

The background of the middle section is a photograph of several hands clasped together in a supportive grip. This image is partially covered by a semi-transparent purple gradient that extends across the width of the page. Overlaid on this gradient is the text 'ANNUAL REPORT' in white and '2015-16' in orange.

ANNUAL REPORT 2015-16

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.

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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. In October 2014, Wollongong and Warilla Women's Refuges merged to create Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI).

Combined 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 Enhancement



SAHSSI – Services the Illawarra / Shoalhaven District of NSW

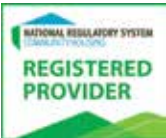
SAHSSI HEAD OFFICE



Central Administration, Housing Resource Centre and Outreach Service.

SAHSSI head office is located in Swan St Wollongong, with management, finance and administration, and a centralised intake and referral.

The office is accessible by public transport and delivers outreach support to clients wherever they are in the district.



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, 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)

Complex Clients – 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 Enhancement Funding – DVE – 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 system 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).

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



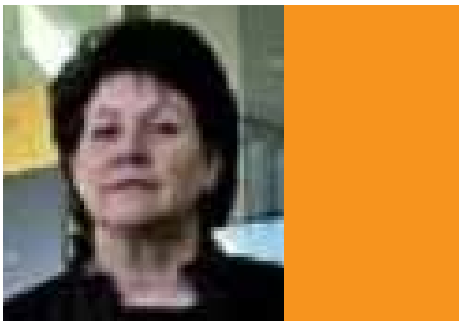
SALLY STEVENSON
Member
Illawarra Women's Health Centre



DEBORAH KELLY
Member
GPT Group



LORRI FIELD
Member
Kells Solicitors



BEVERLEY DOBIE
Member
Women's Domestic Violence Court
Advocacy Services - Shoalhaven

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

SERVICE REPORT

FUNDING

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

Our core funding is received annually from Family & 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.

National Partnership Agreement on Homelessness (NPAH) – this funding is fixed term and was extended to the 30th June, 2016 to provide additional services and strengthen service capacity.

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 & Community Services (FACS) – Department of Community Services – Domestic Violence Enhancement Funding (DVE) 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. These principles 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 dependent children – who experience homelessness or 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.



24/7 Domestic Violence Crisis Service

A NSW Government funded initiative to provide a 24/7 emergency accommodation and specialist support service to women and children who are fleeing domestic and family abuse.

WHO CAN IT HELP?

- Single women 18+
- Women (17+) with accompanying children – please note SAHSSI supports accompanying male children

WHAT CAN IT OFFER?

- Emergency accommodation (for up to 28 days) with links to ongoing accommodation and case management
- Ongoing support from a trauma-informed and specialist SAHSSI case manager
- Referral and partnership links with specialist services in counselling, child therapy, legal, child protection, police, health, cultural services and education
- 24/7 staff available to provide safety planning and support where a perpetrator is removed from the home and the woman wishes to remain
- Emergency supply of food vouchers and toiletries at selected safe locations across the district
- 24/7 access to qualified staff where a woman is homeless or at risk of homelessness due to domestic and family abuse

WHAT IS THE COST?

- There is no cost associated with this service

HOW DO WOMEN ACCESS THIS SERVICE?

- Contact DV Hotline on 1800 656 463
- Contact Link2Home on 1800 152 152

The above 24/7 hotlines will contact SAHSSI direct to arrange accommodation and/or support as required

WORK PLACEMENT

Work placement is a fantastic opportunity for students to gain valuable skills, knowledge and employability skills in their chosen industry. We thank the workplace students from TAFE and the UOW, who we enjoy having throughout the year.

Competencies covered in TAFE work placement are:

- Work within a community development framework
- Identify and respond to children and young people at risk
- Use targeted communication skills to build relationships
- Work effectively in the community sector
- Deliver and develop client services
- Respond holistically to client issues and refer appropriately
- Maintain an effective workplace
- Work effectively with culturally diverse clients and co-workers
- Maintain workplace WHS processes
- Establish and monitor case plans
- Recognise and respond appropriately to domestic and family violence
- Facilitate groups for individual outcomes



SDRO WORK DEVELOPMENT ORDERS

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



Kristy's Story - WDO

Kristy was a previous client of both Warilla and Wollongong refuges in 2013 and had originally accessed both services to escape Domestic Violence. During that time her substance abuse controlled her life and neither stay was successful.

In 2015 she self-referred to SAHSSI from being discharged from a long-term drug rehabilitation program. On intake she explained that she had incurred fines through the State Debt Recovery Office and had not paid them. Staff arranged for her to be placed on a Work Development Order, where she incurred a \$1596.28 debt. It was proposed that she could work off up to 20 hours per month (\$1000) through case management, treatments and programs. The business restriction placed on her by Roads and Maritime Services was lifted when she started the WDO.

In conjunction with her case manager, Kristy developed a Personal Support Plan that identified her needs and goals with support from SAHSSI and most importantly her personal motivation. With housing being a main focus of the case plan, other major goals included living drug free and engaging in rehabilitation aftercare programs. Years of substance abuse had also left her with medical concerns so these were added to the case plan.

SAHSSI supported her to attend appointments such as financial counselling and appointments with a GP. Her case manager liaised with local organisations such as The Watershed and the Salvation Army's First Floor program to support her progress and her WDO obligations. Unfortunately she relapsed several times but remained committed to achieving this goal and stayed engaged in support. Kristy's case manager encouraged her to also attend sessions of a Positive Relationships group to learn more about the cycle of Domestic Violence, which she committed to. Kristy was supported to Housing NSW appointments, private rental viewings and engaged in our private rental workshop, which all counted towards the WDO.

Kristy was excited to be offered a lovely 2 bedroom unit by HNSW in an area much suited to her. By then she had successfully worked off all fines through the SDRO. She informed staff that it was such a relief that now she would be able to get her license again.

Kristy also explained to staff that she would never have been able to pay the fines off and get ahead as she only receives a Newstart Allowance.

Kristy was given a certificate to confirm that her fines were all paid off.

ONE FACS SERVICE CENTRE

Illawarra Intake and Assessment continuing collaborative support and community engagement at One FACS Service Centre.

The One FACS Service Centre located in Coniston celebrated its first year anniversary in June 2016. This centre is the NSW Government's first facility where local FACS services (Ageing Disability and Home Care, Community Services and Housing NSW), government agencies and non-government organisations (NGOs) can provide human services under one roof.

SAHSSI staff attend the One Place service centre each Tuesday and offer information, support and assessment for women presenting for housing assistance. This has provided an opportunity to intervene with women who have not previously contacted our service or those who find it difficult to attend an appointment and would prefer a drop in service. We have been able to offer valuable support via a psycho-educational approach to women who may be experiencing domestic violence and have not previously been able to identify or seek help in regard to their circumstances.

Our presence at the centre also provides a valuable opportunity to consult and liaise with a number of non-government organisations who also attend the centre as well as all staff at Family and Community Services with whom we have had the opportunity to strengthen pre-existing relationships and commence collaboration with those who previously were not aware of our services.



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
- Personal Assistant – June Lowe
- Intake & Assessment Coordinator – Jane Anderson
- Case Manager Outreach – Vicki Hawkins
- Case Manager Outreach – Kim Irwin
- Case Manager Outreach – Anita Owen
- Case Manager Outreach – Joanne Baldwin
- Case Manager Outreach – Mellanie Smede
- Case Manager Outreach – Diana Oliverio
- Case Manager Rapid Rehousing – Vanessa Criado
- Case Manager Rapid Rehousing – Leanne Hogan
- Support Facilitator PIR – Amanda Dekker
- Support Facilitator PIR – Dhaku Jara



ILLAWARRA TEAM

Crisis Accommodation:

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

CASUAL STAFF

- Sammantha Angeloska
- Sharie Schutz
- Kathleen Morris
- Virginia Wade

SHOALHAVEN TEAM:

- Manager – Lesley Labka
- Case Manager Crisis Accommodation – Ricki Zsovar
- Case Manager Crisis Accommodation – Evie Rankmore
- Case Manager Outreach – Therese Gehlhaar
- Case Manager Outreach – Alison Pembrey
- Case Manager Outreach – Becky Garrett
- Case Manager Rapid Rehousing – Gema Laycock
- Case Manager Rapid Rehousing – Kyalee Barnes
- Support Facilitator PIR – Kerry Walker





CHAIRPERSON'S REPORT

Everyone should have the right to live a life free from violence, fear and injustice.

In writing this report I reflected back over the life of SAHSSI which actually spans over three decades, back in the beginning the service operated as a collective. In 2009 our organisation decided to restructure and move from a collective to a management committee model. In 2010 we were successful in receiving fixed term NPAH funding under the Homelessness Action Plan (HAP) Domestic Violence Program. This program covered the Illawarra and Shoalhaven district and was funded for 2 years however it was extended an additional two years to 2014.

We then went through the Going Home Staying Home Reform and we were fortunate to be successful in the tender process where both Wollongong and Warilla Women's Refuges decided to amalgamate. As a result we rebranded and changed the organisation's name to Supported Accommodation and Homelessness Services Shoalhaven Illawarra – SAHSSI.

With the assistance of our consultants Libby and Robin, both staff and management committee developed our mission and vision statement and strategic plan. One of the massive tasks the Committee took on was to review, formulate and approve our new Policy and Procedures Manual which we finally completed this year.

The funding SAHSSI received in 2015/16 was as follows;

- FACS Community Services – Illawarra and Shoalhaven Domestic Violence Funding (GSHS)
- National Partnership Agreement on Homelessness (NPAH) – fixed term funding
- FACS Community Services - Domestic Violence Enhancement Funding (DVE) Shoalhaven/ Illawarra – fixed term funding

- Grand Pacific Health – Partners in Recovery
- Corrective Services – Partner Support Program

We now come today where we have a dedicated and caring organisation of which hard work, passion and commitment has led to such significant progress. The staff of SAHSSI need to be acknowledged for embracing these changes. They have supported each other in overcoming the obstacles. They have worked together and achieved many positive outcomes for our clients. On behalf of the Committee I thank you because you have improved access to our services for those who need us. Please do not forget you have made a significant impact on many people's lives.

Kathy our CEO has extraordinary leadership skills and she continues to work tirelessly and has led by example throughout the year along with all the managers.

I would like to take this opportunity to express my ongoing appreciation of our SAHSSI Committee. It is encouraging to experience such support and commitment from our committee members who are located in both the Illawarra and Shoalhaven communities.

We value the diverse skill and experiences that you all bring to SAHSSI and look forward to working with you over the times ahead. We the committee look forward to another year of exciting new projects along with the inevitable challenges that come to our sector

Thank you
Kerrie Rutherford

CEO'S REPORT

I find that every year I talk about how busy the previous year has been and this year is no exception.

Throughout the year SAHSSI provided the following services:

- Illawarra Women's Homelessness & DFV Support Service
- Shoalhaven Women's Homelessness & DFV Support Service
- National Partnership Agreement on Homelessness (NPAH) – fixed term funding
- Domestic Violence Enhancement – DVE Program
- Partners in Recovery Program – PIR
- Corrective Services – Partner Support Program

Staff have worked tirelessly throughout the year and even though caseloads have been high we have exceeded our targets for both Illawarra and Shoalhaven Women's Homelessness & DVF funded services, as highlighted in the service reports. Even though we have been busy with our targets we had the time to have a break and celebrate SAHSSI's 30 year anniversary with staff and management.

Our Partners in Recovery funding (PIR) will be extended for a further 12 months 16/17 with the view to transitioning this program to the NDIS. I would like to thank Jenny and Erin for the support they have provided throughout the year to the support facilitators and managers of the PIR funded services.

The National Partnership Agreement on Homelessness (NPAH) funding ceased on the 30th June 2016. With this funding we focused on the Rapid Re-housing target group and both Leanne and Vanessa assisted women who were homeless to resolve their housing needs.

We also received additional 2 year fixed term Domestic Violence Enhancement Funding for the Illawarra and Shoalhaven to provide a 24/7 emergency accommodation and specialist

support service to single women and women with children who are fleeing domestic and family violence.

Services to be provided under this funding is as follows:

- Additional crisis beds in both the Illawarra and Shoalhaven under a Temporary Accommodation Model (TA) through FACS – Housing Services and Links to Home.
- Staff will also provide 24/7 outreach support to women who have been accommodated in other Temporary Accommodation locations.
- Ongoing support from a trauma-informed and specialist SAHSSI case manager
- Referral and partnership links with specialist services
- 24/7 staff available to provide safety planning and support where a perpetrator has been removed from the home and the woman wishes to remain
- Emergency supply of food vouchers and toiletries at selected safe locations across the district.

In the Shoalhaven SAHSSI has formed a partnership with Southern Cross Community Housing to provide additional crisis beds for this target group. Southern Cross Community Housing has purchased a Guest House to accommodate our clients under a Temporary Accommodation model (TA) and SAHSSI DVE staff will be based at this property 24/7 Monday to Friday and 24/7 on-call on the weekends.

