

# SAHSSI ANNUAL REPORT 2014/2015

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# SAHSSI ANNUAL REPORT 2014/2015

## 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 **66 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

### SAHSSI Head Office

**Central Administration, Housing Resource Centre and Outreach Service.**



*SAHSSI – Services the Illawarra / Shoalhaven District of NSW*

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.

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## 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)

**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).



## Service Report

### Funding

Supported Accommodation & Homelessness Services Shoalhaven/Illawarra – SAHSSI 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 (GHS)** 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 GHS funding covers the Illawarra/Shoalhaven District.



**National Partnership Agreement on Homelessness (NPAH)** – this funding is fixed term and was extended to the 30<sup>th</sup> September 2015 to provide additional services and strengthen service capacity.

**Grand Pacific Health** trading as Illawarra Shoalhaven Medicare Local, 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.

### 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.

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## 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.

## 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 supported accommodation (crisis or transitional) and/or outreach to single women or women with dependent children, who experience homelessness or are at risk of becoming homeless.

SAHSSI provides the following four core responses under the Going Home Staying Home (GHS) reforms;

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

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

SAHSSI also provides Partners in Recovery (PIR) support facilitation to people with severe and persistent mental health and complex needs (this program is not gender specific).



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## 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) organisational.

**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.

## 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 based sector representation within the Shoalhaven/Illawarra District. Staff are encouraged to have input and attend monthly management meetings to report on client outcomes.

The Committee Members are as follows:

- Kerrie Rutherford – Chairperson – Southern Youth and Family Services
- Jenniffer Goodall – Deputy Chairperson – DRB Group
- Sharyn Moffat – Treasurer – Accountant (self-employed)
- Judith Simons – Secretary – Schizophrenia Fellowship NSW - Shoalhaven
- Beverley Dobie – Member – YWCA Women’s DV Court Advocacy Service
- Deborah Kelly – Member – The GPT Group
- Nina Clifford – Member – All Residential Real Estate
- Sandra Luschwitz – Member – Community Representative





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## Staff

SAHSSI employed 28 staff in 2014-2015 they are as follows:

### Illawarra Team Head Office

- CEO – Kathy Colyer
- Bookkeeper – Nadine Haines
- Tenancy Manager – Kylie Elliott
- 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
- Casual Staff – Sammantha Angeloska , Sharie Livermore





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## 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 Petulla



## 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



## Chairperson's Report

It is with much pleasure I write the first Chairperson's report for SAHSSI because of our name change last year. It isn't until you reflect on the past year you realise what positive progress has been made and the incredible outcomes that have been achieved.

We have moved on and grown after all the anxiety and concerns the GHS reform brought to our sector.

I must take the opportunity to acknowledge the very successful amalgamation of the Wollongong and Warilla Women's refuges incorporating the Illawarra and our successful growth into the Shoalhaven area.

It is with immense pride I note the high profile and respect SAHSSI holds in both the Community and Government sectors.



*Kerrie Rutherford*  
*Chairperson*

On behalf of the committee I would like to express our gratitude to the wonderful staff in all four locations Wollongong, Keiraville, Warilla and Nowra. Your names will be noted in another segment of this report so I won't duplicate, but you have been totally professional and united as one and it is because of this that SAHSSI has had a successful year. You have provided a quality service to our service users, well done.

Our upper management team have excelled, CEO Kathy Colyer has worked tirelessly promoting our services. Her leadership skills have indeed been instrumental in many of the successes we have enjoyed this past year.

Julie Sudiro our General Manager has done a fantastic job of running and uniting both the Illawarra refuges and services and has ensured that our clients are receiving the very best services available to them.

Our Shoalhaven Manager Lesley Labka has managed her area with much skill and dedication and she continues to promote SAHSSI very positively in a new location which is often a real challenge, but not for Lesley I'm glad to say.

I would like to mention here, it is because of these three tenacious and obviously dedicated women that SAHSSI has been very fortunate in receiving some very generous donations this year. A big thank you to all those people, both individuals and organisations, who have targeted SAHSSI to be the recipient of their generosity.

The members of the management committee Jenniffer Goodall, Nina Clifford, Deborah Kelly, Sharon Moffat (resigned in June), Judith Simons, Beverley Dobie and Sandra Luschwitz have continued to provide a most valuable service to SAHSSI. They have all worked diligently and offered great experience in meetings and decisions.

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Their contribution has been outstanding, particularly this year because we have updated our Policy and Procedure Manual to reflect all changes in circumstances, constitution and legislation. This has been a massive task and I thank you for the extra time and effort you all willingly gave up. Thank You All

A big acknowledgement to our Funding bodies that allow us to provide these must needed services;

- Domestic Violence Illawarra (FACS) and includes the two Illawarra refuges and 25 Transitional housing placements
- Domestic Violence Shoalhaven(FACS)
- NPAH fixed term funding Illawarra. This funding has been used for additional staff to assist with Rapid Rehousing Response
- NPAH fixed term funding Shoalhaven. This funding has been used for additional staff to assist with Rapid Rehousing Response
- Corrective Services Funding (Dept. of Justice Corrective Services) to support women whose partner is attending the Perpetrator Program and to develop and distribute information packs to corrective Services in Illawarra and Shoalhaven
- Partners in Recovery Program (PIR).

This has been an interesting year. We overcome many challenges and we have provided a much needed service to many disadvantaged women and children. I'm sure we are equipped to deal with whatever 2015/2016 has in store for us.

**Kerrie Rutherford**

Chairperson



## CEO's Report

This has been a year of uncertainty for all Specialists Homelessness Services (SHS) due to the Going Home Staying Home Reforms.

The Reform Plan committed to a new contracting approach to reduce red tape for service providers and facilitate a client-centred approach to service responses.

There were two stages to the contracting process:

- **In the first stage**, a prequalification scheme was established from service providers that could demonstrate the capacity and capability to deliver homelessness services
- **In the second stage**, prequalified providers on the scheme were invited to tender for homelessness services.



*Kathy Colyer*  
CEO

During this process applications from consortia or partnership models were encouraged.

Wollongong Women's Refuge and Warilla Women's Refuge decided to submit a joint application at both pre-qualification and tender stage with the view to amalgamate.

If successful we would rebrand by firstly changing our name to Supported Accommodation and Homelessness Services Shoalhaven/Illawarra (SAHSSI).

We engaged consultants Libby and Robin from the Miller Group to assist with our prequalification and tender.

A lot of work was put into this process by Julie Sudiro, Lesley Labka, myself and the consultants, fortunately for us we were successful with the following packages;

- Illawarra Women's Homelessness and DV Support Services
- Shoalhaven Women's Homelessness and DV Support Services

We received transitional SHS and NPAH funding until October 31 2014, unfortunately our NPAH Domestic Violence funding ceased on that date.



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Our funding under the Going Home Staying Home (GHS) Reform commenced on November 1 2014. We now provide the following services:

## Going Home

- 3 Crisis Refuges – Illawarra and Shoalhaven
- 25 Transitional Properties Illawarra – CAP
- 14 Transitional Properties Illawarra– Community Leases through Housing New South Wales (HNSW)
- Rapid Rehousing response – Outreach support to women who are homeless and are either in temporary accommodation, sleeping rough or couch surfing.

## Staying Home

- Early Intervention – Outreach support (saving tenancies at risk), assisting women who are experiencing domestic/family violence to remain in their home, where deemed safe to do so.
- High Complex Clients – Longer intensive case management for clients with complex needs in both outreach (Staying Home) and supported accommodation (Going Home) settings through collaborative case management and partnerships providing wrap around services.

I would like to thank the Management Committees of both Wollongong and Warilla Women's Refuges for all the support to staff throughout this process.

I especially would like to thank staff from both services and new staff that came on board in the Shoalhaven for making this transition as smooth as possible and without this having any impact on our clients.

## National Regulatory System for Community Housing (NRSCH)

Under NRSCH Community Housing Providers must be registered by the Registrar of Community Housing.

We were required to apply for registration (Tier 3) in March 2015 and were notified in June 2015 that we successfully achieved registration as a Community Housing Provider.



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This is a regulatory system designed to govern the community housing sector and ensure its ongoing development and viability across Australia.

The registration process looked at the key performance areas of:

- Tenant and Housing Services
- Housing Assets
- Community Engagement
- Governance and Probity
- Management and Financial Viability

## Strategic Plan

This year SAHSSI staff and management committee had a number of meetings with the assistance of our Consultants Libby and Robin to update our vision, mission, values and 4 focus areas. From that we developed our four year strategic and business plan.



## Community Partners

I would like to take this opportunity to thank our Community Partners both in the Illawarra & Shoalhaven;

- Family & Community Services -Housing NSW
- Family & Community Services – Department of Community Services
- Corrective Services – Illawarra & Shoalhaven and Centrelink
- Illawarra Shoalhaven Medicare Local Partners In Recovery
- Community Housing Providers – The Housing Trust and Southern Cross Community Housing
- Anglicare and St Vincent DePaul
- Illawarra Women’s Health and YWCA
- Southern Youth & Family Services – SYFS
- Waminda and Wollongong Women’s Information Service
- Aboriginal Corporation and Homeless Hubs – Illawarra & Shoalhaven
- Going Home Staying Home Team
- Zonta Berry and Robert Monk – Property Developer

Thank you to all the people who have donated in 2014/15, we appreciate the support (See donations page).

