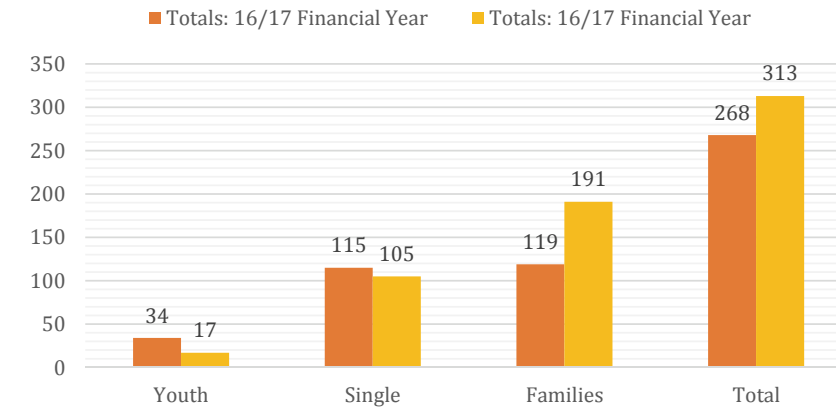
\$200 one bedroom units are not impossible to find but they are very rare and often in undesirable locations or high density unit complexes. It is even rarer to find anything in the Warilla, Oak Flats and Shellharbour area. Every now and again, we have units pop up in the northern or central suburbs such as Corrimal or West Wollongong, however the main suburbs for affordable one bedroom units are Berkeley, Warrawong and Cringila. It is definitely helping the Illawarra team to have a Rapid Rehousing Case Manager employed again at the end of the fiscal year to **concentrate every day on what is available in the market** for rapid rehouse quick wins and assisting other team members to increase focus on rental viewing and transport. Our team work together to share knowledge and outcomes when new pathways are found, including working cooperatively with boarding and guesthouse owners.

Real estate agents are increasingly requesting tenancy guarantees or instead of 2 weeks advance rent they are asking for 3 weeks advance

rent, particularly for clients who are waiting for bond loan assistance. Agents have also had conversations with staff stipulating that landlords do not want single mothers on benefits and therefore our **single mothers on parenting payment** who do have more choices around affordable housing are up against a much more competitive market of dual income families and therefore it is still a challenging and often demotivating process to find rentals for our families. The team continue to research alternative housing options. Shared housing is often a topic for discussion however there is still a lot of concerns on the sustainability and risk management of housing for women in shared environments. There is a growing number of women seeking shared housing. When applying for products such as temporary accommodation, Housing NSW require that all rental options are sought out including Gumtree for shared accommodation options. SAHSSI CEO and the SAHSSI Illawarra Team Leader recently attended a forum run by Shellharbour Council on **Housing Affordability for Women over 50** where shared housing education was also discussed. Overall, there is a growing need for strategies to address affordability barriers for women on Newstart including employment opportunities and housing affordability options and partnerships.

SHOALHAVEN WOMEN'S HOMELESS AND DOMESTIC VIOLENCE SERVICE

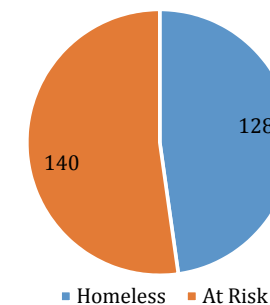
Shoalhaven Target vs Actual



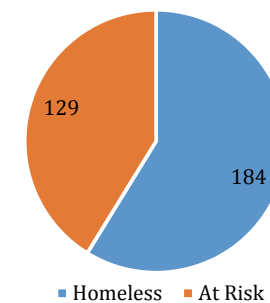
17% More women supported than funded targets

368 Referrals to the Shoalhaven Service. Top three referral sources in order: **self-referrals, Housing NSW and the YWCA's DVIS program** co-located at the police station.

SHS Funded Targets Homeless and At Risk of Homeless

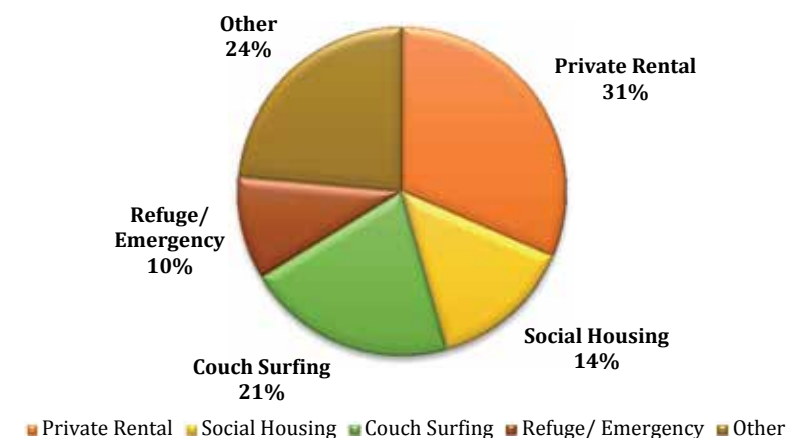


Shoalhaven Actual Homeless and At Risk of Homeless



SAHSSI Shoalhaven has been able to over-deliver in supporting homeless women by 44%, however we are 8% under target for women whose tenancy is at risk at the time of referral. Obtaining referrals before the tenancy fails continues to be a challenge in most part due to clients not reaching out until they are homeless and first to know services not becoming aware of an issue until the tenancy ends.

Shoalhaven Housing Outcomes



Average stay for a woman in Nowra Crisis Accommodation **7 weeks**

36% of clients supported were **Aboriginal or Torres Strait Islander**

36% of women were **single** and **10%** were **over 55**

9% of women supported in the last financial year had **part-time or full-time employment**

Only **2.5%** of clients were from CALD backgrounds

Oldest woman supported: 76

Affordability in the Shoalhaven

Main Income Type Categories	Housing NSW Affordability	Real Estate Affordability	% of Shoalhaven SAHSSI Clients in this bracket
Newstart	\$200	\$160	25%
Disability Support Pension	\$250	\$219	21%
Parenting Payment	Varies	Varies	39%
Age Pension	\$250	\$219	3%

According to the 2016 ABS Census Shoalhaven has a median rent of \$280 per week.



HIGHLIGHTS FROM 16/17 FINANCIAL YEAR

The Shoalhaven service is able to reflect on a number of achievements in the last financial year including:

- Sub-lease pilot – secured long term housing by leasing a private rental for a 6 month trial period and then advocating for the transfer of the lease directly to the client. Eight subleases have been secured, all with long-term sustainable housing outcomes beyond the initial sublease period.
- AoN Insurance Working Bee – conducted at the new DVRE facility including a donation of \$5,000.00
- Jamberoo Water Park Excursion – funded through the Shark Tank. The event saw a coach full of families from the Shoalhaven taken to the fun park for the day with lunch.
- Aromatherapy pampering at the crisis accommodation
- Prosperity in the Park
- Shoalhaven Women's Wellness Festival – SAHSSI participated with a stall increasing awareness for our services and agency; growing community networks.
- HMAS Albatross Fleet Air Arm Opening – this squadron has elected to support SAHSSI and has raised money, goods and invited us to attend Navy events and receptions.
- View Club Talks in Nowra and St Georges Basin
- Shoalhaven Homeless Interagency Position Paper – SAHSSI was a key contributor to this position paper.