In the Illawarra SAHSSI is in the process of purchasing an 8 bedroom property to provide additional Temporary Accommodation beds and we are hoping that contracts will be exchanged by early October 16. We are currently providing this service using another property in the interim.

CEO'S REPORT

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: 2015 TO 2019

Throughout the year we have been monitoring and evaluating our business plan which is made up of four focus areas.

Our action plan focus areas are made up of the following:

- FOCUS AREA 1 – SERVICE DELIVERY**
Goal: By 2019 all SAHSSI services will be innovative, delivered efficiently, and have measurable positive impacts for clients and on the service system.
- FOCUS AREA 2 – ORGANISATIONAL CAPACITY**
Goal: By 2019 SAHSSI will provide best practice governance and management within a quality assurance framework and will be financially resilient.
- FOCUS AREA 3 – PROMOTION AND MARKETING**
Goal: By 2019 SAHSSI will have a high profile and be well regarded by all our key stakeholder groups.
- FOCUS AREA 4 – ASSETS AND MAINTENANCE**
Goal: By 2019 SAHSSI will have a highly proficient 10 year asset and maintenance plan

PARTNERSHIPS

- Community Partners**
- Once again I would like to thank our community partners in the Illawarra and Shoalhaven;
- Family and Community Services – Housing Services and 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 Community Housing & The Housing Trust
 - Anglicare, St Vincent De Paul and Mission Australia
 - Southern Youth and Family Services – SYFS
 - Aboriginal Corporation – GHSH and Caresouth - GHSH
 - Homelessness Hubs Illawarra and Shoalhaven
 - DVNSW

CEO'S REPORT

Thank you so much for your support!

PARTNERSHIPS

Finally I would like to thank the generous people/ organisations who have donated either money or goods (such as toiletries, furniture and children's school items) throughout the year to SAHSSI.

A special thanks to the following;

- **Ryan Park MP** – Member for Keira his staff and constituents for donating Christmas toys and gifts to our clients and their children. Each year the donations have increased and as a result all our clients' children have not gone without a gift on Christmas day. (see donations page)
- **Sammy Maher** – Sammy has organised fundraising events for the last 2 years. Last year's theme was "Dance Till You Drop" and this year was the "Bollywood Night". Sammy has worked tirelessly to support SAHSSI and on behalf of the committee, staff and clients we cannot thank her enough.
- The money raised has gone towards assisting women to purchase good quality 2nd hand whitegoods for when they move into stable accommodation. This year's funds will go towards furnishing the new property SAHSSI is purchasing for women and children escaping domestic violence. (See fundraiser page)
- **Maris Depers** raised money for SAHSSI by cutting his dreadlocks. It took Maris 20 years to grow his massive dreadlocks. ... Each dread was cut one-by-one, before the bundle of hair was weighed. SAHSSI received over \$11,000 from this event. (see fundraisers page)
- **Jim McIntyre Foundation** – We received a donation of \$20,000, these funds will assist our clients with purchasing whitegoods and beds.



20TH ANNIVERSARY – MELY GALLINA

We would like to take this opportunity to thank Mely for her 20 years of service with our organisation. Mely is renown for hugging her co-workers and her boss even when she has been threatened with disciplinary action!

On a serious note Mely is well known to have a great sense of humor (really funny). She is also a very reliable person and someone you can always count on, although dangerous when she gets excited!

Mely takes pride in her work and is known at Keiraville refuge to be bossy “the Queen” and have the office running smoothly, which we appreciate. She doesn’t like to deviate from her daily plans no matter what happens, which can sometimes be challenging!

Mely has experienced and managed many changes throughout her years of service from when Wollongong Women’s Refuge was a collective structure, to a governance structure and now SAHSSI. She has made new work friends and has many stories to tell!

We all appreciate Mely’s kind, caring nature and her love for shopping clearly shows with her perfect presentation and beautifully coordinated outfits.

We all congratulate Mely for her 20 years of service.



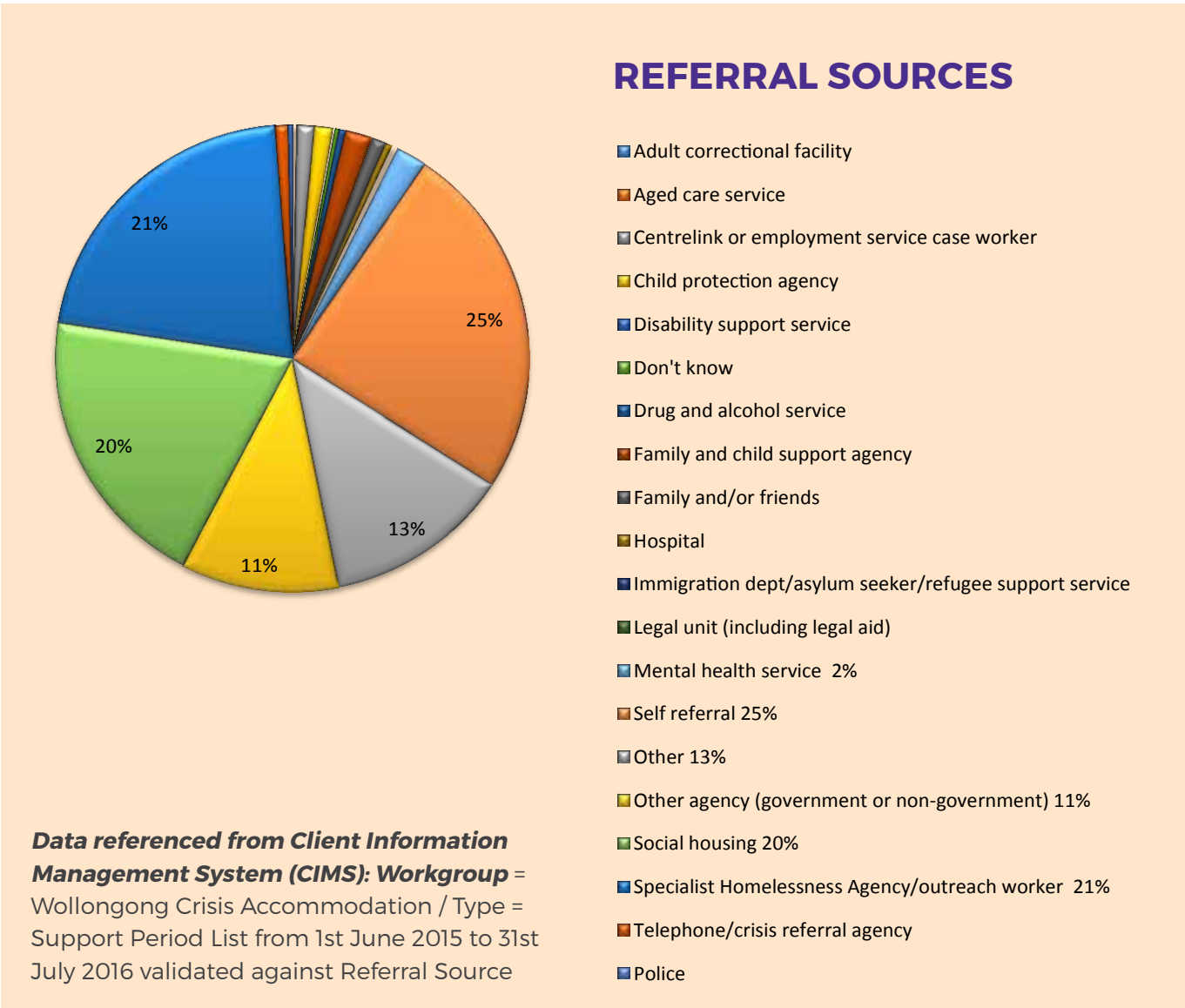
ILLAWARRA WOMEN’S HOMELESSNESS AND DV SUPPORT SERVICE

Our Illawarra services have a centrally located intake coordinator who operates from our Swan Street Office. Across 2015-2016 a total of 1,149 referrals were made to the Illawarra (with 1029 intake assessments completed). The most common source of referral came from self-referrals (approximately 25%) followed by referrals from FACS - Housing NSW (20%) and other Specialist Homelessness Services (approximately 21%).

Due to the high number of referrals we receive, having an intake coordinator allows us to attempt contact with all persons referred to our service and offer both an intake assessment and information for services and products which may be helpful for immediate crisis support. The intake coordinator can also support referrals to both Specialist

Homelessness and mainstream services within the community. This process frees up our outreach case managers (who spend most of their days out in the field) to attend to the many demands of their ongoing client load. We aim to assist those who are escaping domestic violence as a matter of priority.

Our greatest challenge has been the number of referrals we receive in relation to our available case management and accommodation vacancies. Throughout the 2015-2016 financial year, we were able to alleviate some of this stress on resources via our “Rapid Rehousing” workers who were employed under the “Enhancement funding strategy”, which unfortunately was only made available until the end of this financial year.



ILLAWARRA OUTREACH SUPPORT

The outreach support team consists of casual, part time and full time case managers who work with clients in their home or support locations to address their immediate crisis needs, stabilise their housing requirements and link to further services and programs to support and empower sustainable housing outcomes. The team specialising in trauma informed practice including keeping women and children safe from domestic violence.

We are very fortunate in the Illawarra to have medium term housing options with nearly 40 transitional homes tenancy managed by SAHSSI so when clients are unable to find immediate long term stable housing or are not yet ready, outreach case managers can also refer to transitional housing. Clients approved for transitional housing will continue to be case managed to assist with maintaining focus on finding suitable long term housing requirements.

Once a client has found and moved into long term suitable accommodation, our outreach case managers will either finalise their support or monitor the tenancy for the first few months to ensure women and their families land on their feet and are able to sustain their tenancy for the longer term (or, for clients who require support to sustain a tenancy, SAHSSI may case manage until supports are in place).

Some of the challenges experienced over the last twelve months are the continuing rise of referrals and subsequent challenge or allocating quickly to outreach case management support as well as difficulties in finding affordable accommodation in the private rental sector, particularly for single clients on low incomes such as Newstart or Youth Allowance. We are starting to experience more and more, younger pregnant women, middle aged or elderly single women in crisis.

In 2015/16, SAHSSI also focussed on building referral

pathways from stakeholders/partners such as Housing NSW, Community Housing providers and real estates to promote and increase the amount of early intervention referrals. SAHSSI aims to increase opportunities in the next year to support women and children to sustain their tenancy before they enter into a crisis situation, hopefully in turn leading to less strain on the crisis response networks.



Above is a photo of artwork completed by an outreach client during a therapeutic art program in Nowra. The tree, animations and tags are a representation of her life and goals.

Susan's Story

Susan was referred by Probation and Parole, she had become homeless after serving 8 months imprisonment due to fraud charges.

On presentation Susan was homeless and sleeping on her sister's veranda with her cats for several months. She had a gambling addiction, a large credit card debt and no employment.

Susan was referred to Mission Australia Gambling counsellor and continues to engage in the support. She was also referred to Maroon at Illawarra legal centre for financial counselling. Susan's debts consolidated into a more affordable repayment plan.

Support with employment and housing led to the success of part time employment and her own private rental property. She now lives with her cats and continues to sustain her tenancy.

Linda's Story

Linda (single women in her 50's) self-referred to SAHSSI with complex issues including alcohol abuse, detox, high levels of anxiety and minimal family/friend support networks. Linda was already engaged with an ISPiR Support Facilitator from NEAMI at time of referral also.

Linda had received a letter from her real estate stating she had to vacate her premises within a month as the owners wanted to renovate and move back in. Linda had resided in her rental property for 5 years.

The property owners also owned the house next door to her and had started to renovate, and were constantly putting pressure on Linda to pack up and leave (which had adverse effects on her anxiety and alcohol abuse).

Linda had a companion dog which she did not want to be separated from. Linda was on DSP income but finding it difficult to find affordable housing for a single women with a blue healer companion dog.

SAHSSI worked closely with Housing NSW and ISPiR to lodge an application for Priority Housing. Through SAHSSI constant escalation, the application for priority housing had been approved and an allocation of housing was made to Linda who then signed a lease for a new unit that included a court yard for the dog all within the eviction timeframes.

She was then able to concentrate on her detox from alcohol with the support of Illawarra Drug and Alcohol Service. She is now sober and putting in place strategies to remain alcohol free.



ADDITIONAL FUNDING FOR RAPID REHOUSING 2015/16 PROJECT

As mentioned previously, additional National Partnership Agreement on Homelessness (NPAH) 12 month fixed term federal funding was awarded to SAHSSI for the fiscal year of 2015-16. These additional funds were used by SAHSSI to increase case management staffing resources to focus on rapid rehousing responses for clients in crisis (homeless, about to become homeless or at risk in their current tenancy).

This meant that 85 women (with and without children) were assisted via a rapid rehousing approach, which required intensive case management support for short periods of time. Of the 85 clients the following housing outcomes were achieved with support of the Rapid Rehousing dedicated workers.