Finally I would like to thank everyone for supporting SAHSSI throughout the year. A special thanks to our Management Committee, the managers Julie Sudiro and Lesley Labka and all staff and volunteers for their commitment, skills and passion when it comes to providing support to all clients of our service.

**Kathy Colyer**  
CEO



## Partnerships and Projects Shoalhaven Illawarra

### National Partnership Agreement on Homelessness (NPAH) Shoalhaven & Illawarra

SAHSSI employed 3 workers on a fixed term contract to 30<sup>th</sup> September 2015 to work specifically with Rapid Rehousing clients (single women and women with children who are homeless, couch surfing, sleeping rough or in temporary accommodation and are not able to be accommodated in our crisis refuges or transitional housing (due to no vacancies).

We are able to assist this target group in a timely manner, given our outreach staff are at capacity due to a high influx of referrals.

The Outreach Rapid Rehousing Case Managers have built on relationships with local real estate agents in order for our clients to access private rental. Once housed SAHSSI staff continue to support the client and make appropriate referrals to other services as required.

This will be a great loss to this client group if this funding is not extended.

### Partners in Recovery Program (PIR)

Funding was received from Grand Pacific Health trading as Illawarra Shoalhaven Medicare Local, as lead agency for Illawarra/Shoalhaven Partners in Recovery (ISPIR).

This program commenced in September 2014 (2 year funding) to support people with severe and persistent mental illness and complex needs, and their carers and families.



We employed 2 Support Facilitators, Amanda and Dhaku, to work with this target group.

The program works with the multiple sectors, services and supports that consumers may come into contact with (and could benefit from) to provide a more collaborative and integrated approach to care.

The role of the Support Facilitators is to work closely with consumers to effectively access services they need within the health and welfare sectors. This program is not gender specific and we work with both males and females.

It has been very useful for this program to be attached to an SHS Housing Provider as SAHSSI has assisted a number of female PIR consumers who were homeless into transitional accommodation with case management support.



## Corrective Services – 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.

The support may include:

- Referrals to services e.g. counselling, legal specialist, medical professionals, education
- Safety audits
- Advocacy e.g. housing providers, Centrelink, Job Network Providers, schools, family support.

## One FACS Service Centre

**The Centre is the NSW Government's first facility where local FACS services (Ageing Disability & Home Care, Community Services and Housing NSW), government agencies and non-government organisations (NGOs) can provide human services under one roof.**

This centre has brought together ADHC, Community Services and Housing NSW all co-located to provide an integrated FACS service model.

In April this year SAHSSI was invited to lodge an expression of interest to provide outreach services alongside government.

We were successful with our proposal and now have a Memorandum of Understanding with One FACS Services Centre to have our Intake & Assessment

Coordinator, Jane Anderson, is based at OnePlace every Tuesday. Our PIR Support Facilitators also have a presence at the centre on a rotating basis with other PIR service providers in the Illawarra.

This has strengthened our already excellent working relationship with HNSW and other organisations to collaboratively address client outcomes.



*The official opening of the OneFACS Service Centre in Coniston.*

## Community Engagement Shoalhaven Illawarra

### Service Networking, Joint Projects /Community Engagement

- Southern Youth and Family Services
- Social Housing Forum
- District Implementation of Coordinating Committees DIACC - to improve coordination of services between providers in the housing, mental health and support systems.
- District Implementation Group DIG
- Partners In Recovery – Consortium Committee
- NGO Synergy Meetings – FACS One Place
- Partnership with DV Committee to support the development of the DV Resource Directory.
- Brokered partnership between local SHS providers to offer a 'one stop shop' for real estate agents seeking to connect tenants with providers, where there is a tenancy at risk. A service level agreement signed by all participants, fliers developed and mailed to all real estate agents from Ulladulla to Berry.
- Rapid rehousing trial in partnership with local HNSW office. HNSW finance the first 28 days of a 6 month head lease and SAHSSI funds the remainder, while sub-letting to allocated client who takes over the lease after 6 months.
- Partnership with Anglicare to tailor 1-day group workshops for residents around healthy boundaries and managing strong emotions.
- Partnership with Zonta to provide 'starter packs' for clients who secure long-term housing.
- Illawarra Women's Health Centre.



*Shoalhaven Women's Wellness Festival*

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## Meetings / Forums

- Partners In Recovery – Consortium Committee
- Social Housing Consultation
- Indigenous Housing Forum
- FACS Housing NSW – Team Meeting
- Corrective Services – Team Meeting
- Southern Cross Community Housing
- Housing NSW and The Housing Trust at Paddy's Place
- Illawarra Committee Against Domestic Violence
- Wollongong and Lake Illawarra DV Case tracking
- Shoalhaven DV Committee (Secretary), Shoalhaven DV Managers' Committee, the Shoalhaven Homelessness Interagency and the District Implementation Group.
- Interagency sub-committee designing and implementing innovative projects for Homelessness Week (Shark Tank event), joining local businesses with the community sector.

## Community Engagement

- Soroptimist International of the Illawarra
- NAIDOC Week
- Illawarra Legal Centre
- Quota International
- Rotary Club
- Raised awareness for SAHSSI, domestic violence and homelessness with local media (radio and print)
- Public audience events such as the Shoalhaven Women's Wellness Festival and White Ribbon celebrations and attended a number of local services, e.g. Waminda, Nowra Family Support, YWCA DV Intervention Service, Housing NSW, SCCH (Nowra and Ulladulla).



*Seventh Day Adventist Donation*

## Illawarra Women's Homelessness and DV Support Service

### Assessment and Intake

#### Taking Action – No Wrong Door

Following our successful tender during the Going Home Staying Home reform we commenced a central point of intake in December 2014 for our services located in the Illawarra area

We now have a streamlined approach for referrals into our service which enables the case managers to concentrate on their existing case load.

Our clients have benefited from the “no wrong door approach” and have been able to undergo an assessment with the intake coordinator, be provided with information to assist them immediately and be referred to multiple support pathways, should this be required.



**Referrals to SAHSSI  
December 2014 -  
June 2015:**

**592 Women with 564  
accompanying  
children**

**Highest % of referrals  
came from:**

**FACS Housing Services:  
202**

**Self-Referral: 153**

#### Service Partnerships and Collaboration

In June 2015 we entered an exciting new phase in our ongoing collaboration with Housing services who have now located to the One Place service centre

Organisations were invited to apply for the opportunity to have a presence at the centre and we were successful in this undertaking.

We now attend weekly and are available to provide information to both service users, staff of FACS and other organisations who are present, as well as offering assessment and referral for clients who present for assistance.

**Age range of referrals:**

**15 – 79 years**

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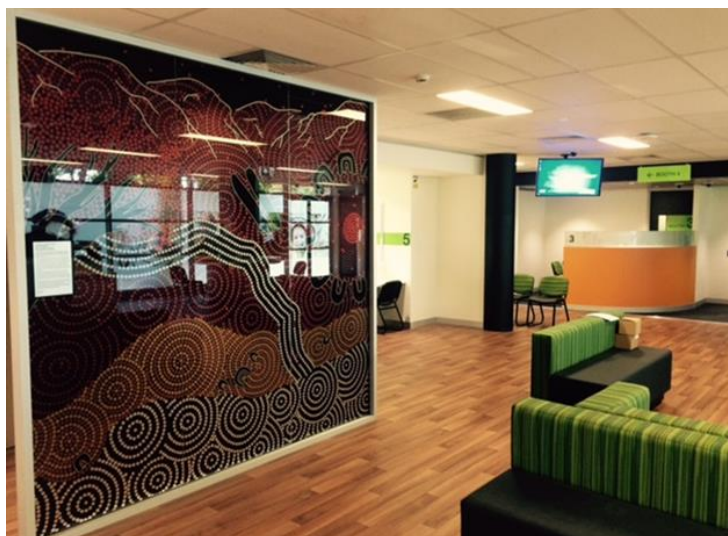
We continue to build strong relationships with our stakeholder partners, both within government and non-government services within the Illawarra area, and are moving further toward a wraparound service for our clients, especially those who present with multiple and complex needs.

We have jointly assisted clients who have been referred by:

- The Housing Trust
- Wollongong Homeless Hub
- Illawarra Retirement Trust
- Wollongong Women's Information Service
- Mental Health Services
- Centrelink
- Barnardo's
- Anglicare
- Community Centres
- Drug and Alcohol Services
- Southern Youth and Family Services and Community Health for Adolescence in Need (CHAIN)

We would like to thank all the service providers who have collaborated with us and who continue to assist in supporting the vulnerable women and children who request our support in their time of greatest need.

The following is feedback received from an older client who had been homeless and sleeping in her car before presenting at One Place.