An estimated **\$34,000 in donations** (both cash and goods in kind)

The Shoalhaven has grown from 1 x 6 bed facility to an additional 8 temporary accommodation beds, 3 transitional bedsit units and 3 full time case managers

Our volunteers and supporters

SAHSSI Shoalhaven has been gratefully supported in the last financial year by a wide range of individuals, community groups and businesses. I would like to make a special mention of the following:

Zonta Berry who have supplied us with a total of 27 baskets for ladies who have secured long term housing. The baskets provide expensive household grocery items such as cleaning products which helps women when they have all those expensive initial costs of moving into a new home.

HMAS Albatross Fleet Air Arm Squadron who have donated both funds and goods to SAHSSI, at one time providing enough groceries to last many months.

Leonie Winlaw (who takes care of the refuge garden, replenishing vegetables, providing fertiliser and even giving some gardening lessons to some of our young residents). Leonie has also provided some donated toys made by the Mens Shed and purchased by her as well as bird feeders for all of our accommodation sites.

Dr Susan Ballinger who visits our team meetings each month to provide information about stress management and vicarious trauma and to share her experiences as a clinical psychologist and private practitioner working with trauma. Susan gives the team great tips and opportunities for reflection on practice.

Jill James, a qualified and registered counsellor who donates her time once a week to come to the Nowra Crisis Accommodation site and provide counselling to SAHSSI Shoalhaven clients.

Southern Highlands Community collected donations of high end toiletries and pamper items which resulted in a large station wagon full to the brim and which is yet to run out.



ILLAWARRA SHOALHAVEN PARTNERS IN RECOVERY (ISPIR)



The Illawarra / Shoalhaven Partners in Recovery (ISPIR) is a federally funded program established to improve the recovery of people living with severe and persistent mental illness who have multiple support needs. The focus is on improving response and support pathways to meet their needs, and also to ensure that service supports are working together in a coordinated and recovery oriented way, meeting the full range of their support needs.

The financial year of 2016/17 marked the year to start getting NDIS ready, as the decision was made to transition this block funded program into the NDIS, preparing information and participants to be transferred over to NDIS within the financial year of 2017/18 through a Section 55 request (meaning that all eligible and current participants would automatically access the scheme without the need to apply for further eligibility assessment).

Key focus areas for SAHSSI staff and PIR participants during 2016/17:

- Focusing on new program guidelines with revised key performance indicators such as the length of time participants could remain within the program
- Understanding the eligibility requirements for NDIS for people with psychosocial disabilities and starting to assist participants to prepare documents of evidence for NDIS
- Leading staff to concentrate tasks more on care coordination (less in kind support work and case management and more coordination of supports to build, sustain and link a participant's support network). NOTE: The role currently titled Support Facilitation, will translate to Care Coordination under the Fee for Service NDIS schedule
- Providing staff with opportunity to innovate and utilise specialists skills such as facilitating and coordinating individual capacity building groups for key areas of unmet participant needs

To support staff with key focus areas and learning requirements in 2016/17.

In addition to monthly staff GPH meetings and SAHSSI supervision, GPH team arranged an orientation event to new PIR program guidelines in September 2016 for managers and support facilitators as well as a team building overnight kayaking event in which all of our staff attended. During this event ISPIR staff across all organisations had a chance to learn from PIR southern staff who had already begun the transition to NDIS as at 1st July 2016.



THE CHALLENGES FOR SAHSSI ISPIR FOR 2016/17

SAHSSI ISPIR continued with ongoing service barriers particularly around mental health support such as:

- Mental health case management via Community Mental Health (resource restraints within this sector)
- Closed books on programs such as PHAMS (due to NDIS transitioning)
- Limited resources and long waitlists for group therapies such as DBT groups
- Lack of accessible daytime activities, particularly within the Northern Illawarra suburbs
- Waste removal costs for assisting clients with severe hoarding and squalor concerns, and nil referral pathways for multidisciplinary approaches for longer term intervention and recovery
- Community transport options for clients with psychosocial disabilities
- Loss of brokerage pathways such as the Homelessness Mental Health brokerage funds

The outcomes for SAHSSI ISPIR during 2016/17

SAHSSI's outcomes involved staff tackling many barriers and finding new alternative pathways such as:

- Linking with new providers for mental health case management such as Wellways. Wellways was invited to attend one of SAHSSI's combined staff meetings to share the news of their service after staff were feeding back successful referral and case management achievements
- Linking clients to alternative psychotherapy treatments such as Equine therapy. One particular client who had a love of horses was referred by her support facilitator to attend this therapy before a criminal court hearing to decrease her levels of anxiety and overall wellbeing. The magistrate who was familiar with the client made a point of noting the huge change in the conduct of the client at her hearing as well as remarkable improvements to her engagement in support. The outcome of the hearing was that the client was not sentenced.
- Building relationships with sub-acute pathways and Community Mental Health teams, particularly the Older Persons Unit and Nowra Sub-Acute Adult Mental Health Unit
- Utilising PIR brokerage and prioritising expenditure on NDIS readiness such as coordinating OT reports or paying the gap on specialist psychiatrist / psychologist fees for provision of functional assessments
- Utilising flexible funding to coordinate affordable private forensic cleaners who could also assist with affordable waste removal or helping clients sort through hoarded items
- Supporting clients experiencing neighbourhood issues / interventions, boundary educating and assisting with advocacy with either Police, social housing or mental health services.

ISPIR INDIVIDUAL CAPACITY BUILDING GROUPS INNOVATED AND LED BY SAHSSI STAFF

SAHSSI were fortunate in being awarded funding for PIR Individual Capacity Building to run some group programs in 2016/17. This funding (via Grand Pacific Health) covered the costs of resources, venues and catering. SAHSSI provided in kind support for facilitation, content and coordination.

Group program ideas were led by innovation from SAHSSI staff who were looking to further their experience in this field and SAHSSI sought the support of other agencies such as NEAMI for cofacilitation, GPH for provision of peer worker support and Housing NSW for guest speaker support.

The first group: Living Well – Tools for Change

The first group program ran for 6 weeks every Friday afternoon at the Corrimal Community centre and was led by Support Facilitator Bridget Dougherty and focussed on addressing the unmet need of social isolation, noting that during the 2015/16 fiscal year the second largest goal requested by participants was to achieve more daytime activities. Bridget built and delivered content utilising art therapy and mindfulness techniques to build recovery through creativity. A total of 11 participants experienced one or more of the sessions with feedback being extremely positive.