Tina’s Story

Tina presented to Housing NSW (One Place) as she was homeless and escaping domestic violence. Tina was assessed and it was identified that Tina, with support from SAHSSI, could obtain and maintain a private rental property, therefore she was referred to the Rapid Rehousing (RRH) project.

During this time she resided in Temporary Accommodation (motels) whilst receiving support from RRH case manager.

Tina’s older children were renting privately with Tina’s name on the lease as Tina’s ex-partner wouldn’t allow her older children to reside with Tina whilst in the relationship.

She actively searched for a private rental property in the local area while working part time for herself and all her children.

Tina’s case manager advocated for her to be assessed for Start Safely Housing NSW subsidy assistance and she was approved within 2 days.

Tina and her oldest children submitted a letter to the real estate to end the existing tenancy and continued to seek a private rental property for herself and her 3 children.

Tina secured a private rental property for herself and her 3 children. The property also had a games room for the children to have extra space!

Tina is very thankful for SAHSSI support and to be able to have her 3 children back with her under one roof.



Lorraine’s Story

RRH case manager was sent a referral for early intervention to save Lorraine’s tenancy, where she resided in a Housing NSW property. Lorraine had been residing in the property for 3 years, her property care was poor plus the property was damaged with holes in all walls.

Housing NSW had taken Lorraine to the tenancy tribunal (NCAT) several times and it was Lorraine’s last chance to clean up the property and complete repairs.

Lorraine’s case manager met Housing NSW staff at the property to complete a detailed list of what was required.

It was identified that the rubbish and furniture sprawled across the front and back yard was required to be removed along with cutting and maintaining the grass which was up to the top of the fence line.

SAHSSI assisted with brokerage and organised council pick up of the rubbish. Support and guidance was provided to Lorraine to clean up the property and put rubbish out for kerb side collection.

Lorraine learnt how to maintain her lawns and property and was supported with other repairs in order to sustain her tenancy. Housing NSW are happy with Lorraine’s progress towards sustaining her property.

ILLAWARRA CRISIS ACCOMMODATION

SAHSSI crisis accommodation and case management service offers support to single women 18 plus or women with accompanying children (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 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.

WOLLONGONG REFUGE



WARILLA REFUGE

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.

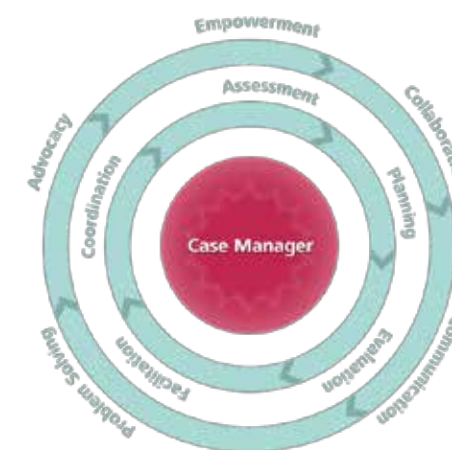


The crisis accommodation case managers

provide case management to women and children that are in our crisis accommodation, when they move to a SAHSSI transitional property and also provide outreach services to women and children, who may be couch surfing, living in other temporary accommodation and saving tenancies.

Case Management - Case management is a process of consistent communication, information sharing, planning, implementing, monitoring and advocacy to meet the individual's needs and goals and promoting quality outcomes that are long term.

In conjunction with the clients, the highly experienced and qualified case managers develop the client's own personal support plan (case plans) which is reviewed on a regular basis.



Our case management for crisis and outreach includes:

- immediate crisis response intake
- housing information and options
- financial and income status and needs
- emotional support
- psychological support – referrals to specialist services
- identifying risk factors of homelessness and domestic violence
- health needs and mental health support referrals
- parenting support and living skills
- legal matters and referrals to specialised services
- social and cultural needs and referrals
- pathways to employment and training.

SAHSSI Rental workshop:

SAHSSI Illawarra conducts their very own private rental workshops to assist clients to gain the skills to be successful in securing and maintaining a tenancy.

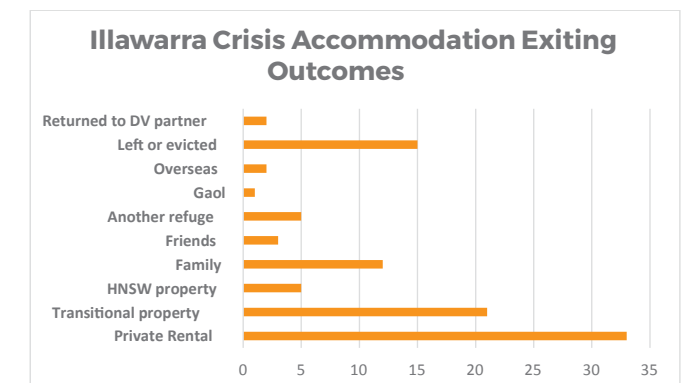
The workshop is designed for all clients who may have issues with housing or living skills, for people with little or no experience in the private rental market or those who have had previous issues with past tenancies.



Topics covered are:

- identifying and addressing barriers in the private rental market
- what real estates want
- process for looking for rentals and applying
- tips to make the client stand out
- incentive programs to assist the client
- housing options including shared accommodation
- identification requirements
- presentation and communication
- relationships with neighbours and real estate
- having visitors
- rights and responsibilities
- how to manage situations that may place the tenancy at risk
- repairs and cleaning
- managing expenses
- how to sustain a tenancy
- finishing a tenancy

The feedback and outcomes from our rental workshops are fantastic. Our statistics show 33% of clients moving into private rental and 21% moving into a transitional property, which lead to a private rental or HNSW property. **Well done team!**



CLIENT ACTIVITIES

Bunnings Bike Donation Day This year Bunnings had a team building day where several Bunnings teams across the region joined forces to plan a surprise giveaway for young clients from SAHSSI and the Homeless Hub. The clients also received a new helmet and lunch.

Thank you Bunnings



Vision Board: A vision board is a tool used to help clarify, concentrate and maintain focus on a specific life goal. Literally, a vision board is any sort of board on which you display images that represent whatever you want to be, do or have in your life.



Special events gatherings: Mother's Day, Easter, Christmas, BBQ's and birthday celebrations.

Crossways Church – Haircuts and coffee for clients at the refuge.

Quit Smoking Workshop: A partnership with Women's Illawarra Health Centre. An information session about strategies on how to stop smoking, the dangers of smoking and support.

Stress Free days: Cooking days, Early Start Discovery Space, Bowling, Jewellery making, Melbourne cup day, Adult Colouring in - Fun time, leaving all the stress behind.



Felicia's Story

Felicia is a 46 year old woman from Thailand who moved to Australia on a spousal visa after marrying an Australian man (Warren) whom she met while studying in Australia. Felicia spoke limited English and had no family support in Australia. She had been earning a small amount of money as a massage therapist and were renting a property that was \$450 per week.

Felicia was referred to SAHSSI by the Domestic Violence Hotline. The initial referral indicated that Felicia had been living with her husband in a private rental property, however after her husband was charged with Common Assault and an Apprehended Violence Order (AVO) was taken out, this excluded him from residing at the property.

This left Felicia unable to afford the rent on her own. In addition to not being able to afford the rent Felicia reported feeling unsafe in the house due to Warren breaching the AVO. Felicia reported breaches of the AVO to police and Warren's family were also contacting Felicia, which made Felicia feel unsafe.

SAHSSI staff met with Felicia to discuss crisis accommodation and support. Felicia presented as very fearful and reported reduced appetite and impaired concentration. When speaking of her situation Felicia began shaking and was visibly distressed, she accepted the offer for crisis accommodation immediately due to concerns for her safety.

Felicia reported Domestic Violence incidents that were physically abusive including being threatened with knives and constant threats of being sent back to Thailand.

On intake to the refuge Felicia was constantly tired, unable to drive her car, not eating and not able to concentrate. Staff supported Felicia to collect her personal belongings from the house as she was too fearful to go by herself.

While at the property Felicia checked the mail and found a letter from the real estate advising

that she and her husband were being evicted from the rental property due to rental arrears. Staff liaised with the real estate to ensure that Felicia was not listed on TICA and that her husband would be responsible for the arrears as she had no income.

Staff also supported her through the court process for the AVO matter and attended court when she was subpoenaed to give evidence against Warren. Warren was found not guilty of a Common Assault charge due to lack of evidence presented on the day. The police have advised her case manager that they believe there was ongoing violence. Felicia reports that her relationship with Warren was good until they moved house and he became involved with drugs. She states that her husband often threatened to call the police and have her removed from the home and often threatened to contact immigration to have her deported during incidents of violence.

The AVO was made final in August 2015 for a period of 6 months. Since then Warren continues to harass her and threatens to have her deported.

Her case manager supported Felicia regarding her Visa and immigration issues. The matter was complicated and required the use of interpreters to obtain the full factual story.

During her stay at the refuge Felicia received intensive support and found shared accommodation and she was able to work again and had commenced studies in massage therapy. Felicia was also granted permanent residency and has regained her wellbeing. The court matters were resolved and she is managing her trauma well with a psychologist. Felicia's English has also improved significantly and volunteers her time for a local religious group.

Felicia visits us on occasions and has recently travelled back to Thailand to spend time with her daughters.

TRANSITIONAL HOUSING

Transitional housing is a form of social housing assistance aimed at bridging the gap between homelessness and permanent housing. At SAHSSI, this medium term housing is offered for an initial period of six weeks or three months (depending on the property program),

but may then be extended depending on the client's circumstances. Our accommodation is accompanied by case management support, allowing clients the opportunity to stabilise their circumstances before moving on to longer term housing.

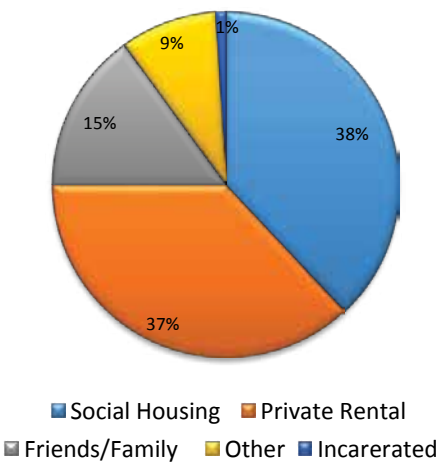
OUR TENANTS

In 2015/16 transitional housing has continued to be a valuable accommodation option for women and women with children experiencing homelessness, with a total of 106 women and 137 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 through social housing providers.

In 2015/2016:

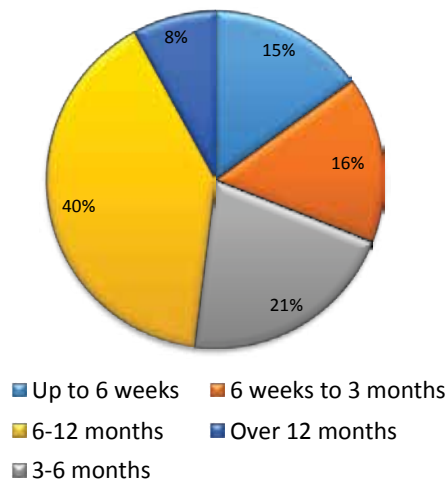
- 64% of women housed in our accommodation identified **domestic violence** as a factor influencing their homelessness
- Our youngest tenant was 17 years old (excludes children of tenants)
- Our oldest tenant was 78 years old
- 96% of tenants were reliant on Centrelink benefits as their primary source of income
- 11% of tenants were of Aboriginal or Torres Strait Islander background
- 7.5% of tenants were from a CALD background

HOUSING OUTCOMES FOR EXITED TENANTS 2015/16



The majority of tenants exiting our transitional accommodation secured permanent housing in the form of private rental (37%) or social housing (38%).

LENGTH OF TENANCIES 2015/16



In 2015/16, 52% of tenants were in transitional accommodation for less than six months before securing alternative accommodation, whilst 40% ranged from 6-12 months and 8% extended past 12 months.

OUR ACCOMMODATION

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.

Our accommodation ranges from bedsit units to four bedroom houses located in the Illawarra, enabling us to accommodate a range of different sized households.

SAHSSI is responsible for all responsive and cyclical maintenance of its properties under the Crisis Accommodation Program (CAP), which is funded from the rental income received from these properties. In 2015/16 all CAP properties were maintained in accordance with the NRSCH Standards, and within our planned budget.

SAHSSI has a 10 year Asset Maintenance Plan to satisfy the quality requirements of Compliance with the NRSCH and our aim to provide safe and well maintained properties for our tenants.