*The new One Place Service Centre where the SAHSSI Intake Coordinator is available every Tuesday.*

*"I came here today feeling very frightened and thinking there was no hope for me and now I have been helped to find somewhere to stay tonight, I have been referred to a refuge and I have a plan of what to do next and I haven't even left the building! Thank to you lovely ladies".*



## Illawarra Outreach

Throughout the year, the SAHSSI outreach team has had the pleasure of working with families to try and address issues pertaining to domestic violence and homelessness within our Illawarra communities.

In response to the recent funding reforms we have been able to successfully broaden our scope of services to include all four GSH areas of response covering early intervention/prevention, transitional accommodation, Rapid Rehousing, and complex clients.

For the period October 2014- June 2015 we have been able to assist 164 families covering this spectrum in an effort to achieve more long term, sustainable outcomes.

This is achieved through strong case management and commitment from the team, 98 of these clients have now exited the service.

SAHSSI has the unique ability to provide a diverse range of services and support under the one banner as a woman/family is able to access assistance at any point when intervention is required.

In turn case managers are able to tailor their approach to suit the needs of the client.

## Exit Outcomes

**34** women into private rental properties

**16** women exited - lack of engagement

**15** women sustained their tenancies at risk

**9** women moved in with family members

**9** women provided with information and referral

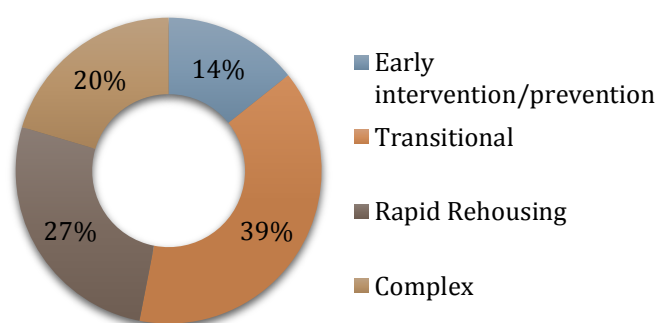
**8** women into social housing properties

**4** women accepted SHS accommodation

**2** women entered hospital/rehabilitation facilities

**1** woman was incarcerated

## GSH Responses



## Early Intervention and Prevention

Families are assisted with brief intervention centred on immediate needs and preventing further development of current issues.

The support focuses on saving tenancies at risk, as well as supporting women experiencing domestic violence and remaining safely in their homes.

## Transitional

Families are accommodated in a SAHSSI property and provided with ongoing case management for up to 12 months.

Families are supported to try and attain appropriate long term housing and resolve issues that affect the family and the individual. Woman and their children are also referred to relevant agencies that can assist to facilitate this change.

## Rapid Rehousing

Case managers provide assistance to secure appropriate housing via education and advocacy in the private rental market and also by working closely with FaCS Housing.

## Complex

Families are provided with case management on a consistent basis to attempt to address long term and complex issues that affect the family/individual.

Quite often these clients have had experiences with other services in the area which may have not been positive and part of our role will center around rebuilding the client's connections with these supports.

## Our Links

Throughout the year local services provide much needed support and intervention to our clients and work with us collaboratively to make their goals a reality.

- Family and Community Services-Housing and Community Services
- Wollongong Women's Information Service, Anglicare, First Floor-Salvation Army
- Illawarra Drug and Alcohol, Community Mental Health, Partners in Recovery
- Big Heart Mission Australia, Salvation Army, St Vincent De Paul,
- Illawarra Legal Service, Aboriginal Medical Service, Police Domestic Violence Liaison Officers (DVLO's)



*Monica was supported by SAHSSI as she was homeless due to DV. She has anxiety and depression and is affected on a daily basis. This photo was taken of her first day running her own market stall with the art that she creates herself.*



## Susie's Story

Susie had a long history of mental health issues and experienced domestic violence from her ex-partner. In the last 12 months she was hospitalised four times and became homeless twice due to her unstable mental health and experience of trauma.

The case manager assisted Susie to apply for urgent housing with Housing NSW and with assistance completed a Positive Relationship Course which helped her to gain insight into positive relationships.

The client's urgent housing request was successful and she now has permanent housing in a one bedroom flat.

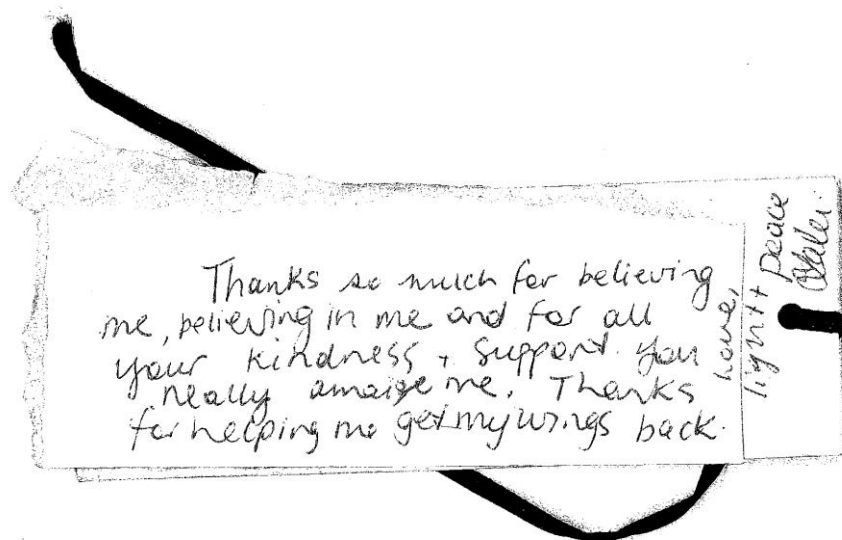
Due to housing stability returning to this woman's life, her mental health status has also become stable.

Susie has been able to follow through with family law matters and participates in a mental health support group. She attends counselling on a regular basis and follows through with her medication.



Susie has been able to access educational services and is completing aged care qualifications in the view of entering the workforce and becoming more financially independent.

With the case manager's support and referrals to specialist services this woman has now been able to achieve and maintain a healthy and independent lifestyle.



## Illawarra Crisis Report

Illawarra Crisis Accommodation (Refuges) provide crisis accommodation, support and guidance for women who are homeless and /or escaping Domestic Violence.

Crisis accommodation and support is provided for a period of approximately 6 weeks.

### Accommodation

#### Wollongong Crisis Accommodation

provides refuge accommodation for up to six women with or without children (including boys up to 17 years of age).

Each resident / family has their own comfortable bedroom that includes a small kitchenette (microwave, small fridge and kettle), T.V and DVD player. The lounge room, dining room, main kitchen and bathrooms are shared spaces.

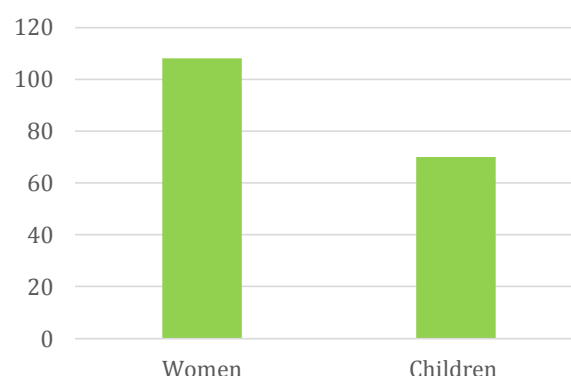
**Warilla Crisis Accommodation** provides refuge accommodation for up to nine women with or without children (including boys up to 17 years of age).

Each resident / family has their own comfortable bedroom that includes a T.V. The lounge room, dining room, main kitchen and bathroom are shared spaces.

*"I was surprised as to how quickly I got a bed in the refuge; it gave me a sense of hope. I was not sure what to expect, I was just thankful I had somewhere to go. I feel safe, the surveillance cameras in use, the locks on the bedroom doors and know that my ex-partner couldn't find me all contributed to my sense of safety. I was assisted in many ways, from having someone to talk with to receiving the essential items I needed to set myself up in my new home"*

*"The house was clean and modern with all the needs met on a practical level. Really good quality blankets and linen. Comfortable beds, excellent security we really feel safe with all the cameras. I received all the support I needed to achieve my goals; my kids were happy and comfortable in this environment"*

**Total Number of Clients**



## McKenzie's Story

McKenzie moved from Campbelltown to the Illawarra for an employment opportunity (fulltime for a large company). Unfortunately due to Government funding cuts she was given only 2 days' notice of termination of employment and therefore could no longer afford her rent, she was eventually evicted from her home.



On the day McKenzie had to leave her home she reached for her computer and searched for "homeless accommodation" and self-referred to SAHSSI. McKenzie did not know where to go or what to do, so she lived in her car at the beach where she showered and washed at the local Surf club.

McKenzie has 2 older children who did not know of her homelessness, she was too embarrassed to tell them she was living in her car and what happened that lead her to this situation.

McKenzie struggled emotionally and since losing her job she was lost and felt hopeless, she had no income and could not receive assistance from Centrelink for 6 weeks.

When the Refuge met with McKenzie she stated that "I was ready to end everything and then I received a phone call from Julie".