"Out of a lot of things that I have tried to improve my situation this is one of the best things I have done"

"What I liked the best about the group was the really relaxed feel with no stress. There was a lot of interaction and no one was left out. Everything flowed – there was momentum! I have resumed my morning rituals that I have not done for a long time – mindfulness, journaling, and reading"

The second group: Road to Home

The second group was delivered over 2 weeks in two different locations (Corrimal and Dapto). The groups were led by Specialist Homelessness Services case managers Joanne Baldwin and Jasmine Campbell and focussed on interactively addressing the largest goal that PIR participants require support with - accommodation. The content of these PIR capacity building groups was proposed to not only contain information about securing and sustaining pathways to all housing options but also to provide localised and practical information to support participants such as where to find crisis support within the Illawarra when you can't pay your rent. Case managers met with GPH staff regularly leading up to the groups to ensure that staff understood feedback on previous groups run via GPH funding (what worked, what didn't) and content was also sensitive to the needs of ISPIR participants (with complex mental health needs). All participants who attended also received a free Fire Safety Blanket and a Food Care package voucher. The success of this group led to further interest from other agencies now providing SAHSSI with funding to continue group support for all Specialist Homelessness Services throughout 2017/18.

"Was very informative and easy to understand. Atmosphere was welcoming and I felt comfortable, asking any questions I had".

"Great information, friendly and welcoming speakers. Involvement of the class is a very good touch as it makes the whole day more enjoyable. Jo and Jasmine were very receptive to our input and comments"

THE REPORTED OUTCOMES FOR SAHSSI ISPIR DURING 2016/17

Partners in Recovery conducted a Peer Led Survey with 150 past and existing participants across all ISPIR funded organisations (SAHSSI, Flourish, One Door and NEAMI). Grand Pacific Health reported 30% success rate of completed surveys. Some of the participant feedback specifically from SAHSSI ISPIR participants were:

97% said "My individuality and values were respected."

97% said "My Support Facilitator helped me feel hopeful for my future."

97% said "The people important in my recovery journey were included in the development of my Recovery Plan."

75% said "I feel better equipped to manage my recovery journey since being in PIR"



SAHSSI EXIT FROM THE PIR PROGRAM AT THE END OF THIS YEAR

With ISPIR gradually transitioning to NDIS (commencing 1st July 2017), SAHSSI management committee made the executive decision to finalise and exit as a host organisation from ISPIR funding as at 30th June 2017. For SAHSSI to continue to employ and provide support facilitation (or care coordination) support to people with psychosocial disabilities once the ISPIR block funding had ceased (beyond NDIS transition), would mean that SAHSSI would have to register as a Disability Support Provider.

Through much discussion and consideration, the executive decision was made for SAHSSI to focus on the priorities of providing homelessness and domestic violence support services and at this stage not registering to become a Disability Support Provider. SAHSSI also felt that it was in the best interest of the support facilitator staff to be positioned within host organisations who

had focus and priority on providing a range of psychosocial supports for participants.

Upon discussion with the ISPIR consortium, the transfer of SAHSSI ISPIR funding (3 x full time positions) to the remaining host organisations (NEAMI, Flourish and One Door) was approved. Each organisation held the right to conduct appropriate recruitment processes, prior to transfer being approved. SAHSSI PIR staff successfully completed recruitment with 3 staff securing positions and 1 staff deciding to resign during this process.

A farewell dinner was organised on the 30th June 2017 with SAHSSI staff heading out to dinner to celebrate the amazing efforts of our PIR staff, dancing the night away.

SAHSSI thanks ISPIR staff for their efforts throughout the program duration.

DOMESTIC VIOLENCE RESPONSE ENHANCEMENT FUNDING

DVRE - Shoalhaven and Illawarra

The Domestic Violence Response Enhancement (DVRE) commenced in July 2016 across the Illawarra and Shoalhaven. The intention of the DVRE funding is to provide additional crisis support and accommodation to women fleeing domestic and family violence.

In our District, SAHSSI has developed a DVRE model that has:

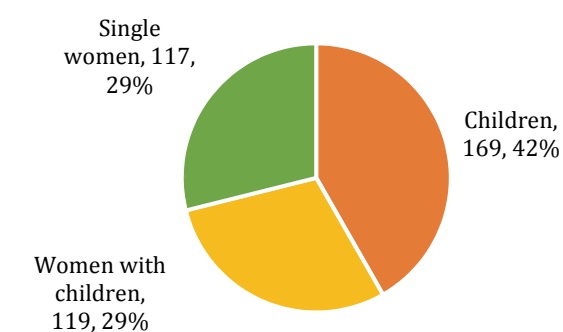
- employed 6 full time and 1 part time case manager available 24/7
- Formed a partnership with Southern Cross Housing that delivers an additional 8 crisis beds in supported temporary accommodation and 3 transitional bedsits in Nowra
- Using SAHSSI savings, purchased a property under renovation in the Illawarra
- Made available an additional 6 bedsit units under temporary accommodation in the Illawarra

While the funding commenced in July, accommodation did not commence in the Shoalhaven until January 2017 due to renovations and council regulations. The funding has a target of 215 women and children across the District and by the end of the first financial year of operation, SAHSSI had exceeded that target by 88%. In addition, SAHSSI is achieving an average stay in temporary accommodation of 11 nights which is a better result than unsupported accommodation achieves within our District. Housing outcomes are also impressive, given the intense crisis nature of the supported accommodation with 14% securing a private rental (housing/ boarding and caravan leases) in that very short time and 33% of women securing safe accommodation in a refuge or transitional accommodation option. This matches or exceeds State averages.

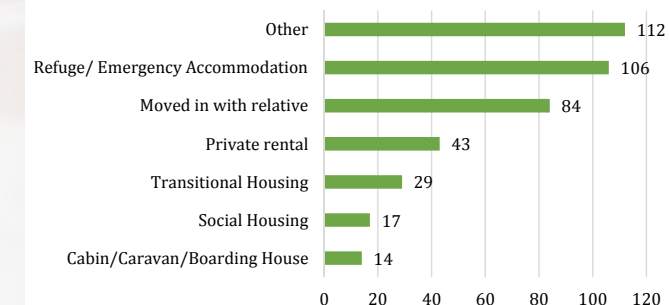
The program is funded until 2019 and SAHSSI expects to be able to assist even more vulnerable women and children with a full financial year of supported crisis accommodation available.

SAHSSI would like to acknowledge our partnership with FACS Housing and Southern Cross Housing in the Illawarra and Shoalhaven.

DVRE Program - numbers of service users



DVRE Accommodation outcomes



COMMUNITY ENGAGEMENT AND EVENTS

The Illawarra Committee Against Domestic Violence and Shoalhaven Committee Against Domestic Violence

SAHSSI has committee members in both the Illawarra and Shoalhaven and participates in organising activities to raise awareness of domestic violence in the local area.

ICADV and SCADV performs an important function in raising community awareness, and contributes and promotes the effectiveness of local services in responding to victims of domestic and family violence. The committee promotes a coordinated, effective response and encourages interagency collaboration and cooperation.

Their vision is to assist with the elimination of domestic and family violence, focussing primarily on that enacted against women and children, and being a community leader in the cultural change required to achieve this.

Staff participated in the following activities this year: White Ribbon Day Illawarra, Bunnings BBQ Wollongong and Shellharbour, Forums Illawarra, Illawarra Speed Networking and Services Expo, Illawarra Motorbike Ride, and Shoalhaven Says No Campaign.