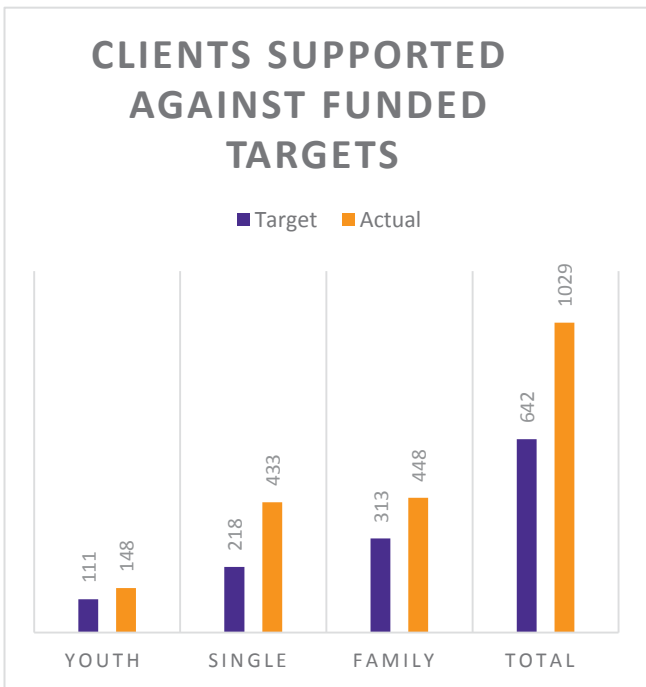
In 2015/16 100% of tenants surveyed reported satisfaction with maintenance services in relation to their properties.



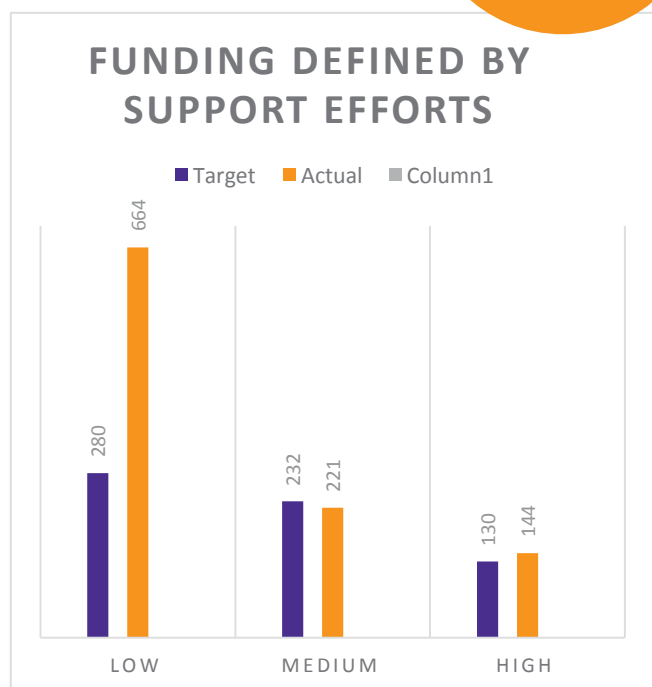
ILLAWARRA SERVICES ANNUAL RESULTS

As measured against the Going Home Staying Home Reform Funding Targets

60% over targets



Data referenced from Client Information Management System (CIMS): Workgroup = Wollongong Crisis Accommodation / Type = Support Period List from 1st June 2015 to 31st July 2016 validated against Family List



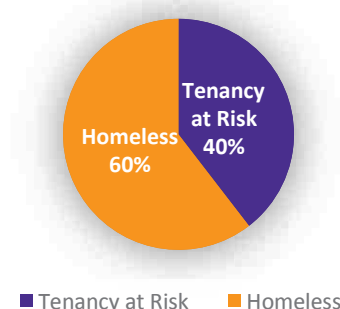
Data referenced from Client Information Management System (CIMS): Workgroup = Wollongong Crisis Accommodation / Type = Support Period List from 1st June 2015 to 31st July 2016 validated against Profile Details (by Person) / Profile: Support Effort

ILLAWARRA SERVICES ANNUAL RESULTS

GOING HOME vs STAYING HOME TARGETS



GOING HOME vs STAYING HOME ACTUALS



Data referenced from Client Information Management System (CIMS): Workgroup = Wollongong Crisis Accommodation / Type = Support Period List from 1st June 2015 to 31st July 2016

NB: The % provided (49%) of women fleeing domestic violence is an estimation based on primary reasons for referral as extracted from CIMS. This figure does not take into consideration women who do not disclose DV until case management involvement (DV not known to referrer) which is sometimes the case.

49%
of intakes were
women fleeing
domestic
violence

15%
of clients identified
as Aboriginal or
Torres Strait
Islander

“My goal is getting my own place, financially on the way with SAHSSI’s help. They are caring and wonderful people.”

SHOALHAVEN WOMEN’S HOMELESSNESS AND DV SUPPORT

The Shoalhaven Women’s Homeless and Domestic Violence Service is one of two SAHSSI services funded by Family and Community Services (FaCS) as a Specialist Homeless Service and includes a 6 bed crisis accommodation facility and outreach support for single women and women with children who are homeless or at risk of homelessness due to domestic violence or other life crisis. The service provides all of the core Going Home Staying Home responses: crisis, early intervention, rapid rehousing and complex needs.

Two of the major challenges faced by the service is a need for more crisis beds and the lack of transitional or medium term accommodation available, however the services’ skilled case managers have worked tirelessly for vulnerable women and achieved some incredible outcomes (see our statistics at the end of this report for details). Please enjoy some of the services’ highlights from the 15/16 financial year.



Our local Bunnings Painting Team came and volunteered a day to paint our children’s play room and lounge-room, including the supply of all of the paint.

SHOALHAVEN VOLUNTEERS AND SUPPORTERS

Where would we be without our volunteers? We are very lucky in the Shoalhaven to be supported by some wonderful volunteers and while we are only a relatively small service, these volunteers have made all the difference.

Nikki, a retired teacher who has since gone on to own a local florist came regularly to the crisis accommodation and provided after school activities for the children staying with us. The children loved it when Nikki came to visit and it was heart-warming to see them so excited for one of her visits. The Shoalhaven team would like to wish Nikki all the best in her new venture.

Leonie from the Berry Slow Food also visits our service regularly, helping us to keep our vegetable gardens vibrant and sharing her recipes and cooking skills with the women staying at our crisis accommodation.



Dr Susan Ballinger provides the Shoalhaven case managers throughout the year with monthly visits and an opportunity to critically reflect and improve our professional and personal practice.



The many hard working ladies of **Zonta** provided us with 20 laundry baskets full of cleaning products and some of the more expensive items needed when our women first move into their own place. A huge thank you to **Rosalie and Leonie** for bringing these every time we called.



Bowling anyone?

SAHSSI Shoalhaven clients have enjoyed some great activities this year including a day out at the local swimming pool, free TAFE training, bowling, Understanding Your Emotions and Boundaries groups run by Anglicare.



Staff attended the NAIDOC celebrations and the Women's Wellness Festival – on both occasions providing information about the services SAHSSI provides and the assistance that is available to women who are experiencing domestic violence in the community. We pitched at the Shoalhaven Homelessness Shark Tank which gave us cash



AoN Insurance held a full day working bee at the refuge where they painted the kitchen, set up vegetable patches, a basketball hoop, painted play equipment, set up a BBQ, painted outdoor seating and created new play equipment.



TAFE First Aid Course

Other activities include many many BBQs using our new onsite BBQ, Christmas lunch with Southern Cross Community Housing and a Christmas party on site with Santa and loads of presents.



donations, our children's computer and desk for homework and three large vegetable gardens, including all of the plants.

A big thank you to the Shoalhaven Sharks!

STUDENTS AND THE NEXT GENERATION OF CASE MANAGERS

SAHSSI Shoalhaven is proud to be able to mentor and contribute to the next generation of community services workers. We hosted **Gemma, Ashley and Eloise** this year and two of these students have gone on to full-time employment in the sector, hopefully taking a little bit of the SAHSSI culture with them.

INNOVATION IN THE PRIVATE RENTAL MARKET

SAHSSI Shoalhaven has no transitional accommodation and this makes it challenging for women who struggle to obtain a private rental due to a past tenancy issue or no tenancy record. This year SAHSSI Shoalhaven trialled a new approach. SAHSSI has been able to lease a private rental property and then offer it for sub-let to a client who is struggling to secure her own private rental. After 6 months, if there are no tenancy issues, the landlord agrees to take the lease directly with the client.

During the 6 months, SAHSSI provides weekly case management into the home and attends all property inspections to ensure there are no issues and to develop a collaborative relationship with the property manager. In the last financial year, SAHSSI was able to assist 4 families in this way and they are now independent renters with a great track record with the local real estate agent. There are an additional 2 families who are currently in sub-let arrangements with SAHSSI.

EXCITING NEW OPPORTUNITIES - DOMESTIC VIOLENCE ENHANCEMENT FUNDING SHOALHAVEN

SAHSSI is fortunate to be selected by Family and Community Services to provide a 24/7 crisis accommodation and support service in the Shoalhaven. Southern Cross Community Housing have purchased a large boarding house in Nowra, which will be managed by SAHSSI as part of this new two year program. The program will see an additional 8 crisis beds for women and children fleeing domestic violence in the Shoalhaven, together with three small transitional units.

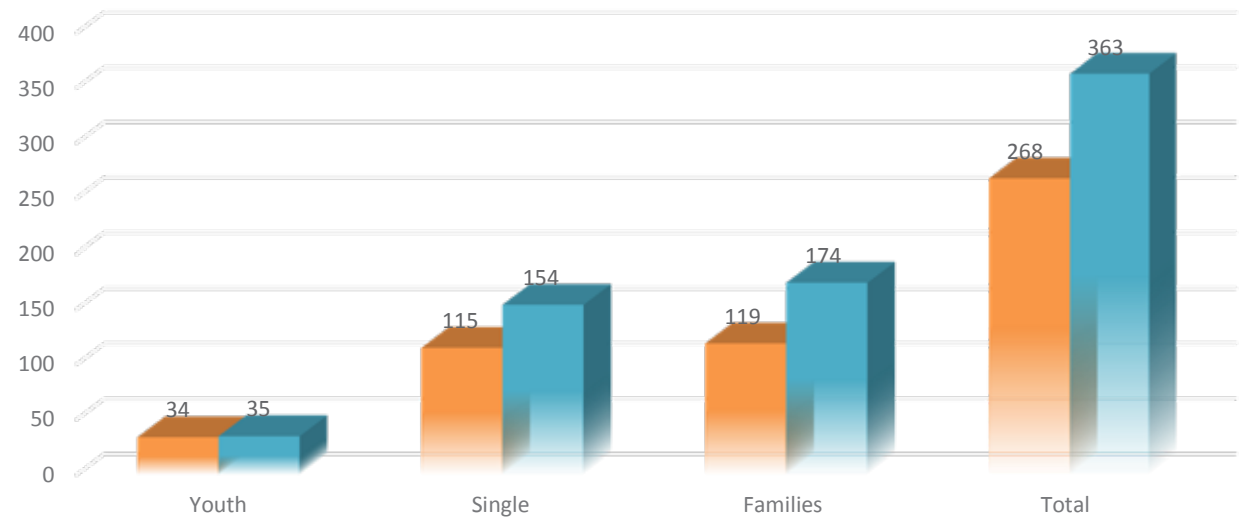
SAHSSI will employ three full-time trauma informed case managers who will provide 24/7 support to women fleeing domestic violence as well as managing the new facility. This project is seeing SAHSSI maximise its existing collaborative partnerships with **Housing NSW, Southern Cross Community Housing, Police, YWCA DV Intervention Service, Shoalhaven Health Violence, Abuse and Neglect Team as well as Accident and Emergency** to provide a benchmark best practice service to women experiencing domestic violence in the Shoalhaven.

“SAHSSI was an excellent help for me finding accommodation, they create a safe and friendly environment to live in.”