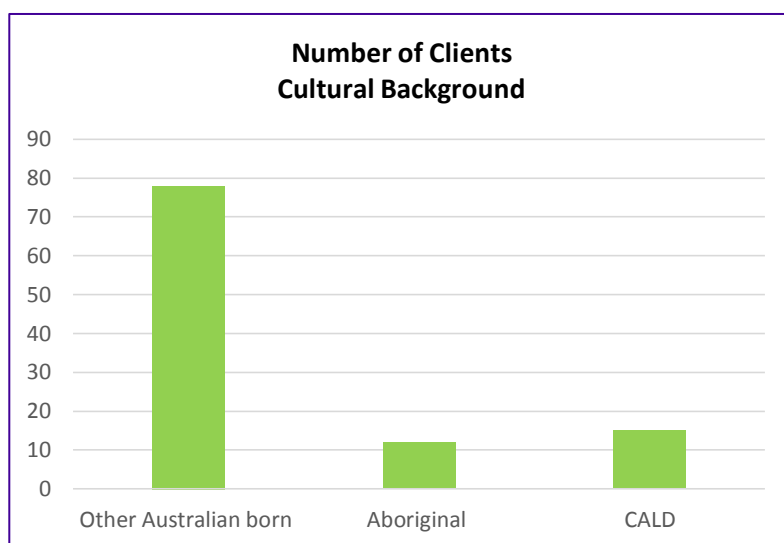
During her stay at the refuge McKenzie engaged with her case manager who addressed her issues through an active case plan, including homelessness, emotional support, counselling and working through her financial situation (contacting creditors and financial counselling). McKenzie also paid some of her fines through our Work Development Order program.

McKenzie eventually discussed her situation with her children who were very saddened but also supportive of her. This enabled the family to start working on their relationship and her daughter permitted McKenzie to spend time with the granddaughter on the weekend at the refuge.

In May McKenzie commenced work again, which gave her more hope for a positive outcome and after one month she was promoted, everything was changing for her.

McKenzie exited the refuge with secure fulltime employment and secure accommodation.

*She said "I have learnt the importance of money and budgeting, no matter how much you earn you still have to learn how to manage money".*

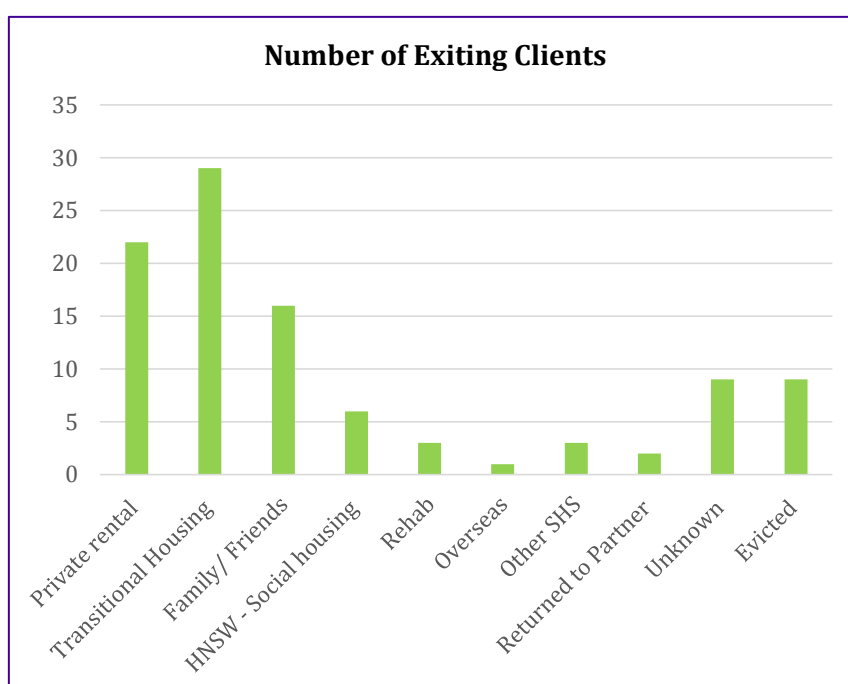
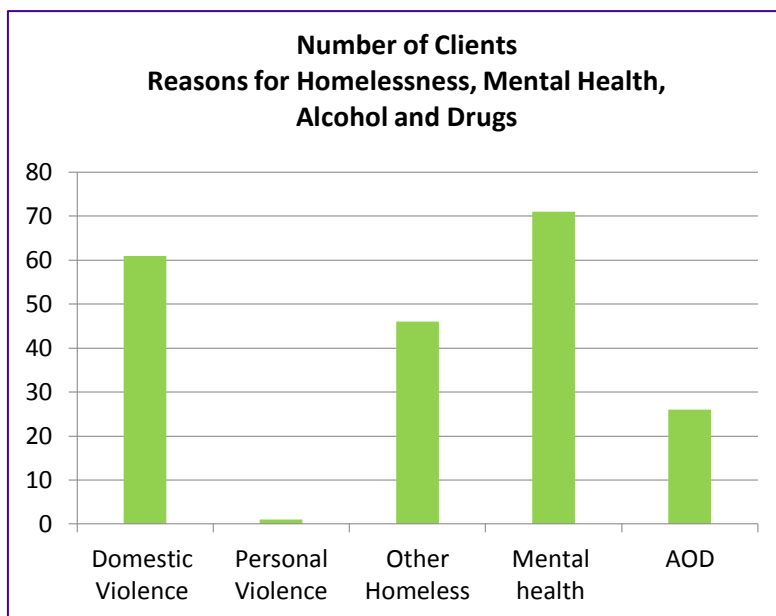


## Support Services

**Crisis accommodation case managers** collaborate with clients to develop a personal case plan. This will assist in achieving the client's goals and address any issues of concern which include homelessness and domestic violence.

Case management includes:

- Housing information, support with obtaining a private rental
- Coordinating specialist services such as counselling, parenting, medical and legal support
- Education, training information and referral.
- Employment information and referral
- Referral and support for mental health and alcohol and drugs services
- Emotional support and advocacy
- Living skills and maintaining a successful tenancy
- Help understand documents, forms, service processes and other support based on individual needs.



## Leanne's Story

Leanne and her daughters became homeless after burning down their private rental house last year. The family moved to HNSW temporary accommodation before moving into a tent in her friend's backyard.

Leanne explained that her and eldest daughter were both mentally unwell at the time and decided to burn the house as they were tired of everything and had no support. Leanne accepted responsibility for her actions stating "I knew what I was doing and I have learnt from it".



Leanne and her youngest daughter entered the refuge in October 2014. Leanne's complex issues consisted of D.V, substance abuse, borderline personality disorder, adjustment disorder and depression.

Her daughter has been exposed to lifelong DV, drug use, alcoholism, family mental health, self-harming and relationship breakdown.

They both welcomed the support and engaged very well with their case manager, addressing the family issues of homelessness and complex mental health.

The family had many barriers to overcome until they were ready to obtain a tenancy, including suicide attempt, dysfunctional family problems, behavioural issues, educational issues, fines (that were paid off by our Work Development Order program), health issues and how to maintain a successful tenancy.

When Leanne was ready she began applying for permanent housing (for over 6 months) until approved priority housing through HNSW.

Leanne exited the refuge after 7 months of intense support that has turned her life in a positive direction. She was successful with obtaining Mental Health Brokerage for household items and her family receives ongoing support from other services which will assist them in the future.

*"The support given, emotionally, transport, assistance with other government departments and agencies. One on one support with worker and feeling like there is someone there for you. I feel it is important to abide by the rules of the refuge to create a safe place for the future. Outreach is an excellent programme and transitional housing is an excellent idea. Having access to internet and phone saved me a lot of legwork".*



# SAHSSI ANNUAL REPORT 2014/2015

## Illawarra Crisis Activities

**Pamper, relaxation day:** Clients are able to relax, be pampered, feel great, and learn the power of presentation. Clients enjoy having their hair styled, hand and nail treatment, facials and make up.

**Rental workshop:** Clients learn how to be successful when applying for a private rental, maintaining a successful tenancy, interacting with real estate agents/landlords and other valuable information.

**Outback Steakhouse:** A free annual event hosted by the Outback Steakhouse.

**How to stay safe on the street:** An information and discussion session incorporated at the residents meeting.

**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 Birthday's.

**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, Science Centre and Bowling - Fun time, leaving all the stress behind.

**Information in resident meetings:** health and nutrition, fire safety, domestic violence, recipes, kitchen safety and hygiene.



*"Every case management I had with the SAHSSI workers have been amazing, couldn't have done it without their support. Muchly appreciated. I don't know where I would be without their services. Such amazing people to work with"*



## Emma's Story

Emma and her 6 year old son were asked to leave their home due to behaviours that impacted on the family. Emma, who is profoundly deaf, and her young son slept together.

This is due to her deafness and being unable to hear her son when he was experiencing epileptic fits. The family lacked understanding of her needs and thought this was inappropriate.

FACS investigated the matter and reported that they had no concerns and that Emma only required accommodation and support.