SHOALHAVEN SAYS NO TO DOMESTIC VIOLENCE

GPT Group community project

The GPT group are one of SAHSSI's major supporters. This year's community project was the enhancement of one of SAHSSI's transitional unit complexes. The GPT organised local businesses to donate materials to the project, which was months in the planning. A morning muster was held at 8am. GPT and SAHSSI staff were all placed into working groups - there was gardening, painting, construction and most importantly the caterers to feed the dedicated workers.

The outside of the units all received a makeover from pulling out weeds, planting plants, creating an outdoor seating area, painting verandah railings and constructing a playground for children of the complex.

SAHSSI staff and clients greatly appreciate the support we receive from GPT.



School presentation

In May this year SAHSSI staff presented an education unit on Domestic Violence, which was delivered to year 12 students. The presentation was named Red Flags which helps students identify:

- Unsafe relationships
- Domestic Violence
- What are Red Flags
- Victims stories and outcomes
- How to get help
- How to help someone
- Social media and the dating game
- Where to get help.

It's a powerful presentation for the students to hear about the issue from frontline workers who work directly with victims and explain the issues that affect the community. The school presentation better equips students and teachers with the knowledge and resources to actively understand and manage their relationships and also know how to help others in an unhealthy relationship.



Coffee With A Cop - 16 Days of Activism

Wollongong Police host Coffee with a Cop as a part of their White Ribbon Day and 16 Days of activism, an international event, which takes place every year from 25 November to 10 December. Wollongong Police invite SAHSSI to attend the mall to meet members of the community to promote and educate people on the the meaning of the 16 days of activism over a cup of coffee.

The Wollongong Domestic Violence Team work with the community to collect and donate toiletries and other essential items for SAHSSI clients who are in need over the Christmas season.

SAHSSI would like to acknowledge and thank the NSW Police Wollongong LAC for their ongoing support.



Shellharbour Kidsfest Communities for Children picnic 2017

KidsFest Shellharbour is a community run FREE week-long festival coordinated by KidsFest Shellharbour Inc. KidsFest engages many businesses, government and non-government organisations, volunteers, and TAFE and university students to deliver events and outcomes. This is SAHSSI's first year as a silver sponsor with Kidsfest and we are excited to participate in the events that promote Shellharbour to be a child friendly community. The staff at Warilla Crisis Accommodation organised a SAHSSI stall where the kids engaged with craft activities and also promoted the upcoming Tuning into Kids/ Teens program delivered to parents for children to learn to understand and regulate their emotions.



Connecting Aboriginal people to services mini Expo

The day focussed on connecting Aboriginal people with services. SAHSSI staff handed out brochures, mini care packs and talked to people about what services we provide. It was also a great networking opportunity.



Staff Training 16-17

- ECAV domestic violence training
- IT security for clients
- Suicide prevention
- Motivational interviewing
- Ability links seminar
- Aboriginal cultural awareness
- FaCS training – pilot for online applications
- NDIS training
- HR Conference – Ethical Jobs
- Executive coaching
- Illawarra Committee Against Domestic Violence Forum
- Maris Depers' presentation on perpetrator programs
- Understanding the role of trauma when working with voices, paranoia and unusual beliefs
- Personal Safety Training (Predict Assess & Respond To Challenging/Aggressive Behaviour)
- Tuning in to Kids/Teens
- NDIS planning training
- STARTTS refugee training
- CIMS Foundation training
- Water/ electricity information sessions
- Future Directions Forum
- Tobacco training
- Aboriginal mental health training
- Working with clients with complex issues: integrated techniques for working with emotional dysregulation, unresolved trauma, complex resistance and chronic anger and hate
- Supporting parents with cognitive impairment through care and protection
- First Aid
- How NDIS will effect PIR training
- ISPIR training
- When emotions run high
- Not for profit people conference



Aboriginal Cultural Training Killalea Park

COLLABRATIVE TRAINING PROGRAMS

Tuning into Teens

A parenting program that helps teens aged (9 +) learn to understand and regulate their emotions.

The parenting program aims to give helpful ways of teaching children the skills of emotional intelligence. The program teaches parents how they can help children develop good emotional skills such as:

- awareness and regulation of their own emotions
- awareness of their children's emotions
- to use children's emotional experiences as an opportunity for closeness and teaching
- skills in assisting children to verbally label and manage their emotions
- skills in assisting children in problem-solving
- to guide children's behaviour with appropriate limits



The program was delivered in partnership with Illawarra Women's Health Centre for clients of

SAHSSI and IWHC. We received excellent feedback for the delivery of the program and client learning outcomes.

Feedback

What did you find useful about the program?

"Learning I am not here to fix things, learning every emotion is OK, even ignorance and giving personal space".

"Stories shared with everyone involved and going through the literature and discussing each point to our needs".

What are the changes that you noticed in your child(ren) or your family as a result of participating in this program?

"My child and I are discussing things more and I know when to let things be and talk when appropriate".

"Yes very positive".

How hard /easy was it to understand the ideas of emotional coaching?

"Depending on behaviour of the child at home but the knowledge is there and I feel capable of when and how to use it".

"I have enjoyed the way it has opened up my eyes to things".

FUNDRAISERS AND DONATIONS

A special thank you to the businesses and community for their ongoing support.

MEDIA

Women's refuge in VIEW Club's sights

South Coast Register

Nowra Women's Refuge manager Lesley Labka spoke recently at Nowra Day VIEW Club's monthly meeting.

Mrs Labka also spoke of the increasing need for assistance for women and children with 50 per cent escaping domestic violence situations.

The refuge provides care for immediate needs and sanctuary for a period up to 12 months and at any one time 60 people in need are accommodated and cared for across several homes.

Many older pensioners, single and female, cannot afford private rental with unemployment contributing to the problem of homelessness often leading to severe depression. The numbers are increasing with public housing insufficient to meet the need.

During 2015 the refuge also supported 272 children. In the last 12 months 29,000 domestic assaults were reported to police. Mrs Labka and her staff also work closely with YWCA, hospitals and local nonprofit organisations in the community.

She expressed here sincere appreciation for the large donation of items collected by VIEW members including food and toiletries. Nowra Day VIEW Club is a valued part of The Smith Family sponsoring disadvantaged children with their education.



Norma Reid and Lesley Labka

Tee up for Shoalhaven Business Chamber Macey charity golf day

South Coast Register

The Macey Insurance Shoalhaven Business Chamber fourth annual golf day will be held on Friday, November 18. The four-person ambrose event will be held at the Worrigee Links at the Shoalhaven Ex-Servicemen's Sports Club. This year the event is raising money for The Shack at Terara, SSPAN Shoalhaven Suicide Prevention Awareness Network and SAHSSI Women's Homeless and Domestic Violence Services.

Team entries are still open for the popular golf day but this year will be limited to just 30 teams. Local businesses are also being encouraged to throw their support behind the event by sponsoring a hole on the course. Sponsor and chamber chairman Brendan Goddard said sponsors for the event would be most welcome.

"It is always a popular day and it is supporting three local organisations who are all doing great work in the Shoalhaven community," he said. "This year we have limited numbers to 30 teams. We already have a number of teams entered so if you want to be part of the day I suggest you get in quick. "The day is always a sell-out." In the last three years the charity golf day has raised more than \$25,000 for local organisations. Team entry costs is \$350 for a team of four which includes breakfast and lunch. Hole sponsorship is \$450 and to take a full package of sponsoring a hole and entering a team is \$800.