SHOALHAVEN SERVICES ANNUAL RESULTS

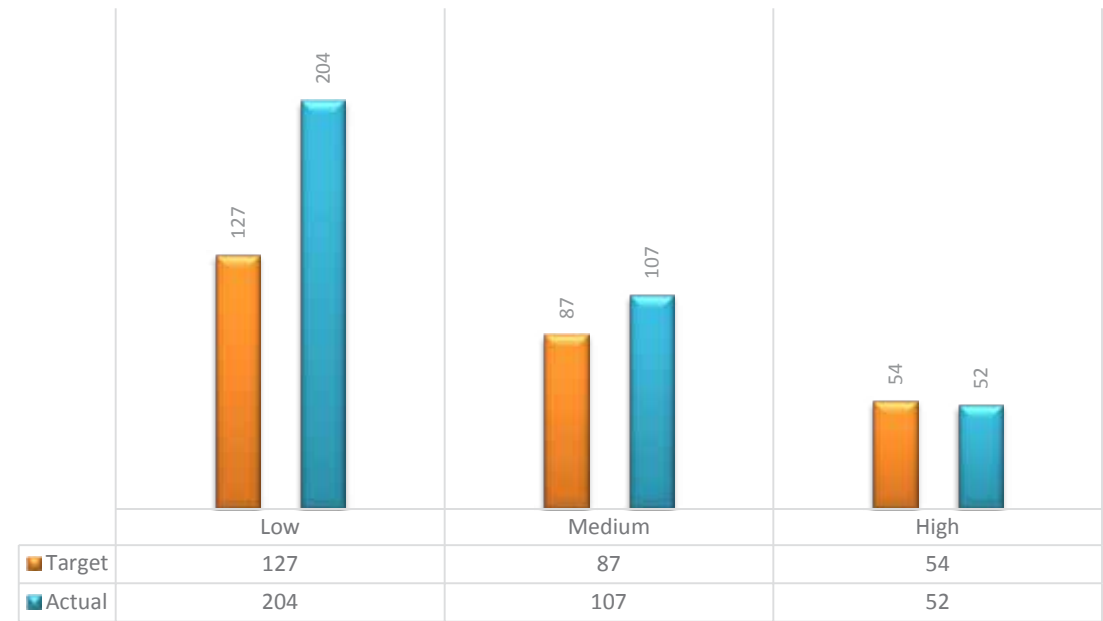
35%
over
funded
target

CLIENTS SUPPORTED AGAINST FUNDED TARGETS



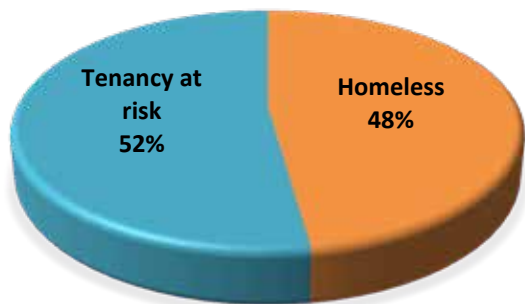
Data referenced from Client Information Management System (CIMS): Workgroup = SAHSSI Shoalhaven / Type = Support Period List from 1st June 2015 to 31st July 2016 validated against Family List

FUNDING DEFINED LOW / MEDIUM / HIGH NEEDS CLIENTS



Data referenced from Client Information Management System (CIMS): Workgroup = SAHSSI Shoalhaven / Type = Support Period List from 1st June 2015 to 31st July 2016 validated against Support Effort

FACS FUNDED TARGETS HOMELESS VS TENANCIES AT RISK

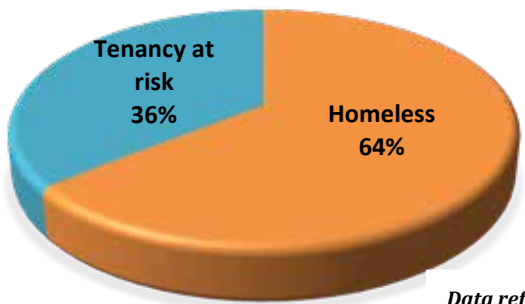


48% of the 381 referrals were for women fleeing domestic violence

31% of clients housed in private rental

12% of clients housed in social housing

SAHSSI SHOALHAVEN'S ACTUAL RESULTS



25% of clients identified as Aboriginal or Torres Strait Islander

Data referenced from Client Information Management System (CIMS): Workgroup = SAHSSI Shoalhaven / Type = Support Period List from 1st June 2015 to 31st July 2016

NOWRA CRISIS ACCOMMODATION OVERVIEW

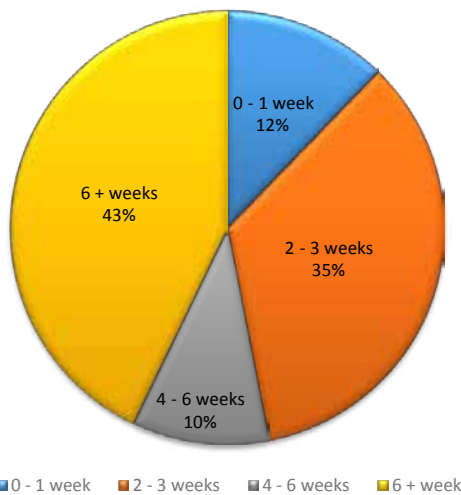
No. of single women	15
No. of women with children	20
Number of children	15
Number of DV (adults)	17
DV as a percentage	48.6%
Average stay	6.6 weeks

Data referenced from Client Information Management System (CIMS): Workgroup = SAHSSI Shoalhaven / Type = Support Period List from 1st June 2015 to 31st July 2016

Percentage breakdown in the number of weeks clients stayed in Shoalhaven crisis accommodation

40% of clients single women

272 accompanying children were supported by the SAHSSI Shoalhaven service



Data referenced from Client Information Management System (CIMS): Workgroup = SAHSSI Shoalhaven / Type = Accommodation Period from 1st June 2015 to 31st July 2016

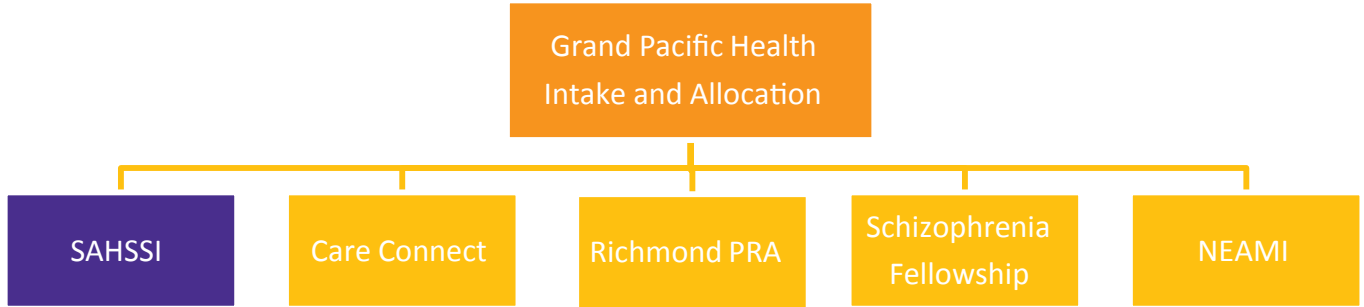
ILLAWARRA SHOALHAVEN PARTNERS IN RECOVERY (ISPIR)

The Illawarra/Shoalhaven Partners in Recovery (ISPIR) was 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.

PIR has been funded across Australia by the Federal Government in recognition of the consistent feedback that support for people with significant mental health issues are not adequately integrated or coordinated. Within the Illawarra / Shoalhaven, Grand Pacific Health



(formerly Medicare Local) is the lead agency for the Partners in Recovery Program and throughout the fiscal year of 2015-16 there were five non-government agencies within the region hosting support facilitators to deliver the program including SAHSSI. ISPIR commenced operating within SAHSSI in September 2014 with two support facilitators continuing to work in fulltime capacity across 2015/16.

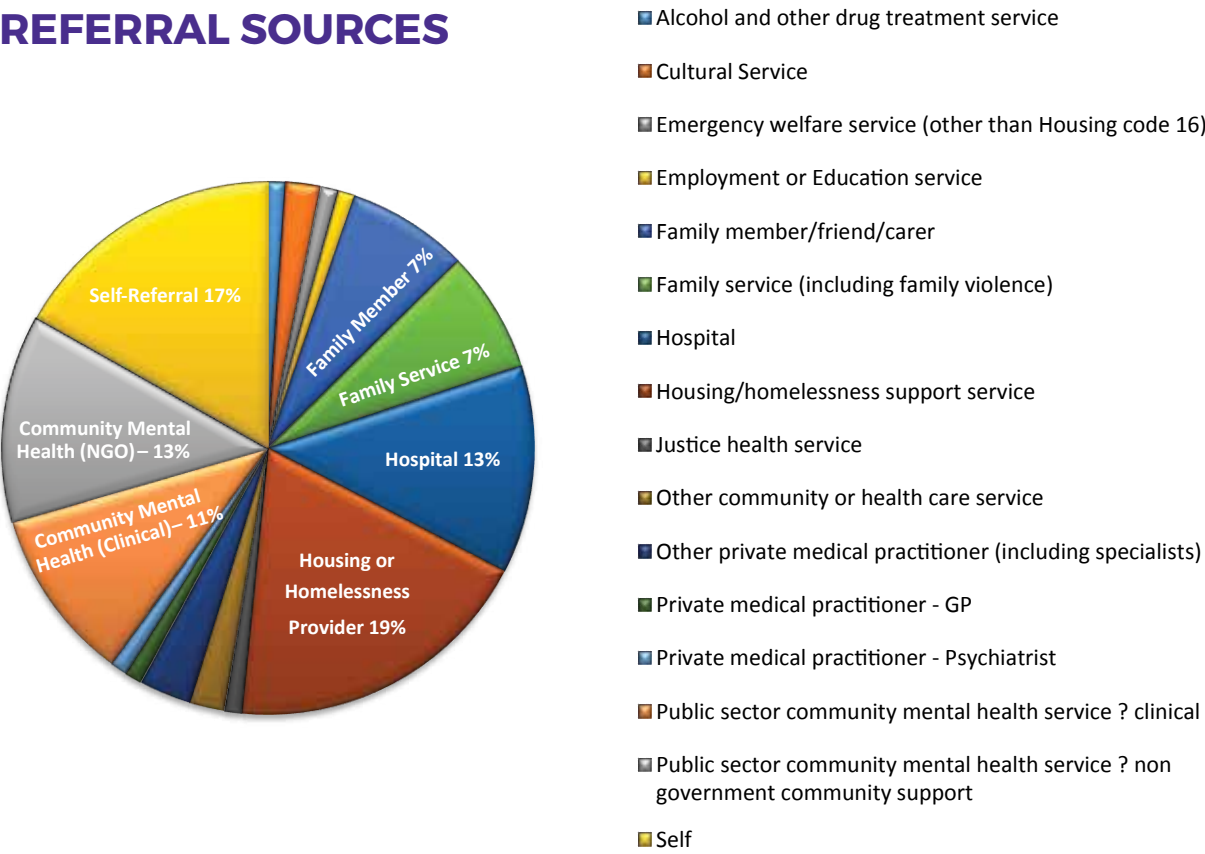


In addition to maintaining a case load of 20 consumers across the fiscal year, support facilitators also attend monthly meetings with all other support facilitators within the ISPIR region (Grand Pacific Health as the chair and secretariat) as well as attendance at SAHSSI Head Office fortnightly meetings and SAHSSI

monthly combined staff meetings with staff from Nowra. Support facilitators are also rostered to attend FACS One Place for half a day on Tuesdays to take referrals, provide support, take enquiries, network with other NGOs services and build stronger partnerships.

TOTAL OF NEW PIR REFERRALS FOR 2015/16 = 95

REFERRAL SOURCES

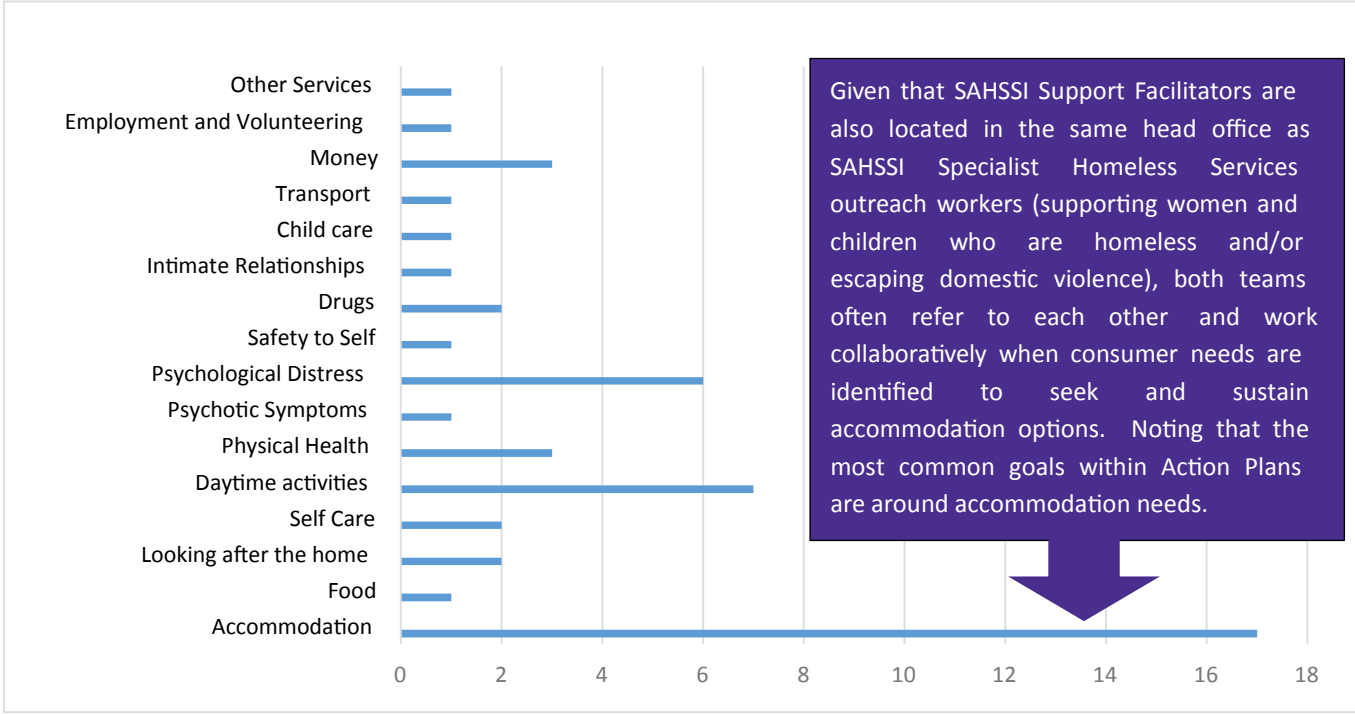


Data referenced from Profile (extracted by SAHSSI data by Grand Pacific Health): Fiscal year of 2015 -16

Once a referral is received, needs assessments are completed by our support facilitators with the consumer to identify support needs and future goals. Support facilitators work with consumers in a respectful and timely manner. The consumer is always the key player in identifying their needs and in the coordination of supports. Carer, family and/or key services work collaboratively in an integrated manner to support the consumer’s individual needs. From the identified needs, an Action Plan is then formed to enable consumers to see their goals and their customised ‘support team’ during that time who can help them achieve their goals (family/services/referral pathways/programs etc.).