Emma's method of communication was through an Auslan interpreter and also by writing. An in-depth assessment was completed at a case conference to ensure that refuge accommodation was the best option for both.

Emma worked fulltime with a steady income. During her time in crisis accommodation she engaged well with support which was flexible due to her work schedule. The case manager actively assisted Emma to look and apply for rentals and advocated with real estate agents on the client's behalf.

Unfortunately due to a previous unsuccessful tenancy that identified issues with property care, there were challenges with the real estate agent. The case manager successfully advocated for Emma and arranged for specialised support services to engage with maintaining the tenancy.

Whilst at the refuge Emma was encouraged to save for housing and moving costs. When Emma moved into her new home she was able to contribute to rent, bond and removalist. She only required a small amount of assistance through charities.

FACS closed the child protection matter and provided positive feedback on the case management support received by the client.



*"Very informative, excellent information skills. All my questions were answered. Very pleased. My case worker and I have good communication. She reminds me to focus on rentals (which I like), she listens to me well and helps me find ways to address issues I find difficult. My case worker gives me space as well as keeping me focussed on what I should be doing. I have nothing bad to say at all, very pleased"*



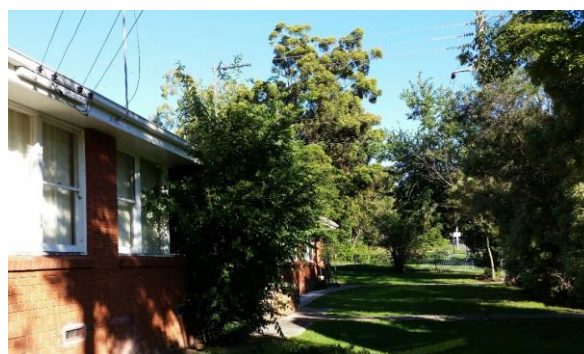
# SAHSSI ANNUAL REPORT 2014/2015

## Illawarra Transitional Housing – CAP Property Acquisition

In 2014/2015 SAHSSI acquired 25 transitional housing properties under the Crisis Accommodation Program (CAP) as a result of our successful tender under the Going Home Staying Home reforms. Management of the properties commenced in November 2015.

These properties consist of:

<b>COTTAGES</b>
1 x 3 bedroom cottage – Dapto
1 x 3 bedroom cottage – Koonawarra
1 x 3 bedroom cottage – Wollongong
1 x 4 bedroom cottage – Wollongong
1 x 4 bedroom cottage – Lake Heights
<b>UNITS/VILLAS/TOWNHOUSES</b>
4 x 2 bedroom villas – Dapto
2 x 1 bedroom villas – Dapto
6 x 2 bedroom villas – Albion Park Rail
4 x 2 bedroom units – Keiraville
1 x 2 bedroom villa – Bellambi
1 x 2 bedroom townhouse – Bellambi
1 x 3 bedroom villa – Bellambi
1 x 3 bedroom townhouse – Bellambi



From July 2015 SAHSSI will be responsible for all outgoings in relation to these properties, including council rates, water rates, insurance and responsive and cyclical maintenance.

These expenses are to be funded from the rental income received on the properties.

In April this year we carried out technical scoping of all CAP properties, which assesses their condition against Housing NSW asset performance standards and costs our long term maintenance liabilities.

These scopes were conducted by Brian Pender, an external technical scoper with extensive experience inspecting Housing NSW residential properties.

The scopes identified a variety of maintenance works that would be required to bring the properties up to standard.

Most of this work has since been carried out by The Housing Trust who was the outsourced maintenance provider for these properties up until 30/6/2015.

The scopes conducted by Mr Pender have also allowed SAHSSI to develop a 10 year Asset Management Plan to ensure our ability to meet our future responsibilities in terms of responsive and planned maintenance.

# SAHSSI ANNUAL REPORT 2014/2015

## Transitional Housing

Transitional housing is medium term housing offered for an initial period of six weeks or three months (depending on the property program), but which may then be extended depending on the client's circumstances.

This accommodation is accompanied by case management support and acts as a stepping stone towards permanent housing for our clients.

Our transitional accommodation now consists of:

- 11 bedsitter units in Keiraville, 3 Housing NSW redevelopment properties (located in Unanderra and Barrack Heights)
- 25 CAP properties (see previous page)

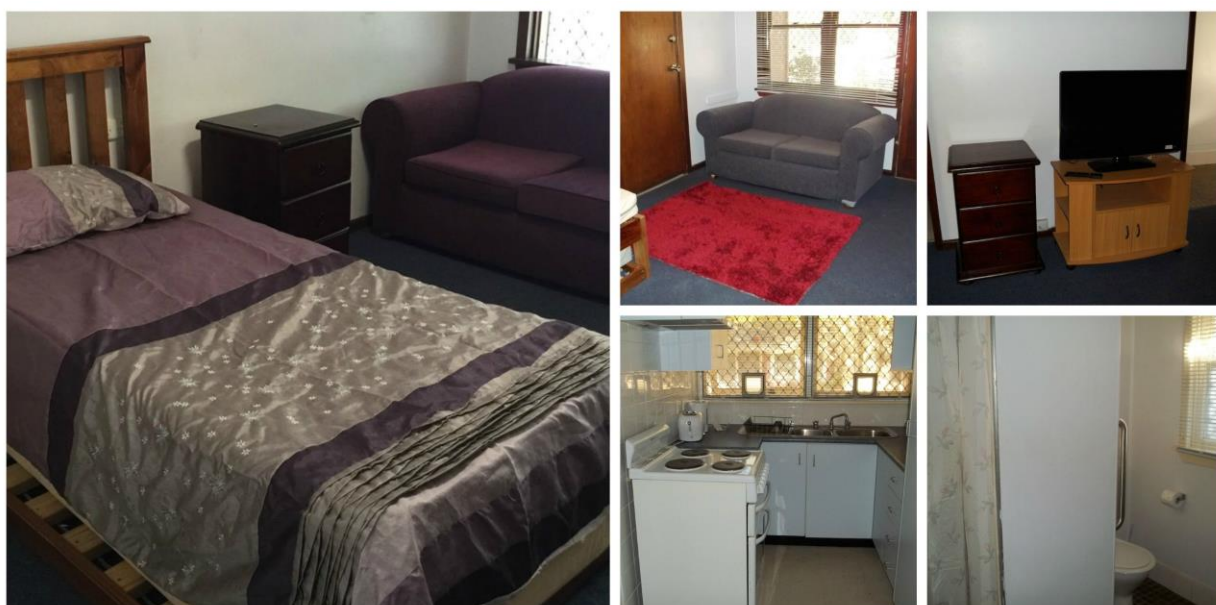
A large portion of women entering our transitional accommodation have come from crisis accommodation, and are ready to take the next step towards living independently.

Other clients have been referred by our outreach case managers, Rapid Rehousing case managers, PIR, Housing NSW, Centrelink or various non-government organisations.

*"The support I received from SAHSSI was fantastic for me and my health, as well helping with my goal to get a house"*

SAHSSI housed a total of ninety one (91) women and eighty three (83) children in transitional properties throughout 2014/2015.

Of these, thirty six (36) women and fifty three (53) children were still current tenants as at 30/6/2015.



*Bedsitter units in Keiraville*

## Shoalhaven Women's Homelessness and DV Support Service

SAHSSI was successful at securing the Shoalhaven Homelessness and Domestic Violence Support Package and commenced working in the Shoalhaven on 1 November 2014.

The support package manages a 6-bed crisis accommodation facility and provides outreach case management to single women and women with children who are homeless or at risk of homelessness, with particular priority afforded women escaping domestic and family violence.

We are required to provide support for women with tenancies at risk, in crisis accommodation and who are homeless but not staying at the refuge.

The service supported a total of 126 women from 1 November 2014 to 30 June 2015: 30% of these were Aboriginal and 34% of the women supported were homeless or at risk due to domestic and family violence.

### Tenancies at Risk

We supported a total of 62 single women and women with children who were at risk of homelessness.

SAHSSI outreach case managers work with at risk women to identify which issues are placing their tenancy at risk, advocate with local services and agencies to address these risks factors, and if possible keep the client in her home.

If it is not possible to stay in the existing tenancy, case managers work hard in partnership with the client to secure alternative safe accommodation.

We have strong partnerships with Housing NSW, Southern Cross Community Housing, local real estate agents, Centrelink and local charities.

We draw on a wide and diverse range of community resources to support women at risk.

### Overview

The service supported a total of 126 women from 1 November 2014 to 30 June 2015.

30% of women supported were Aboriginal.

34% of women supported were homeless or at risk due to domestic and family violence.

Total of 62 women whose tenancies were at risk.

Since 1 November, 2014, 31 women and their children staying at our crisis accommodation facility in Nowra.

Since 1<sup>st</sup> November last year the outreach case managers have supported 98 homeless women: with a range of low, medium and high effort support and case management.

*"Very satisfied in what this service is helping me with"*

## Rebecca's Story

Rebecca was referred us by Housing NSW. She was taken to tribunal many times and was on the brink of final eviction and homelessness as a result of poor property care.