The day starts at 7am with breakfast followed by a shotgun start at 8am. Lunch will be served at 1pm followed by presentations. A number of raffles will be held during the day while another fundraising event will be having golf pro Paul Maiolo tee off for your team for a small fee.



Quack Fest 2016 - Shoalhaven

Quackfest is N.S.W's largest duck derby and one of the largest locally run charity events in the Shoalhaven, with up to 10,000 ducks battling it out over a 200 meter course to be first across the line to win.

All profits from the Quackfest are used to fund charities associated with education, homelessness and domestic violence.



Wings over Illawarra and Rotary donation

SAHSSI attended a special function at the HARS Museum where money was then handed out to six local charities to assist in their community programs. Each year the Bright family makes a \$10,000 donation to Rotary as a result of the Wings over the Illawarra event.

SAHSSI will purchase home starter packs for clients (women and children) that are moving into their new home. The starter packs consists of kettles, toasters, microwaves, kitchen utensils, homewares and linen.

Special thanks to the Wings over the Illawarra and Rotary for their generous donation that supports women and children who are homeless and/or escaping domestic violence.

Figtree High community fundraiser

The Junior Leadership Action Team at Figtree High School organised a fundraiser with proceeds going to SAHSSI in honour of White Ribbon Day.

To kick off the fundraiser SAHSSI was invited to attend the school assembly to inform students of the support given to women and children escaping domestic violence.

The school offered prizes to the students who raised the most money.

After the fundraiser SAHSSI was invited back to accept the cheque at a school assembly, presented by the Junior Leadership Action Team. SAHSSI thanked the school for their participation and promised that 100% of donations would go directly to supporting women and children.

The winners of the competition were given certificates of appreciation.



C3 Church Thirroul

The C3 church are ongoing supporters of SAHSSI and reach out to help those in need.

Throughout the years we have built a strong relationship with the members of the church and appreciate their generosity and well wishes to our clients.

This year the church presented SAHSSI with cash donation of \$10,000.00 to help with much needed items of whitegoods and new mattresses as well as toiletry bags filled with haircare, make-up, personal hygiene items, sanitary products, moisturisers and some band aids.

In January we were privileged to be invited to their service to meet the members and to thank them for their ongoing support.

It is such a pleasure to be supported by their congregation.



The Two Good Co

SAHSSI received beautiful products from the The Two Good Co for our clients. Each care pack contains salon quality 250ml Shampoo, Conditioner, Body Moisturiser and Hand and Body Cleanser.

All are designed to nourish and soothe hair and skin. The products are packaged in a toiletry bag with a purple ribbon and a care card.

The message from the Two Good Co is *"We want to give mothers across Australia the opportunity to show their love and appreciation for a fellow mum-friend with a Two Good Care pack" and when they do, we'll also give a pack to another mother living in a safe house. Whenever you buy our beautiful Two Good Care Pack, we'll donate another pack to a woman living in a safe house.*



Street Smart

mission is to tackle homelessness in Australia at the point of real need at a local community level, achieving maximum impact and most effective change for people who are homeless or at risk. This year Street Smart donated cash for SAHSSI to purchase homewares to our homeless clients. This brings a huge relief to our homeless clients knowing that they don't have to worry too much about setting up their homes.



Street smart,
Thank you for your help during this difficult period in my life.

Your assistance is very much appreciated.

Sincerely,
Sarah.

CHRISTMAS SUPPORTERS

Busking at Thirroul station - Michael's family

Michael's Family has been a supporter of SAHSSI for many years. Each year the children busk at Thirroul station to raise money for the children at the refuge. After their successful day the family shops for toys, wraps them and delivers them to the refuge.

Thank you for your ongoing support.



Christmas Donations

IRT - Donations of gifts for woman and children

IACC - Gifts for children and cash donation

Warilla Child Care Centre - Gifts for children

Mission Australia - Children's Gifts

Genesis Gym - Children's gifts

Helensburgh Rotary - Children's gifts

Kiama Curves - Gifts for Women and Children

Ray White Real Estate - Children's gifts



Ryan Park MP toy drive

Each year Ryan supports SAHSSI's clients with the annual toy drive.

Members of the community drop the toys off at Ryan's office where he gladly stores them until delivery.

SAHSSI appreciates Ryan's passion to helping people in need. Our clients welcome the support with thank you cards that are filled with heart-warming words of appreciation.

MP's toy drive to help refugee kids 'experience the magic of Christmas

Illawarra Mercury

Christmas is a time of joy and excitement for many, but December 25 isn't always a happy occasion.

Hundreds of Illawarra children will find themselves living in crisis accommodation this festive season – and Keira MP Ryan Park wants your help to bring a smile to their faces.

Through his annual toy drive, which is now in its fourth year, Mr Park has asked the region's residents to add an extra toy to their Christmas shopping trolley.

All toys donated as part of the drive will go to Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI) and the Wollongong Homeless Hub.

The gifts will then be distributed to families in need. "Some children will not wake up in their own beds but in the local women's refuge Christmas morning," Mr Park said. "These families have often lived and fled from terrible circumstances, with nothing but the clothes on their back and I am urging our community to help provide some joy this Christmas. "Kids deserve to have something to smile about, even more so at Christmas.

"This is about making sure these kids get to wake up and enjoy the magic of Christmas, just like every other child across the Illawarra will."



Dear Ryan & Staff,
Without your generosity
our Christmas would
not have been the same.
I can't thank you
enough for caring

Merry Xmas
to
Ryan Parks & Staff
and the best of
the New Year
with all my thanks
for helping all of us
at this time of need
god bless
you all
xxx

To Ryan Park & Staff.
Thank you for all that you do for
All those in need and struggling
with Daily Life. Your Help is most
Certainly Appreciated.
Heres wishing you a very Merry Christmas
and a
Prosperous NEW YEAR!!
xxx

Outback Steakhouse Christmas lunch

Clients of Carinya Cottage Salvation Army, Family Services Illawarra and St Vincent De Paul and SAHSSI enjoyed a 3 course lunch at the Outback Steakhouse Wollongong. The kids and adults have lots of fun with Santa as well as the Fire brigade and Police who allow the clients to sit in the vehicles, play with the sirens and use the hoses to spray people with water.

We'd like to thank the community for their kind donations of toys for the children and especially to the Outback Steakhouse staff who volunteer their time and the Outback for the food, venue and making it a fun atmosphere.



DONATIONS 16-17

We regularly receive contact (website/calls) from the community who donate furniture, baby items, good quality clothing, toiletries, books, cash, homewares and other essential items. We'd like to thank them for their contribution to making a difference in the lives of woman and children.

We are fortunate to have businesses and other significant groups that like to contribute to supporting our clients. We appreciate the generosity and support throughout the year.