Snapshot of goals identified in Open Action Plans at end of Fiscal Year 2015/16



Data referenced from Profile (extracted by SAHSSI data by Grand Pacific Health): Fiscal year of 2015 -16

End of Year SAHSSI ISPIR Data - 2015/16

Total Referrals	95
Total male consumers referred	37 (39%)
Total female consumers referred	58 (61%)
Total consumers active at end of period	42
Average period of support for consumers still active	259 days 35 weeks (8-9 months)
Total consumers exited at end of period	46
Median period of support for clients exited	259 days 37 weeks (8-9 months)
Average flexible funds spent per consumer	\$133

PIR flexible funds has been beneficial to support consumers with gaps in brokerage funding such as support with private psychiatrist gap fees, counselling, cognitive behaviour therapy, disability aids, in-home support, therapy, gym memberships, mobile phones, medical reports and removalist costs. SAHSSI support facilitators are also able to access goods donated to SAHSSI such as furniture and white goods.

Data referenced from Profile (extracted by SAHSSI data by Grand Pacific Health): Fiscal year of 2015 -16

PARTNERSHIPS ARE KEY!

Support facilitators work closely with consumers, carers/family and key services and other supports. Below is some of the local support services that have assisted our support facilitators this year with the common goal of our consumer's recovery;

MENTAL HEALTH SERVICES:

- Community Mental Health Services
- Northfields Clinic (University of Wollongong)
- Nowra Sub-acute Ward
- Wollongong & Shellharbour Hospital Mental Health Wards and Rehabilitation Unit
- New Outlook
- Illawarra Rehabilitation (formerly Fernhill Rehabilitation)
- Headspace

HOUSING AND CRISIS SERVICES:

- SAHSSI Crisis, Outreach and Transitional Accommodation Teams
- Housing NSW
- Housing Trust
- Homeless Hub
- Illawarra Aboriginal Corporation

OTHER SERVICES

- Victims Services
- Illawarra Multicultural Services
- Careways
- Unanderra Community Centre
- Brighter Futures (Care South)
- Centrelink
- WWIS (Wollongong Women's Information Service)
- Community Gateway
- Commonwealth Carelink Centre & Respite Services
- Illawarra Women's Health Centre
- Shellharbour & Wollongong Council - Community Transport Services
- Trustee & Guardian
- Aboriginal Medical Service
- Catholic Community Care - Hoarding and Squalor Team
- NSW Public Dental Service
- Illawarra Drug and Alcohol Services
- Legal Aid
- Hospitals

“Very happy with the service and wanted to say thank you. I did achieve some of my goals but still have some I am working on.”

OTHER ISPIR SUCCESSES FOR 2015 - 16

At the end of August 2015, SAHSSI support facilitators and CEO utilised flexible funds to coordinate an Anxiety and Depression Group that ran for 11 weeks with invites extended out to other support facilitator host agencies and their consumers. The group is facilitated by a private mental health nurse.

David's Story

David (43 year old) self-referred to ISPIR. There was no medical diagnosis for David at the time of referral however David advised that he was depressed, unstable, emotionally unwell and finding it difficult to leave his home.

David was able to identify the following needs to his support facilitator:

- lost his job 8 weeks prior (was fire proofing, but asked to leave because he was too depressed and couldn't do the work)
- no family support (relocated from Queensland 7 years prior)
- separated from partner 3 years prior and has 3 children in a shared care capacity
- living in a 3 bedroom townhouse (private rental) but unable to afford since losing his job and now on Newstart benefit (the Homeless Hub had given him a pamphlet for PIR)
- not coping with medication that GP prescribed
- inability to sleep or eat
- OCD symptoms of changing clothes quite often before leaving home.
- HEP C diagnosis and treatment required
- nil Alcohol or drug dependencies



Goals were developed and the support facilitator began coordinating support, assistance, resources and referral pathways for David to link to. By the end of the support period David had met the following goals within his action plan:

- referral to EPHAMS (Employment focused Personal Helpers and Mentor Program with Schizophrenia Fellowship) – this led to David recommencing fulltime employment in June 2016
- referral and advocacy to Community Mental Health which resulted in a new diagnosis of PTSD and anxiety. Psychiatric support was then gained with new medication prescribed plus case management support given.
- flexible funds were utilised for transport to Queensland to see his family
- assistance to move into temporary accommodation after David lost his private rental as well as advocacy to Housing NSW for priority housing support and referral to St Vincent De Paul Homelessness Service for additional homelessness support
- ISPIR flexible funds were utilised for washing machine and beds for children
- advocacy and support with application for Disability Support Pension
- HEP C clinic treatment – ongoing
- flexible funds also utilised for vet costs for his companion dog.
- assistance with transport to and from appointments.
- court support and advocacy including referral for legal aid for loss of license (license was then renewed under section 10 mental health act)
- financial brokerage support with Opal Cards for transporting David and his children (David now has own transport).
- financial assistance with food hampers and Christmas donations for family during the Christmas period.
- coordination and support with Homeless Hub CM for a Work Development Order and accessing early superannuation payout under hardship.

COMMUNITY ENGAGEMENT AND EVENTS

SAHSSI was contacted by GPT to see if we were interested in holding information stalls throughout the GPT Mall to raise community awareness of SAHSSI.

GPT MALL



ICADV BOOKLET LAUNCH

We can do something about it!, a locally-produced information booklet aimed at helping victims of domestic violence understand more about their situation and find where to get help. The booklet was funded by the Shellharbour Club through the Clubs Grants program. The booklet is handed out to women experiencing domestic violence.



WHITE RIBBON ACTIVITIES

White Ribbon Day is an event that occurs each year and is the world's largest movement of men and boys working to end men's violence against women and girls, promote gender equality, healthy relationships and a new vision of masculinity.

White Ribbon works through a primary prevention approach based on the understanding that men are central to achieving the social change necessary to stop violence against women. It is encouraged to engage men to stand up, speak out and act to influence the attitudes and behaviours of some men who commit violence against women, based on the understanding that most men are not violent.

White Ribbon Day activities raises awareness and education surrounding violence against women, and provides the tools for men to stop violence against women in their community and beyond.

SAHSSI actively participates and assists in organising the White Ribbon Day events such as the walk and Bunnings BBQ.



GPT GROUP AND SAHSSI WORKING BEE

The Group owns and manages some of Australia's most iconic real estate assets, including the MLC Centre and Australia Square in Sydney, Melbourne Central and Highpoint Shopping Centre in Melbourne and One One One Eagle Street in Brisbane.

The GPT group are one of SAHSSI's major supporters. This year's community project was the enhancement of SAHSSI's transitional houses.

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 staff 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, trimming trees, cleaning the driveways, creating a fairy garden, and constructing a playground for children of the complex.



The back yard of one of the units prior to the makeover...



The finished product, amazing...



The playground completed...



HOUSING TRUST / SAHSSI CHRISTMAS PARTY FOR CLIENTS

Fun at McCabe Park Wollongong with activities, rides, Santa and Happy Harold pictured below with the SAHSSI staff.



CONFERENCES

SAHSSI attended the DVNSW conference this year where a number of presenters shared their knowledge and presented the following:

- Greg Yee: Impact of DV on Children
- Jamie Rullis: Transgender Women's Access to Women's Services
- Peta Cox [ANROWS]: Personal Safety Study; what is it and what does it tell us?
- Jess Cadwallader & Meredith Lea [PWDA]: Domestic Violence Services for People with a Disability
- Alice Stiles [Legal Aid NSW]: Safer Pathways
- Beth Stockton [Results Leadership Group]: Results Based Accountability

- Shelly Baker & Jan Breckenridge: Staying Home Leaving Violence; how and why it works
- Clint Berry & Jen Lang [Baptist Care]: Men's Behaviour Change Network
- Kylie Dowse [Port Macquarie Hastings]: Men's Behaviour Change and Community Engagement
- Rachael Martin [Wirringa Baiya Aboriginal Women's Legal Centre]: Changes to Victims Compensation
- Dr. Michael Flood: What Works



MY WAY HOME: COMPETITION AND CHOICE IN HUMAN SERVICES

SAHSSI attended the conference that examined current practice and competition across the disability, housing assistance, homelessness, aged care and mental health sectors, with a particular focus on practice and policy solutions.

The conference also drew on the latest research findings from the AHURI Inquiry into individualised forms of welfare provision and reform of Australia's housing assistance system.



SERVICE PRESENTATIONS/CONSULTATIONS

- Grand Pacific Central Opening Shoalhaven
- Practitioner Advisory Group – CIMS
- Domestic Violence SHS forum
- Nowra Library – SAHSSI Presentation
- Community radio interview about DV and SAHSSI
- Shoalhaven local real estate agents
- Meeting with Ann Sudmalis MP
- University of Wollongong Women in Law lunch
- Housing forum – Illawarra and Shoalhaven
- Shoalhaven Says No Campaign
- Legal Aid Planning Day
- Department of Human Services Forum
- St Vincent de Paul Nowra
- Nowra Family Support Advisory Group
- Blueprint for DF Response – Shoalhaven consultation
- CEO Forum (SHS and PIR)
- DIACC Planning Forum
- Shoalhaven Wellness Festival
- 7th Day Adventist Church
- Country Women's Association Jervis Bay
- Regional Suicide Prevention Plan Consultation
- Drug and Alcohol Team
- Shelter NSW Regional Perspectives Consultation
- Sorry Day Event – Waminda
- Illawarra Aboriginal Community Based Working Group Workshop
- The Quilters club
- Rotary – Illawara Sunrise and Wollongong
- Soroptimist Illawarra
- South Coast Private Mental Health Hospital
- HMAS Albatross

Kathy Colyer Rotary presentation



TRAINING 2015-16

ABORIGINAL CULTURAL AWARENESS TRAINING

A broad understanding and sensitivity to the history of Aboriginal people and how this impacts on the complexities experienced in the present. An understanding of the important kinship structures and connection to land.

EXCEL SPREADSHEETS AND WORD

How to use these two Microsoft programs effectively.

FIRST ATTACK FIREFIGHTING

Knowledge and skills for workers to be able to correctly identify and select the most suitable first attack firefighting equipment typically installed in workplaces such as extinguishers, fire blankets and hose reels and safely use that equipment on small unestablished workplace fires.



CHILD PROTECTION PART 1: IDENTIFYING AND RESPONDING TO RISK OF HARM

Child protection course for staff who work with families, children, or youth and wish to update their knowledge and learn about the new child protection system. Information on Keep Them Safe and new reporting thresholds, the responsibilities of NGOs, use of the Mandatory Reporting Guide and identifying risk of significant harm.

MENTAL HEALTH CONNECT

Skills for assisting people with mental health conditions to maintain hope and overcome barriers to their recovery. Focus on the real experiences of people with mental health conditions.

PROJECT AIR STRATEGY – BORDERLINE PERSONALITY DISORDER

Understanding of and strategies for effective communication and healthy relationships with people who have borderline personality disorder.

SHS EXECUTIVE COACHING

Executive-level coaching and mentoring for new SHS managers.

STAYING CONNECTED WHEN EMOTIONS RUN HIGH

Learning the understanding of emotion dysregulation. Identify the 'four carer dances' and their role in emotion dysregulation. Knowledge of the 'five key relationship strategies' in order to become a helpful resource to someone in distress. Introducing the concept of Safety Planning "Like a Fire Drill" to promote safety when distress or risk escalates.

TRAUMA INFORMED TRAINING

Creating a trauma informed work environment that supports clients and staff.



UNDERSTANDING HOARDING AND SQUALOR

How to tackle these complex issues around hoarding and squalor and some of the possible reasons behind them.