Rebecca had a long history of poor property care and had struggled to engage well with any services, including hoarding and squalor services.

SAHSSI's ability to pace with the client and provide longer term case management has meant that her case manager has been able to build a stable therapeutic relationship and work closely to improve her property care and avoid eviction.

We worked in close partnership with Housing NSW and have been able to advocate having some improvements to her home. This was a tenancy that was at serious risk, and for Tania, homelessness would have been a very serious outcome as she would have struggled to secure alternative accommodation.



## Homeless Women - Crisis Accommodation

Since 1 November, 2014, we had 31 women and their children staying at our crisis accommodation facility in Nowra.

The average stay across this time was 6 weeks, which is a good result given we do not have access to any transitional accommodation in the area and so must find permanent housing (private or social) within this timeframe.

This demonstrates the strong community and agency links crisis case managers have developed in such a relatively short time in the Shoalhaven.

Activities that we have supported or run through the crisis accommodation include:

- Managing Strong Emotions – in partnership with Anglicare
- Vision Board workshops
- Easter and Halloween events – staff run activities and celebrations
- Keys to Renting – run by Southern Cross Community Housing
- Women's Wisdom – Shoalhaven Women's Health
- Nutrimetics Pamper Days – run by volunteer





# SAHSSI ANNUAL REPORT 2014/2015

## Kristy's Story

Kristy, a 45 year old woman was referred to us by the Disability and Advocacy Service and Legal Aid. She was staying in the sub-acute mental health facility in Nowra at the time.

She had become unwell as the caravan park where she was staying had been taken over by a new manager who was being threatening, intimidating and harassing which over time had caused her mental health to become unstable.



Legal Aid were involved as the client had been given an eviction notice that did not seem legal, however client wanted to leave due to the behaviour of the manager and so was helping to negotiate sale of the caravan.

We spoke at length with Kristy on the phone from the sub-acute ward about what living at the refuge would be like and to get an understanding of what her preliminary needs might be. The next day we participated in a collaborative case plan meeting at Sub-Acute with Disability, Health Social Worker, Richmond PRA, PIR and Community Mental Health and she was transported by us to the refuge and assisted with food and settled in.

Her crisis case manager has been working closely and collaboratively with a range of services to meet her needs. She has had additional case conferences involving the Community Mental Health Nurse, Richmond PRA, Disability and PIR. Kristy currently has a debt with HNSW, which will be paid in full on sale of the caravan.

When this is complete, her application will be reactivated and then Community Housing (who has been kept updated by the case manager) will seek a property, which will be supported in case management through HASI program by Richmond PRA. This is an example of high quality collaborative practice between a range of support services wrapped holistically around the client ensuring best use of resources and a client-centred practice.

## Homeless Women – Outreach

When we are unable to provide crisis accommodation, we offer women outreach case management support. The support is focused on addressing the client's homelessness.

Case managers provide 'rental packs' which contain all the information a woman requires to apply for a private rental, we conduct property searches and where required transport women to property viewings. Case managers negotiate and advocate with local real estate agents, Centrelink, social housing providers and a range of other agencies and support services to secure long term sustainable housing and, if necessary, continue to support women to retain their tenancies once secured. We can work with women for up to 12 months if required.

Since November 1 last year, case managers have supported 98 women: with a range of low, medium and high effort outreach support and case management.

# SAHSSI ANNUAL REPORT 2014/2015

## Innovations

This year SAHSSI Shoalhaven has embarked on a number of innovative service delivery approaches:

- Properties leased from local real estate agents, sub-let to clients with an agreement the landlord accepts a lease direct with the client after a 6 month successful tenancy – we have 2 of these properties in the Shoalhaven at present.
- Brokered partnership between local property developer, Southern Cross Community Housing and SAHSSI to create tailored units in the Bomaderry area – head-leased to Southern Cross Community Housing and available to SAHSSI for allocation. Early development stage at this time is expected to be completed at the end of 2016.
- Real Estate Engagement Project in partnership with all other Specialist Homelessness Services in the Shoalhaven – wrote and visited each real estate agency to encourage them to refer tenants whose tenancy is at risk with a view to increasing early intervention and to develop positive cultural change around case managed tenants.

*Hi Alison,*

*While I have the opportunity, I just want to comment that I feel SAHSSI is doing a good job. Since you have been around, our homeless clients seem to be getting more support, rather than having to do the agency rounds by themselves. Keep up the good work.*

*Blessings,*

*Lyn Miles*

*(Coordinator)*

*All Saints Community Care Inc.*



*Easter basket making, Easter baskets and the Healthy Boundaries Group*

# SAHSSI ANNUAL REPORT 2014/2015

## Crisis Accommodation Shoalhaven Illawarra

### Shoalhaven



### Keiraville



### Warilla





## NPAH Rapid Rehousing

The National Partnership Agreement on Homelessness (NPAH) commenced in January 2009. Joint funding is required from states and territories.

The National Partnership Agreement on Homelessness contributes to the National Affordable Housing Agreement outcome, to help:

"people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion."

The agreement focuses on three key strategies to reduce homelessness:

- prevention and early intervention to stop people becoming homeless
- breaking the cycle of homelessness
- improving and expanding the service response to homelessness.

The programs supported by the NPAH have improved services delivery, driven innovation, produced new service models and built capacity. Some of these programs are:

- A place to call home
- Street to home
- Safe at Home.

## Illawarra Rapid Rehousing


SAHSSI was granted funding from National Partnership Agreement on homelessness (NPAH) to provide Rapid Rehousing (RRH) Support to women and children in need.

The target group is single women and women with children who are homeless, couch surfing or in temporary accommodation and are not able to be accommodated by SAHSSI refuges.

Funding was requested for Rapid Rehousing roles to be able to assist the target group in a timely manner. SAHSSI had an extensive waiting list due to outreach staff being at capacity due to a huge influx of referrals.

SAHSSI employed 2 part time workers, one 4 days a week and one 3 days a week on a fixed term contract until 30 June 2015.

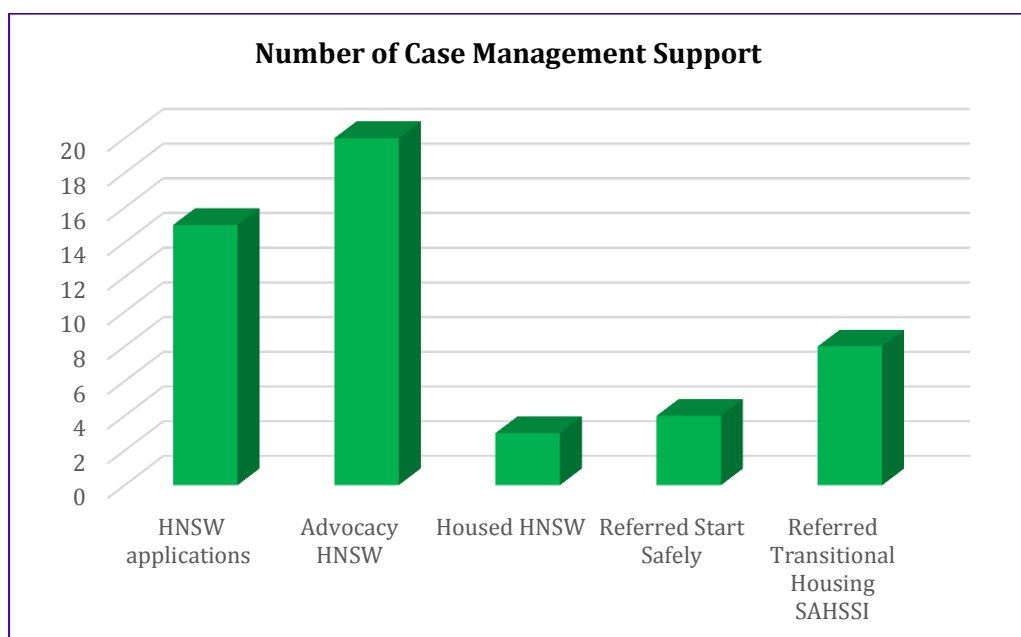
Rapid Rehousing workers have supported clients to resolve their housing needs by internal referrals, as well as support to access private rental or social housing depending on the client's needs. Workers have advocated on client's behalf with local real estate agents and are making positive working relationships for current clients and future clients. Applications have been made for brokerage assistance, when required, to assist clients financially after the client has engaged in budgeting.