- WPCC Thursday Bible Study Group
- Shoalhaven Garage Doors RAN Tactical Electronic Warfare Support Section (RANTEWSS) HMAS Albatross
- Port Kembla Junior Football Club Hanlon Windows DHS Dapto
- Astarte Mind & Body
- Shoalhaven Womens Conference
- HMAS Albatross
- Oak Flats Women's Soccer Club
- Nowra City Church
- Shoalhaven Business Chamber Inc
- McDonalds Warilla
- Culburra Craft Group
- Country Women's Association of NSW
- Raine & Horne Nowra
- Real Aussie Sheds
- QBE Team
- McDonalds Sydney
- Aon
- Baptist Church Jervis Bay
- BBQ Galore Nowra
- Albatross Musical Theatre Company
- Illawarra Area Child Care
- Integrity Strata
- Wollongong Feminist Society
- Wollongong City Council
- A & D Tree Services
- South Coast Decorative Supplies
- Bendigo Bank
- Nowra Seventh Day Adventist
- Ladies Auxiliary St George's Basin Country Club
- Rotary Club of Wollongong
- Strongbuild
- Woonona Presbyterian Thursday Morning Women's Group
- Wall of Love Donations
- South Coast Community Housing
- Streetsmart
- Corrimal Uniting Church Opshop
- TMR Planning Services
- Zonta ladies, Berry
- Rotary Club of Wollongong South
- Nowra Chemicals
- C3 Church Thirroul
- The Existential Astrologer
- Quota Int Leisure Coast
- Illawarra Women's Health Centre
- Grill'd
- Amy Hairdresser

CLIENT'S JOURNEY

Janelle's story – sub lease program

Janelle and her daughter moved to Nowra from Darwin after fleeing a domestic violence relationship.

Janelle was also 4 months pregnant with her second child when Janelle was referred to SAHSSI for outreach support by the Homeless Hub.

Janelle and her daughter had neurofibromatosis type 1 (short term memory loss, tumours and low IQ). Due to her short term memory loss, Janelle would miss appointments and property viewings and forget to bring documents/ information that was needed.

Janelle had temporary accommodation through Housing NSW at a local motel and then eventually was paying for herself to stay when she had used all of her HNSW allocation.

Janelle viewed and applied for 72 properties with no success. It was later discovered that she had a bad rental history and owed rental arrears for the property in Darwin. Due to all these difficulties, SAHSSI decided to put Janelle and her daughter into the sub lease program. The sub lease program is where SAHSSI leases a property with a local real estate for a period of time and then a client, leases the property from SASSHI. Whilst in the property the client has case management and weekly home visits. At the end of the six months, and if there are no tenancy issues, the real estate advocates for the lease to be held directly by the woman.

At last we were successful with Integrity real estate offering a two bedroom property on a six months lease. Janelle moved into the property two weeks before she had her second daughter, which made coming home from the hospital so much more pleasant and stress free.

SAHSSI continued to work with Janelle for the duration of the six months and there were no issues with Janelle's property care or rent. Integrity real estate then agreed to sign Janelle over to another six months lease on her own accord.

Janelle now has a good rental history and is continuing to live in the property with her two daughters, who are living a happy and stable life.

Mila's Story – immigration and domestic violence

Mila, an Indonesian lady, was referred by police after escaping domestic violence. Mila is in Australia on a spousal visa and was not eligible for any government services such as Centrelink or housing. This was very difficult for Mila as she had no income to support her family. Mila's two year old son stayed with his father and paternal grandmother, as they had told Mila that the Australian law states that children have to stay with their father.

Mila originally accessed services from the Domestic Violence Response Enhancement (DVRE) program where staff promptly assisted her to apply for a Recovery Order for her son, who was successfully returned. After her son returned Mila wanted to return to Indonesia but her son was listed on airport watch so she was unable to leave Australia with her son. Mila stayed in refuge accommodation and her case manager coordinated services such as long term food assistance through Shellharbour City Community Church's Foodcare program, where she was assisted with food every week until she received a Centrelink benefit.

Mila's case manager commenced the process of applying for a permanent Visa through the Department of Immigration. This process takes a considerable amount of time and involves completing statutory declarations to support the claim of family violence and gathering as much supporting evidence as possible including support letters, police reports, medical reports and documents to prove that the relationship was legitimate. SAHSSI advocated with the Department of Immigration and requested that the application be prioritised due to Mila living in crisis accommodation.

During this difficult and stressful time Mila had no option but to wait for the outcome from immigration; she has no family in Australia, and no social connections. While food and accommodation were taken care of Mila was supported where possible with transport (OPAL card), vouchers for clothing, family law proceedings, parenting support, advocating with government and non-government agencies, advice and guidance.



There were times when Mila considered returning to her husband due to the lack of income, believing it would make her life temporarily easier. SAHSSI provided Mila with ongoing emotional support to help her through this time.

After 5 months of waiting Mila was approved as a Permanent Resident of Australia, and was supported to apply for Centrelink benefits, and Housing NSW services.

Mila secured accommodation with a friend and left SAHSSI services confident in herself and very pleased with the outcome.

Rebecca's story – domestic violence

Our case managers received some lovely flowers arranged by a former client we have not worked with for over a year.

When the ladies first worked with Rebecca, she could not recognise the domestic violence. Case goals achieved by Rebecca included; putting an AVO in place, approval of a \$10,000 victim services recognition payment, recovery from drug and alcohol (a GP was sought by case managers who could support Rebecca in her home with in-home detox) and her case manager also arranged for bulk billing by her psychiatrist.

Rebecca was housed twice through Start Safely (first private rental ended through no fault of her own) and she was also approved for the Disability Support Pension. Her children who were also living in a domestic violence situation with their father ended up moving back in with their mother.

Since she finished working with SAHSSI she has completed an 18 month floristry course and came into the Swan St head-office to give her case managers some of her beautiful arrangements.



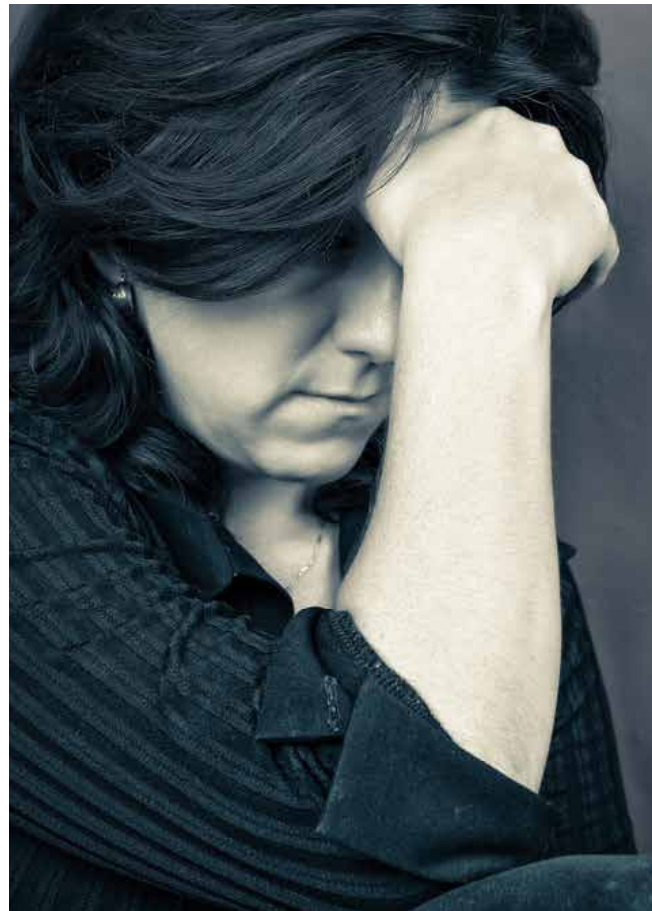
Jackie's story – tenancy at risk

Jackie (52 single woman) was residing in a social housing property and was referred to SAHSSI as her tenancy was at risk due to hoarder and squalor issues.