UNDERSTANDING THE ROLE OF TRAUMA / VOICES, PARANOIA AND UNUSUAL BELIEFS

Understanding emotional problems associated with childhood trauma that create hearing voices and paranoia. Dealing with the consequences with short term coping strategies but implementing longer term strategies.

ACCREDITED FIRST AID

Provides the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

TRAINING 2015-16

CONTINUED

VALUING SMALL STEPS

Aimed to increase awareness of childhood anxiety, how to manage and support younger children and build resilience and protective factors to support positive mental health and reduce risk factors.

ACCIDENTAL COUNSELLING

A practical mental health training that teaches basic counselling skills and principles to people who are not trained counsellors but often find themselves in a “counselling by accident role”.

UNDERSTANDING METHAMPHETAMINE

Understand methamphetamine use, the associated mental health issues and using culture. Provide strategies on how to assist people, their families and friends. Identify key features of services that are welcoming and helpful to people who need support. Examine how communities can work in better partnership to provide support and help.

MANAGING DIFFICULT SITUATIONS

Manage and positively engage with difficult situations to make the people around you more effective and productive. Identify potential conflicts before they fully arise and give confidence to manage challenging situations effectively and to deal with a range of confrontational situations in the workplace and outside.

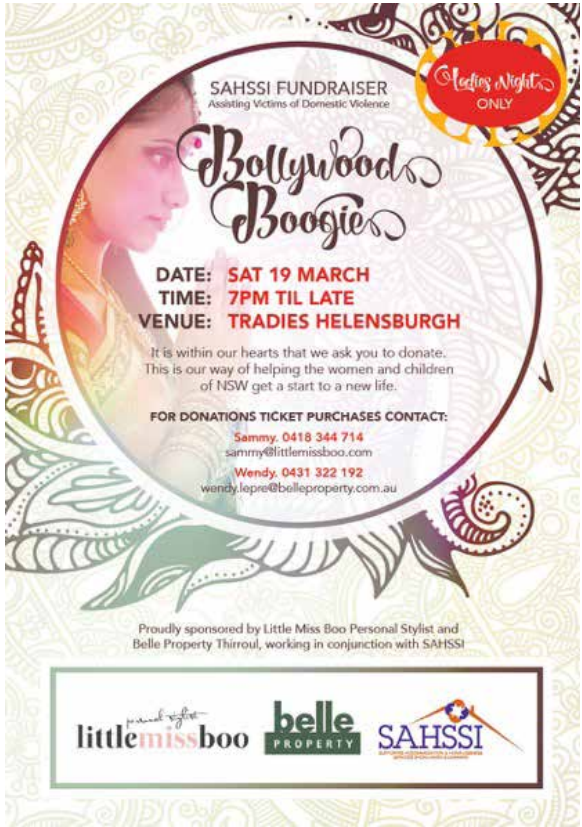
EFFECTIVE COMPLAINT MANAGEMENT NSW OMBUDSMAN

The importance of an effective complaints handling system which includes strong policies and procedures and a clear model for management of complaints.

FUNDRAISERS THANK YOU FROM SAHSSI

Bollywood Night

Bollywood fundraiser for Supported Accommodation & Homelessness Services Shoalhaven Illawarra! Congratulations Little Miss Boo Personal Styling and everyone who attended and raised money for victims of domestic violence.



Bellicious

Bellicious, a night of belly dancing ran by Astarte Mind & Body Studio raising money for victims of domestic violence.

Shellharbour belly dancer Kylie Morrison is inviting the community to come with her and enter a world of pure imagination at an annual show of belly dance and fusion hosted by Astarte Mind & Body Studio.

Bellicious at Dapto Leagues Club on May 21 is going to be like an imaginary journey through galaxies and forests where fairies and mermaids frolic in a fantasy where anything can happen and probably will. The event is held for two reasons. To raise money for Supported Accommodation and Homelessness Services Shoalhaven and Illawarra (SAHSSI) and to experience a variety night of belly dance. Ms Morrison is the founder of Astarte Mind & Body Studio and has been belly dancing “It has become a major fundraising event,” Ms Morrison said. Ms Morrison described it as a variety night with more than 45 performers. “It is a full theatrical experience and you get dinner at the same time,” she said. “Working with a lot of women I wanted to do something that was specifically focused towards helping and assisting women who are in situations that are not ideal and situations of domestic violence or abuse.”



ILLAWARRA
MERCURY



Ballet Body Yoga

Ballet Body Yoga session was held at the Novotel Wollongong and raised money for victims of domestic violence.

Ballet Body wanted to celebrate its first anniversary by doing something for the community, leading to a fundraiser for Supported Accommodation and Support Services Shoalhaven Illawarra (SAHSSI) Women’s Refuge.

It was held at the Novotel on Saturday morning with 110 participants, but it was no typical birthday function. All did the newly developed workout called Ballet Body and in the process helped other women in need.

Around half those present regularly do workouts with Ms Bronneberg, at one of the six locations where she operates, and the rest were friends or people who had heard about the unique fundraiser and wanted to join in.

Participants all got to check out the newly covered deck at the Novotel as they all attempted to raise as much money and awareness as possible for women in crisis. The Mega Ballet Body work-out fundraiser was held in support of SAHSSI Women’s Refuge.

“I wanted to give back to the community and decided SAHSSI Womens Refuge would be the perfect way for women to support women in need,” she said.

The Novotel provided the space for the event that was also supported by Lorna Jane Wollongong, Aussie Supps, Northbeach Kiosk and Inner Edge Wellness.

“We wanted to highlight the issue of women in crisis and the need to support such a worthwhile community service,” Ms Bronneberg said.



ILLAWARRA
MERCURY



Maris

On Saturday 28th May we had 'Ease the Dreads' when Maris Depers said goodbye to his 25 meters long dreadlocks! Number of dreadlocks: 28 Longest: 124cm Combined length: 25 metres 25 centimetres Weight: 900grams

MARIS' CAMPAIGN TO EASE THE DREAD

An encounter with a young woman who'd shaved her hair off so her partner could no longer keep hold of her by it will forever stay with Wollongong psychologist Maris Depers.

Maris, a drug and alcohol counsellor is now getting rid of his one-metre-long dreadlocks to raise funds for women trying to escape domestic and family violence.

A White Ribbon Ambassador, Mr Depers has always fought for equality and safety for women – but having a little daughter has really made it hit home.

"The statistics about violence against women are just shocking," he said.

"In Australia we lose one woman a week to domestic violence. One in three women over the age of 15 have experienced an act of physical violence. That's just unacceptable.

"I've always been passionate about this issue, and now I'm even more driven as I want my two-year-old daughter Dahlia to grow up in a world where women aren't as vulnerable as that."

Cutting edge: Maris Depers is getting rid of his dreadlocks to help vulnerable women trying to flee domestic violence Mr Depers' online fundraiser Ease the Dread will go to SAHSSI, an Illawarra Shoalhaven crisis accommodation service for women. According to SAHSSI CEO Kathy Colyer, around half of the women who seek emergency housing assistance in the region are victims of domestic violence.

In the last three months in the Illawarra alone, more than 100 women had sought refuge from domestic and family violence. "Any donations we

receive go directly to our clients," Ms Colyer said. "They help us offer crisis accommodation, transitional housing and outreach support to vulnerable women and children.

"It also helps us provide items such as appliances, linen and toiletries to women who may have walked out with just the clothes on their backs." Mr Depers deals with many such women through his work. "Unfortunately I have met many vulnerable women facing homelessness after fleeing abusive relationships and family violence," he said.

"The one that has always stood out was the young woman who came in one day with a shaved head, who'd felt that was the only way she could keep out of her partner's grasp, the only way she could escape.

"I know through my work how hard it is to get crisis accommodation for women like these, and the need for more funding in this area."

The final cut will come on May 28, and will be bittersweet for the 35-year-old. "I wanted dreadlocks since I was about 12, and my mother let me get them when I was 15 as a birthday present," he said.

"Collectively they are over 25 metres long, and they've been a pretty big feature of my life. It's a massive step."

"This is something the whole community has to take ownership of in order to make the changes that will help women have access to equal opportunities and rights – and the biggest part of that is being able to have safe relationships."

ILLAWARRA
MERCURY



Shark Tank

The event was a huge success with more than 140 people from the business and charitable organisations community attending the Shoalhaven Entertainment Centre. Not only the business sharks who sat on panels but also all of the audience members from local church and charitable groups got involved, bidding and outbidding each other to help the services who were pitching their ideas.

We even had a group of primary school children from a local school attending who bid to provide some toys. At the end of the day over \$35,500 was donated from the local community to services involved in service provision to homeless people in the Shoalhaven, including SAHSSI. It was a truly heart-warming event and many of the businesses are keen to be involved again next year. This was not only good for fund-raising but a really important community engagement and awareness raising exercise.

With the money raised SAHSSI can now have three corrugated iron vegie patches (with \$400 worth of plants and seeds and donations of gardening tools), brand new toys for the children's playroom, a new study desk and computer and printer for the older children to do their homework, and a new DVD player.



FOOTBALL SOUTH COAST

WOMEN'S GAME KICKS A GOAL FOR CHARITY

The FSC Women's Football Council helped raise vital funds for the Supported Accommodation & Homeless Support Shoalhaven and Illawarra Service (SAHSSI) at last weekend's charity round.

SAHSSI is a not for profit service which helps support women and children experiencing domestic violence. They provide crisis accommodation, support services as well as transitional housing and an outreach service. With close to 3000 women and girls playing football around the Illawarra across all age groups, Football South Coast felt it was an important cause to support.

"Each year the Women's Football Council uses a competition round to raise funds for some important and worthy causes and last year the Women's Competition raised funds to support to the Leukemia Foundation," Football South Coast chief executive Ann-Marie Balliana explains.

"This year funds raised will be used by SAHSSI to purchase clothing, toiletries, school supplies and other essential items for women with children that have been faced with domestic violence to assist them re-establish homes in the community."

Special thanks to Sandy Depers for organising the event.



DONATIONS AND SUPPORTERS

Thank you to all who donate to us and who are ongoing sponsors and supporters! Your donation makes a difference to help us provide a memorable service to our clients.

Ryan Park Christmas Drive and Westfund donation

It's a special, fun time of year of most people and Ryan Park made life easier for women and children who are in crisis, homeless and escaping domestic violence. Thank you Ryan for making Christmas wonderful for our clients. Special thanks also to Westfund, who made this Christmas memorable for the children.

GIVING GIFTS AND IN-KIND DONATIONS FOR THOSE DOING IT TOUGH

It is expected there will be over 100 Illawarra children of various ages in crisis accommodation at the women's local refuge this festive season.

That's why Keira MP Ryan Park was so thankful to Westfund Health for donating \$500 to Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI) this Christmas.

The donation was made as part of Mr Park's annual Christmas Toy Drive to provide gifts for children living with their mum at the region's women's refuge and crisis accommodation services.

'It is tremendous to see local businesses getting behind this worthy cause and helping out families that are doing it tough this Christmas. It is a testament to the generosity of Westfund and will go a long way to providing some Christmas cheer to the brave women and their children seeking crisis accommodation at this time,' Mr Park said.

People can deliver gifts to Mr Park's office at 247 Princes Highway, Corrimal unwrapped, so the mothers can put the personal finishing touches to the parcels.

Since 1985, the Christmas Appeal has been harnessing community spirit and generosity to provide local charities with non-perishable foods, toys and other donations. In that time it has raised over \$500,000 for local charities.

Westfund regional manager Lence Naumovski said the Wollongong care centre had donated \$500 to support the Ryan Park Toy Drive.

"We are very community focused so it makes sense to encourage others to help us give back to local charities that already do so much in our community," Ms Naumovski said.

The westfund cash donation was spent on more Christmas gifts for teenagers and other ages. Pictured below are some of the gifts donated for SAHSSI clients through Ryan Parks Toy drive.

The clients wrote thank you cards to Ryan, which he has on the wall in his office.

Pictured below: Julie Sudiro of SAHSSI, Keira MP Ryan Park and Westfund Health regional manager Lence Naumovski. Gifts donated for SAHSSI clients through Ryan Parks Toy drive. The clients wrote thank you cards to Ryan, which he has on the wall in his office.



The C3 Church Thirroul members donated 25 hampers at Christmas time for women and children moving into their new homes. The hampers were filled with beautiful items such as pillows, inspirational pictures, hygiene products, food and household items. Thank you for your ongoing support, we can always count on you!



Ray White. WOLLONGONG

Thank you Ray White for thinking of the clients in need at Christmas time, we appreciate your support.



Pictured above - Centrelink Wollongong - Staff donate lots of beautiful much needed items for our clients at Christmas time. ***Thank you for making Christmas special for women and children in need.***



The ladies at the refuge were very happy to receive gifts for them as well as their children, thanks to IRT staff no one missed out. The gifts were beautifully wrapped and ready to give. ***Thank you for your generosity.***



The Illawarra Area Childcare and ECTARC donated money to purchase much needed items and new toys for the children on SAHSSI crisis accommodation.