**This year SAHSSI  
provided support  
to 28 clients.**

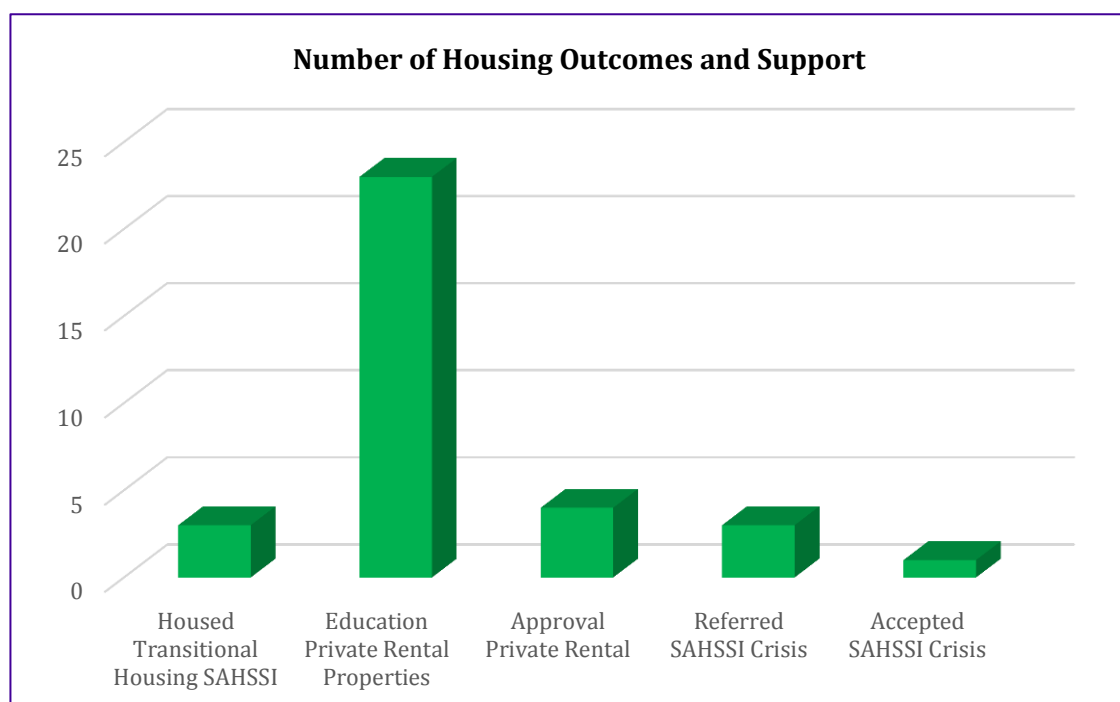
# SAHSSI ANNUAL REPORT 2014/2015

## Rapid Rehousing Client Support



Over the **May- June 2015** period Rapid Rehousing workers supported 28 clients in total. The main focus for Rapid Rehousing workers was to educate & support clients on how to apply for private rental properties and budgeting.

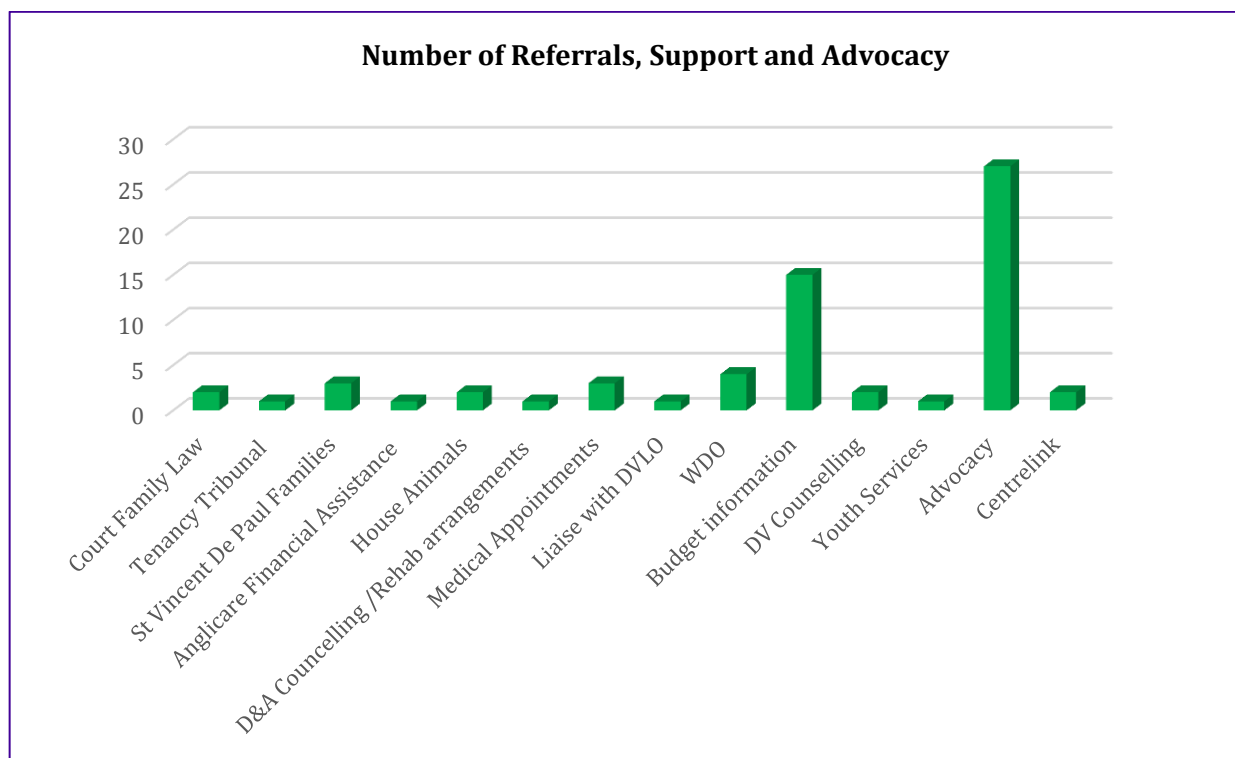
Given the brief period, client's engaged well and workers were able to support client's to achieve great outcomes.



# SAHSSI ANNUAL REPORT 2014/2015

## Referring Support Advocacy

In addition to housing assistance, Rapid Rehousing case managers refer clients to support and advocacy as outlined below.



*"SAHSSI helped me build confidence, helped with real estates and housing dept"*

## Shoalhaven Rapid Rehousing

### Tania's Story

Tania and 5 year old son were referred to our service for outreach support and housing assistance from the YWCA domestic violence intervention service, in July 2015.

Tania escaped a domestic violent relationship, which had been directly impacting her physical and psychological health for over 18 months; she was living with her mother and wished to secure long term accommodation in the Shoalhaven region

Tania was assessed as appropriate for a rapid rehousing response and allocated a NPAH-funded case manager.

During Tania's engagement with SAHSSI, her needs were identified, supported and she began to pay off her previously accumulated fines, through a Work Development Order.

Her son secured additional days at a local preschool and Tania was approved for the Start Safely Subsidy and a Rental Bond Loan with Housing NSW. Additionally, referrals to legal aid and counselling services were made with ongoing support provided.

In late August, Tania successfully secured a private rental in the Shoalhaven region and is currently in the process of establishing a new family home for herself and her son.

**This year SAHSSI  
Shoalhaven provided  
support to 12 clients.**

*"My case worker is  
great, keep her with  
me"*

*"Very satisfied in  
what this service is  
helping me with"*



## Partners in Recovery (PIR)



The Illawarra/Shoalhaven Partners in Recovery (ISPIR) was established to improve the recovery of people living with severe and persistent mental illness and have multiple support needs.

The focus is on improving the response and support pathways to meet their needs, and also to ensure that service supports are working together in a coordinated and recovery orientated way, meeting the 'full range' of their support needs.



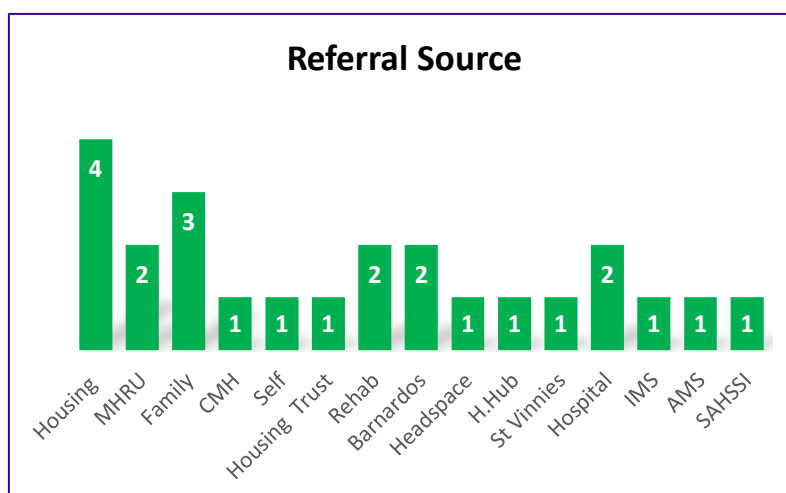
*Support Facilitators  
Dhaku and Amanda*

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 is not adequately integrated or coordinated and therefore not meeting the full range of their support needs.

PIR commenced operating within SAHSSI in September 2014 with 2 x support facilitators working in a fulltime capacity.

Both facilitators were allocated 6 x consumers each in September 2014 and this increased in capacity to approximately 16 consumers to each support facilitator by June 2015.

The consumer is the key player in identifying their needs and in the co-ordination process of supports. Carer /family and key services work collaboratively in an integrated manner to support the consumer's individual needs.