Jackie desperately wanted to transfer to a smaller property as she was residing in a 3 bedroom and her two children had now left home. Jackie was ineligible for transfer due to her inability to sustain the existing property.

Jackie had complex mental health and physical issues including epilepsy, PTSD, anxiety, depression, and type 2 diabetes. SAHSSI worked tirelessly to refer Jackie to CatholicCare for hoarder and squalor assessment, psychologist support, psychiatrist support, specific DBT treatment programs and successful assessment and allocation for case management under the Community Mental Health Team.

Over a 12 month period, the case manager continued to empower Jackie to address her hoarding and squalor and as a result, her transfer to a smaller property was approved.



Jennifer's story – homelessness

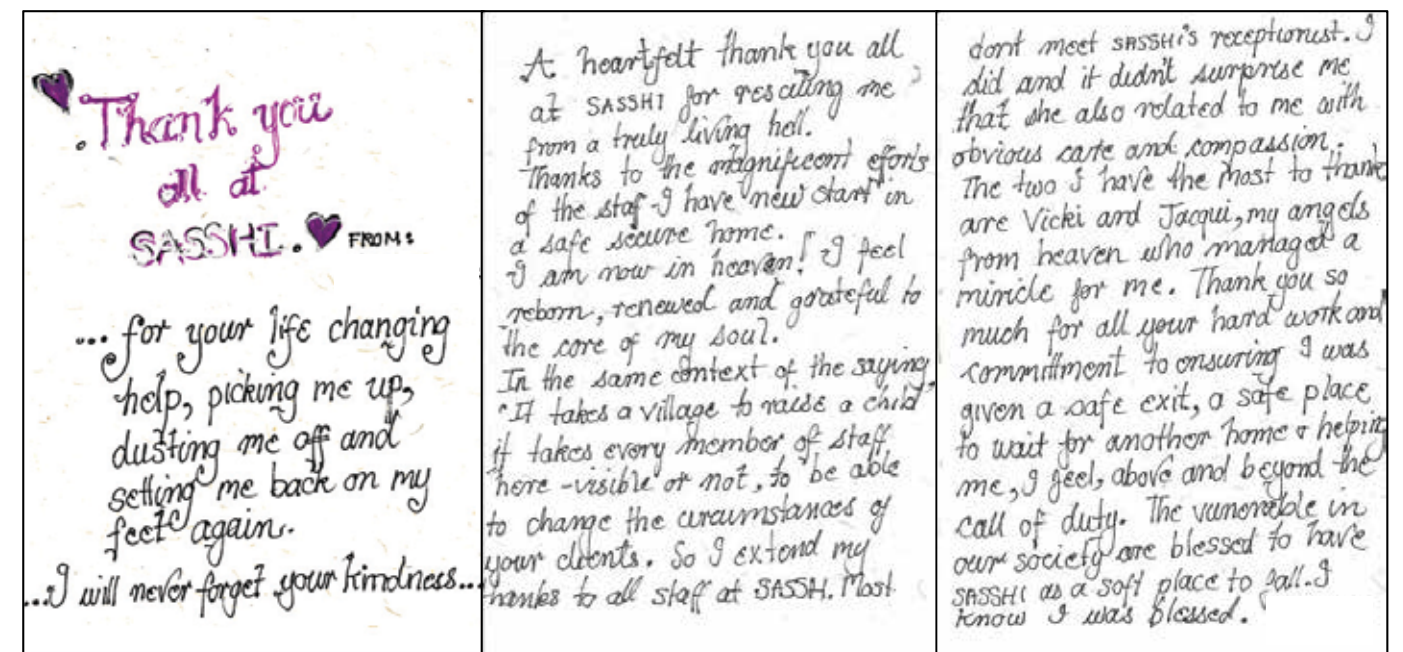
SAHSSI received the attached thank you card from a client representing the awesome work of SAHSSI staff from intake to case management to even furniture delivery by our lovely receptionist! Due to the efforts of all available, particularly the case manager, this was one of the quickest priority housing turnarounds experienced (8 weeks).

Our Intake Assessment Coordinator assessed and triaged an urgent at risk case for Jennifer (61) who ended up in a shared housing arrangement with youths after losing her entire home and life savings to a house fire (the house being her new retirement bungalow). Jennifer was a single woman who loved her pets (her dog was the puppy of the dog that she also lost in the fire – a puppy given to her by her grandson who returned it after she lost everything). Since the fire, Jennifer had found it hard to find affordable housing. Jennifer had been living in a granny flat but that arrangement had to end so she began her experience in a shared house.

For the first year the tenants she shared with were lovely however a young woman moved in with her partner after leaving incarceration. The young couple and their friends soon took over the house, using methamphetamines and causing a lot of property damage and issues including theft of Jennifer's belongings and then assaulting her by throwing her against the wall and punching her in the face. An AVO was put in place but the

client was too scared to leave her room and a referral was escalated to SAHSSI from the Illawarra Retirement Trust. SAHSSI were also advised that the 72 year old private owner of the shared home lived down in Nowra and did not have a vehicle and could not cope with what was going on so advised Jennifer to just keep to herself.

The referral was quickly escalated through intake and allocated to case management. SAHSSI was able to find transitional housing with FACS Housing at Paddy's (the only temporary accommodation that will take pets) and priority housing approval was supported and escalated (already lodged by the referrer). Eight weeks from referral Jennifer was housed in a lovely unit with The Housing Trust. She was not the first on the wait list but all others declined to view the property and she ended up with a penthouse unit in Wollongong with views of the ocean filled with lots of donated furniture via SAHSSI. A very happy ending.



Anna's story – DVRE

Anna arrived at the service due to severe DV. Her husband had been on medication for mental health, he was using ICE. On her last day at the house it was the worst violence she had endured.

He threatened her with weapons and physically assaulted her. She tried to leave with her 3 children but realised she had left her spare keys in the house. Her husband unlocked the car and retrieved the two younger children whilst Anna tried to retrieve the keys. Her husband tried to threaten that if she left she wouldn't get the children back.

Anna was bombarded by threats from her now ex-husband and his family threatening to keep her children. Case managers supported Anna to seek legal advice and begin legal proceedings to recover her two children. The ex-husband kept sending texts and trying to set up Anna with her child. Anna was growing in strength each day and with the support of staff kept functioning day to day looking for rental properties for herself and the three children.

During this time Anna kept her school age daughter at school and let the school know that she was in a DV situation and was working at solving the problems. The school worked with her to keep her child up-to-date with school and some continuity in a tense situation. Anna had previously been attending TAFE but due to the

stress was unable to complete it so she put her course on hold until all was sorted out.