Outback Steakhouse Christmas Lunch

The Outback management and staff volunteer their time for the day so clients from **Carinya Cottage Salvation Army, Homeless Hub, Family Services Illawarra and St Vincent De Paul** can relax and enjoy the food and activities.

Thank you to the Wollongong Fire Brigade who transports Santa and entertains the kids, allowing them to sit in the truck and use the hoses.

Thank you to Wollongong Police for also entertaining the kids. Other activities are face painting, balloon clown and the big man Santa who gives the gifts to all the kids.



SAHSSI will now be able to provide assistance to women and children who are fleeing domestic and family violence but have nowhere safe to put their pets while they stay in emergency accommodation. **Thanks to Street Smart.**

SAHSSI helped a client who was made homeless due to domestic violence and needed help finding somewhere safe for her pets. We were able to find a boarding place that would help and this photo was taken when the pets were returned ready to move into their new home.



City Motors Group donated money for SAHSSI to purchase household items for women who are homeless and/or victims of domestic violence.



Wollongong police deliver goods to help domestic violence victims and homeless

Many victims of domestic violence don't have time to pack the essentials as they rush to seek refuge. It's the reason police from the Wollongong Local Area Command (LAC) joined forces with the community to collect items many of us take for granted – toiletries and food. On Wednesday, 12 baskets of donated goods were presented to Supported Accommodation and Homeless Services Shoalhaven Illawarra (SAHSSI). The act of kindness will give people who find themselves in the region's refuges this Christmas something to smile about.

Superintendent Joe Cassar, the Wollongong Local Area Commander, said domestic violence was "of particular significance" to him. "It's an incident that tears the guts out of local families and can have the prolonged effect, particularly on children and families," Supt Cassar said. "Over time, we're seeing an increase in reported incidents at the Wollongong Local Area Command. As a commander, I see that as a good thing because I'm no fool, I am aware there's a lot of incidents that go unreported."

GIFTS: Senior constables Elisabeth Catto, Sharon White and Alice Purdie, Donna Higgins and Julie Sudiro from SAHSSI, Senior Sergeant Lisa Westwood, Inspector Dan Richardson and Superintendent Joe Cassar. Picture: Robert Peet.



SAHSSI general manager Julie Sudiro said the donations showed victims of domestic violence and the homeless were not alone. It's an incident that tears the guts out of local families and can have the prolonged effect, particularly on children and families. Wollongong Local Area Commander, Superintendent Joe Cassar.

"The support is quite overwhelming... it's really important for us to know the community is behind us," she said. Senior Constable Elisabeth Catto, a domestic violence liaison officer with Wollongong police, said many people have a misconception that domestic violence was purely physical.

"It can be economical abuse, controlling the money, who they see socially, family and friends, and obviously emotional abuse," she said. Senior Constable Catto said many female victims tell officers they'd rather be hit than bear the emotional scars of domestic violence, such as name-calling.

"That hurts a lot more than the bruises, because the bruises heal and the broken bones heal, and that's just really, really sad – that's what we hear day in, day out from victims in our community," she said. The handover of goods coincided with the Coffee with a Cop event in the Crown Street Mall. The informal event provided an opportunity for members of the community to have a coffee, chat with officers and ask questions.





Rotary Clubs are part of an international network of business, professional and community leaders who strive to make the world a better place through practical efforts. Through Rotary International, the reward of “paying it forward” unites men and women from different backgrounds, cultures, religious and political beliefs the world over, allowing ordinary people to do extraordinary things.

Rotary donated money to SAHSSI to purchase household items for our clients.



Zonta International is a leading global organisation of professionals empowering women worldwide through service and advocacy. Australia has been part of Zonta International since 1966 and has grown to be home now to three Zonta International Districts. Together they incorporate Zonta Clubs in all Australian States and Territories. Zonta volunteer time and talents to address women's issues in our local community and worldwide.

Zonta donated many packages for women and children of all different ages. Each package contained a mix of underwear, toiletries, socks. The packs were wrapped and ready to go in times of emergency.



Seroptimist International, is a global volunteer movement working together to transform the lives of women and girls. The network of club members works at a local, national and international level to educate, empower and enable opportunities for women and girls.

Seroptimist Illawarra donated toiletry packs for our clients.



Country Women's Association
of New South Wales

The CWA was formed in 1922 when country women were fighting isolation and a lack of health facilities. Within the first year, the Association was a unified, resourceful group that was going from strength to strength.

The members worked tirelessly to set up baby health care centres, fund bush nurses, build and staff maternity wards, hospitals, schools, rest homes, seaside and mountain holiday cottages - and much more.

The women of the CWA have been initiators, fighters and lobbyists. They have made localities into communities by providing social activities and educational, recreational and medical facilities. The CWA is the largest women's organisation in Australia and aims to improve conditions for country women and children. We reach that aim in various ways including lobbying for change, helping the local community, creating a network of support and meeting together in towns and cities.

Pictured: Country Women's Association Gloria Stewart and Julie SAHSSI receiving donations of toiletry packs for clients.



The Jim McIntyre Foundation

Special thanks to the trustee for Jim McIntyre Foundation. The Foundation is a registered Business and is a Deceased Estate from Corrimal. The foundation commenced in February 2011 and has been trading for 5 years.

This year SAHSSI received a very generous donation of **\$20,000.00** from the Jim McIntyre Foundation, all proceeds are used for mattresses and washing machines, household items such as dinner sets, sheets, doonas, and saucepans. The donation is also used to assist clients with specialist gap fees, birth certificates, education costs etc...



CORRIMAL UNITING CHURCH

Thank you to Corrimal Uniting Church for donating to SAHSSI clients, we appreciate your ongoing support for women who are in crisis, homeless and escaping domestic violence.

The children of a local community member busk every Christmas at Thirroul station to raise money to purchase gifts for the children at the refuge. After they complete their busking they gather the money to go and purchase the toys, wrap them and write cards. The idea is to show to the kids that some children in the Illawarra do care and hopefully to bring some smiles.

A special thank you to the family.



Thank you...

- Lioness Club of Shoalhaven
- NSW Police
- Ladies Auxiliary St Georges Basin Country club
- Kiama Curves
- Rotary Club Fairy Meadow
- Warilla Sports Club
- Two Good
- Shoalhaven Heads Mum's Group
- The Quilters club
- Corrimal Uniting Church Op Shop
- Uniting Church Mittagong
- Assured Locksmiths
- View Club
- Classic Removals
- Lioness Club of Shoalhaven
- Illawarra Older Womens Network
- Coastal Palms Caravan Park
- Woonona Presbyterian Thursday Morning Womens Bible Study group
- Cambewarra Union Village Church
- The Nappy Collective
- South East Radiology
- St Mary Star of the Sea College
- St Georges Basin Baptist Church
- Soar Above
- South East Radiology
- Smith's Hill High School
- Manager, Harvey Normal
- IRG
- Harbison Care, Moss Vale
- Campbell Page
- Moss Vale Nursing Home
- Woonona Presbyterian Church
- Cambewarra Union Village Church
- Nevaeh by honour
- South East Radiology
- Illawarra Philatelic Society
- St Georges Basin Baptist Church
- UOW Feminist Society
- Hotel Services, Shoalhaven Hospital
- Spotlight Pty Ltd
- Ababy
- IWD Artists
- SmartGrant
- Corrimal Women's Bowling Club
- Berry Garden Society to Zonta
- DRB Social Club
- PowerFM Promotion
- UTJ International
- Vincentia High School
- Wests Illawarra
- St Mark's Anglican Church
- Oak Flats Wildcats
- Berry Garden Society to Zonta
- Woonona Presbyterian Church
- Real Aussie Sheds
- Shoalhaven Country Women's Association
- Shoalhaven Garage Doors
- Culburra Beach VIEW
- IT Base Camp
- That's Good
- Assured Locksmiths
- Kmart Nowra
- Classic Removals and Storage
- Jervis Bay Lions Club
- CWA Nowra Branch
- Shoal Bus
- CWA Jervis Bay
- Allanah & Madeline Foundation
- Greenwell Point Pastoral Care Group

DONATIONS

All proceeds go towards starter packs for women setting up their new home. We thank the community members and appreciate the support they provide our clients that are experiencing difficult and challenging times.



SAHSSI receives cash donations from the community on a regular basis. Our regular donators include a man and woman who make regular monthly payments to the organisation's PayPal account. Our donations website page allows people to donate at any time.



OTHER COMMUNITY DONATIONS

This year a caring community member donated a vehicle for one of our clients to enjoy.

Pictured is the vehicle and the thank you card the client wrote in appreciation.



FINANCIAL REPORT

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

INCOME AND EXPENDITURE STATEMENT - CONSOLIDATED FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016	2015
		\$	\$
INCOME			
Unexpended Grants Carried Forward		345,430	99,966
Grants – General Refuge – Community Services		4,195,324	2,285,689
Grants - Other		337,874	327,867
Donations		69,215	24,648
Telephone Receipts		-	185
Membership Fees		43	106
Interest Received		42,997	32,900
Rent Received		350,764	249,190
Sundry Income		18,837	3,682
Job Placement Program		11,800	-
Water Usage		10,895	-
Board and Lodgings		131,798	109,207
Motor Vehicle – Employee Contribution		29,474	16,709
Management Fees		293,205	263,608
Motor Vehicle Levy		-	4,413
HAP Support Brokerage		-	2,897
TOTAL INCOME		5,837,656	3,421,067
EXPENDITURE			
Accountancy and Audit Fees		13,194	8,660
Bank Fees and Charges		1,655	1,235
Brokerage Costs HAP		45,878	36,268
Centrepay Fees		1,767	1,193
Computer Software/Maintenance		47,548	33,235
Conference and Seminars		22,769	10,153
Consultancy Fees		1,659	19,649
Depreciation		1,847	1,861
Establishment Costs SAHSSI		-	139,538
Headlease Rent		53,948	16,730
Insurance		64,421	64,820
Light and Power		26,099	17,015
Loss on Disposal of Assets		12,135	3,329

	Note	2016	2015
		\$	\$
Management Fees		293,205	263,608
Meeting Expenses		4,420	5,287
Minor Equipment		29,691	11,811
Motor Vehicle Expenses		130,488	152,375
Motor Vehicle Levy		-	4,413
Printing, Postage and Stationery		75,905	59,892
Minor Household Replacements		14,837	9,874
Rates		51,525	-
Rent		15,690	15,109
Rent Refuge – Diamond offices		-	3,592
Sundry		826	978
Rent – Swan Street		42,462	40,926
Rent – Storage		4,467	5,640
Rent – NAPA Shoalhaven		-	5,552
Advertising		975	1,131
Program Costs		4,669	5,500
PIR Flexible Funding		15,000	14,542
Planned Maintenance		138,537	64,600
Repairs and Maintenance		95,445	61,178
Resident Expenses		14,008	19,511
Salaries and Wages and On Costs		2,059,113	1,512,390
Security		12,194	13,986
Subscriptions		2,408	2,377
Superannuation		179,727	123,066
Supervision		531	376
Telephone		57,840	47,998
Tenancy Management Fee		-	5,340
TOTAL EXPENDITURE		3,536,883	2,804,738
EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE		2,300,773	616,329
Less UNEXPENDED GRANTS CARRIED FORWARD		1,911,883	345,430
EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE		\$ 388,890	\$ 270,899

STATEMENT OF FINANCIAL POSITION - 30 JUNE 2016

	Note	2016	2015
		\$	\$
CURRENT ASSETS			
Cash and cash equivalents	2	4,151,476	2,022,311
Other		6,558	5,678
Trade debtors		-	324
TOTAL CURRENT ASSETS		4,158,034	2,028,313
NON-CURRENT ASSETS			
Property, Plant and Equipment	3	324,205	247,318
TOTAL NON-CURRENT ASSETS		324,205	247,318
TOTAL ASSETS		4,482,239	2,275,631
CURRENT LIABILITIES			
Bonds		90	1,320
Provision for Annual Leave		105,328	94,363
Provision for Annual Leave Loading		18,432	16,514
Provision for Long Service Leave		154,291	120,170
Provision for Maintenance		-	1,526
Provision for Redundancy		79,710	53,735
Provision for Planned Maintenance		184,600	64,600
Provision for Sick Leave		97,721	79,427
Sundry Creditors		118,109	75,361
Unexpended Grants Carried Forward	4	1,911,883	345,430
TOTAL LIABILITIES		2,670,164	852,446
NET ASSETS		\$1,812,075	\$1,423,185
MEMBERS FUNDS			
Balance - 1 July, 2015		1,423,185	743,426
Net Assets Transferred from			
Warilla Women's Refuge		-	408,860
Surplus/(Deficit) for year		388,890	270,899
TOTAL MEMBERS FUNDS		\$1,812,075	\$1,423,185



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