While waiting for a court hearing Anna continued to look for a rental property, attend all her appointments with staff support, engage in counselling for herself and try and stay positive. Her ex-husband threatened to try for full custody of all the children but thankfully he was unsuccessful and Anna was awarded the custody of the children with her ex having visitation rights.

Anna worked tirelessly with 3 young children and eventually secured a private rental in the local area. Staff supported Anna with furniture and a wish list of essential items as Anna would need to start from scratch with personal belongings. SAHSSI organised brokerage for whitegoods also car seats for the younger children and brokerage sought from other services.

Her new property meant the children would need to change schools and SAHSSI supported her with this. She also said she felt unsafe given her ex-husbands' history so SAHSSI organised for a safety check to be carried out by the local police and recommendations adapted to the property.

Anna has settled into her new property and is assisted by various agencies in the area. Anna is still being supported by SAHSSI outreach during this transition period. Anna has expressed her gratitude for the support given to her and her children and said she could not have moved on without this support.



Shakira – Domestic Violence and Homelessness

Shakira is a 30 year old woman with 4 children and is a kinship carer to her niece and nephew. The children in her care range in ages from 3 to 15 years old.

Shakira has a long history of domestic violence and had fled interstate 6 months prior.

Shakira was referred to SAHSSI for outreach support due to the conditions the family were living in. Shakira was living in a demountable building on a family member's property with her 6 children. The demountable had no running water or electricity so Shakira and her children were showering at a local sporting complex and were eating takeaway meals every night which took up a lot of the family's income. During wet weather, water would leak through the roof and the walls. Shakira and her children were sleeping on mattresses on the floor which, due to the water leak, were mouldy.

Shakira's sister was also an outreach client and along with her children were also residing in the demountable due to being homeless. The sisters were each other's support.

SAHSSI staff were able to advocate with Housing NSW for the 2 families to be given Temporary Accommodation at the same motel. After being granted a number of TA extensions, a vacancy

became available at our crisis accommodation for Shakira's sister and her children but did not have the capacity to accommodate Shakira and her large family. As Shakira's Temporary Accommodation allocation came to an end, outreach staff strongly advocated with Housing NSW for Shakira to be granted an extension until a vacancy could become available to house the large family.

A couple of weeks later we were able to house Shakira and her children by opening up 2 connecting rooms.

While in crisis accommodation, Shakira conducted rental searches but was continuously unsuccessful. Feedback from property managers was that landlords were hesitant to lease properties with tenants with so many children.

Shakira was approved for priority housing and after 3 months of being in crisis accommodation, Housing NSW were able to locate and offer her a property large enough for her family.

Shakira's sister was also offered a Housing NSW property.

SAHSSI assisted the family with some furniture and brokerage for whitegoods.



FINANCIAL REPORT

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

INCOME AND EXPENDITURE STATEMENT - CONSOLIDATED FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
INCOME			
Unexpended Grants Carried Forward		1,911,883	345,430
Grants – General Refuge – Community Services		1,663,519	4,195,324
Grants - Other		358,343	337,874
Donations		78,986	69,215
Membership Fees		45	43
Interest Received		57,926	42,997
Rent Received		306,504	350,764
Sundry Income		2,738	18,837
Job Placement Program		-	11,800
Water Usage		7,296	10,895
Board and Lodgings		128,007	131,798
Motor Vehicle – Employee Contribution		26,739	29,474
Management Fees		294,143	293,205
Motor Vehicle Levy		31,500	-
TA Grey Street		154,890	-
TOTAL INCOME		5,022,519	5,837,656
EXPENDITURE			
Accountancy and Audit Fees		8,083	13,194
Bank Fees and Charges		4,481	1,655
Brokerage Costs HAP		42,065	45,878
Centrepay Fees		2,035	1,767
Computer Software/Maintenance		62,129	47,548
Conference and Seminars		32,067	22,769
Consultancy Fees		1,000	1,659
Depreciation		1,420	1,847
Headlease Rent		47,607	53,948
Insurance		65,823	64,421
Interest		5,119	-
Client Support Costs		38,259	-
Light and Power		33,302	26,099
Loss on Disposal of Assets		22,635	12,135
Management Fees		294,288	293,205
Meeting Expenses		3,448	4,420
Minor Equipment		16,868	29,691
Motor Vehicle Expenses		156,305	130,488
Motor Vehicle Levy		31,500	-
Printing, Postage and Stationery		104,223	75,905
Minor Household Replacements		7,779	14,837
Rates		55,814	51,525
Rent		15,109	15,690
Sundry		434	826

FINANCIAL REPORT

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

INCOME AND EXPENDITURE STATEMENT - CONSOLIDATED FOR THE YEAR ENDED 30 JUNE 2017 (Continued)

	Note	2017 \$	2016 \$
Rent – Swan Street		63,538	42,462
Rent – Storage		4,467	4,467
Advertising		2,261	975
Program Costs		-	4,669
PIR Flexible Funding		9,033	15,000
Planned Maintenance		94,468	138,537
Repairs and Maintenance		93,553	95,445
Resident Expenses		10,928	14,008
Salaries and Wages and On Costs		2,546,874	2,059,113
Security		17,194	12,194
Subscriptions		4,236	2,408
Superannuation		214,016	179,727
Supervision		378	531
Telephone		65,928	57,840
TOTAL EXPENDITURE		4,178,667	3,536,883
EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE		843,852	2,300,773
Less UNEXPENDED GRANTS CARRIED FORWARD		507,657	1,911,883
EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE		\$ 336,195	\$ 388,890

STATEMENT OF FINANCIAL POSITION - 30 JUNE 2017

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	2	4,805,404	4,151,476
Other		4,718	6,558
Trade debtors		2,286	-
TOTAL CURRENT ASSETS		4,812,408	4,158,034
NON-CURRENT ASSETS			
Property, Plant and Equipment	3	992,591	324,205
TOTAL NON-CURRENT ASSETS		992,591	324,205
TOTAL ASSETS		5,804,999	4,482,239
CURRENT LIABILITIES			
Bank Loan		295,328	-
Bonds		537	90
Grants in advance		1,828,499	-
Provision for Annual Leave		119,423	105,328
Provision for Annual Leave Loading		20,899	18,432
Provision for Long Service Leave		183,030	154,291
Provision for Redundancy		233,017	79,710
Provision for Planned Maintenance		279,069	184,600
Provision for Sick Leave		116,312	97,721
Sundry Creditors		72,958	118,109
Unexpended Grants Carried Forward	4	507,657	1,911,883
TOTAL LIABILITIES		3,656,729	2,670,164
NET ASSETS		\$2,148,270	\$1,812,075
MEMBERS FUNDS			
Balance - 1 July, 2016		1,812,075	1,423,185
Surplus/(Deficit) for year		336,195	388,890
TOTAL MEMBERS FUNDS		\$2,148,270	\$1,812,075

"I was supported wholly. SAHSSI went above and beyond my expectations. I would recommend this service to anyone who is going through a really hard time".



www.sahssi.org.au

ABN 85 784 780 738