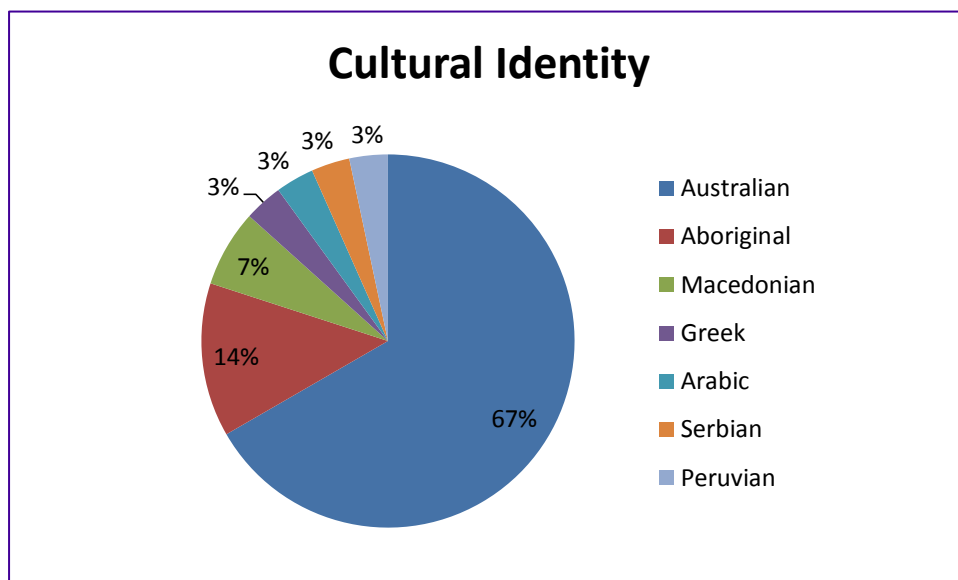


## SAHSSI ANNUAL REPORT 2014/2015

### Support Facilitators were allocated both male and female consumers

Male – A total of 15 consumers with the average age being 40

Female – A total of 28 consumers with an average age of 46



Support facilitators work with consumers in a respectful and timely way.

Needs assessments are completed by support facilitators with the consumer to identify support needs and future goals.

This forms part of the assessment process. From the identified needs an Action Plan is formed to enable consumers to see support goals facilitated. Some of the common needs with most consumers are:

- Independent Living skills
- Social Support
- Looking After the Home
- Accommodation
- Training and Education
- Physical Health
- Hoarding and/or Squalor
- Alcohol
- Drugs
- Legal
- Emotional Support
- Transport

*“Gaining my independence and ability to speak for myself has been very empowering”*



# SAHSSI ANNUAL REPORT 2014/2015

**Flexible Funding has been utilised to assist consumers with gaps in service provision, budget constraints and affordability. This has assisted immensely in moving consumers forward with their recovery and creating independence.**

Some items purchased with Flexible funds:

- Removal costs and Household items
- Mobile phones and credit
- Car registration and driving lessons
- Kmart and petrol vouchers
- Food (emergency assistance)
- Domestic assistance (homecare services)
- Independent living supplies, white goods, clothing
- Education /training course
- Counselling
- Accommodation /advance rent and bond
- Medication (emergency assistance)
- Laptop and prepaid internet

*"I feel more confident as a carer for my son's future and independence"*

**PIR have worked collaboratively with other services to assist with consumer's recovery and build stronger future relationships and Partnerships.**

- FACS – One Place
- Homeless Hub
- Anglicare
- St Vincent De Paul and Southern Youth Family Services
- Centrelink, Legal Aid, Illawarra Legal Centre
- Office of Trustee and Guardian and Community Gateway
- Homelessness Mental Health Project and Headspace
- Community Mental Health and Medical Practitioners
- Illawarra Drug and Alcohol and Illawarra Rehabilitation (formerly Fernhill)
- Shellharbour Mental Health Rehab Unit
- Illawarra Multicultural Service and Illawarra Aboriginal Medical Service

## **Collaboration with SAHSSI.**

- SAHSSI – Crisis accommodation, outreach & transitional accommodation
- Working with SAHSSI (our host organisation) has been very positive in gaining assistance with accommodation & outreach support for consumer's recovery.  
This was of great benefit for speedy outcomes and collaboration with SAHSSI staff.

## Casey's Story

Casey, a 54 year old woman, was referred to PIR by her Community Mental Health case manager in November 2014 for referral to appropriate support services as required. It was advised on referral to send 2 x workers due to aggression when intoxicated.



Casey has suffered since childhood PTSD, Borderline Personality Disorder, Anxiety, Depression and drug and alcohol addiction. She is also a current victim of domestic violence (15 year relationship with the perpetrator). There were hoarding and squalor concerns within the Housing NSW property in which Casey has resided for approximately 25 years.

There has been no AVO or police assistance with violence due to Casey's continual substance abuse and nuisance calls to Police. The Hoarding and Squalor Team refuse to attend due to her aggression. Casey was previously discharged from hospital due to emphysema issues. Casey smokes cigarettes heavily and is unable to physically walk to shops or complete general tasks at home.

### **The support facilitators have assisted Casey with the following supports since November 2014:**

- Referral to, and coordination with, appropriate services including – counselling, Community Mental Health, drug and alcohol, quit smoking program and in-home support.
- Flexible funding to assist with mobile phone, food vouchers, medical support & taxi vouchers.
- Advocacy with Police, Apprehended Violence Order and court support.
- Housing NSW Priority Transfer application.
- Victims Services Application – for funds to assist in addressing property care issues
- Sourcing a new GP for complex health issues.
- Facilitation/coordination of support services to assist holistically.

*"It was very valuable to gain support with my complex needs through PIR coordinating services"*

## SAHSSI ANNUAL REPORT 2014/2015

In this time of support, Casey has had hospitalisations for lung disease and severe alcohol abuse related to trauma and domestic violence.

Support Facilitator advocated quite intensely for Drug & Alcohol and CMH to assist with concerning effects of alcohol abuse as well as deteriorating mental health.

Casey was directed by clinical doctor to involuntarily attend rehab. Home detox was trialed on several occasions and most recently successful for approx. 2 months with relapse due to moving from current premises.

Casey has AVO, mental health support & coordination at times, drug & alcohol support and monitoring (Casey will possibly require long-term D & A support) and trauma counselling.

Casey also has medical support, in-home support for new home, taxi vouchers and community transport assisting with her recovery.

If she continues positively and is interested; a possible referral will be made to NEAMI for Housing and Accommodation Support Initiative (HASI) low package or PHAMS package as exit strategy.

*"Thanks so much for  
your support with  
facilitating my move to  
a new home"*



## Training 2014-2015

- Everyday Law and Police Powers
- Mental health, Drugs and the Law
- Conversations of Substance Abuse
- Cannabis all you need to know
- Effects of Gambling workshop
- Boarding House Training Information (*rights and responsibilities*)
- Working with Interpreters
- Autism – Information session
- Staying Connected when Emotions Run high
- What is enablement (Aging and Disabilities)
- Client Information Management (CIMS)
- Grant writing workshop
- Working with people leaving custody
- Trauma informed training for staff
- Trauma informed training for managers
- First Aid
- Aboriginal Cultural Awareness
- Bullying and Harassment
- GHSB Practitioner
- Hepatitis ABC
- Domestic Violence
- Alcohol and Other Drugs
- Mental Health
- Child Safe Workshop
- Staff and Board Induction
- Multicultural awareness
- Clinical Supervision
- Patchwork
- Safe from the start training



## Fundraisers

### Dance Till You Drop

Dance till you drop fundraiser was organised by Sammy Mahler and Wendy Leapre.

It was a night of love, laughter and fun. Champagne on arrival, delicious canapes, girlie pampering, gorgeous makeovers, guest speakers, brilliant DJ doing live sets and not to mention a wonderful raffle with some very generous prizes!

The much needed funds raised are for women and children suffering domestic violence.

**The fundraiser raised \$7052.10**

**LADIES NIGHT ONLY**

SAHSSI FUNDRAISER  
Help Victims Of Domestic Violence!

**DANCE TILL YOU DROP**

Proudly sponsored by Little Miss Boo Personal Stylist, Bevans Thirroul and working in conjunction with SAHSSI

**DATE: SATURDAY 14TH MARCH 2015**  
**TIME: 7PM TILL LATE**  
**VENUE: HELENSBURGH TRADIES**

It is within our hearts that we ask you to donate. This is our way of helping the women and children of NSW get a start to a new life!

For all ticket purchases:  
<https://quo-70543.ticketbud.com/dancetillyoudrop>

For donations contact:  
Sammy: sammy@littlemissboo.com or 0418 344 714  
Wendy: wendy.lepre@bevans.com.au 0431 322 192

littlemissboo bevans SAHSSI





# SAHSSI ANNUAL REPORT 2014/2015

## Dance Till You Drop Fundraiser

Thank you to the following businesses that participated and/or contributed to the event:

- R& R Catering – Food
- Hayley Anne Styling –Décor and styling of the venue
- Sara Newnham – Flowers
- Helensburgh Zumba – Dance entertainment
- Stall holders and pampering - The body shop at home, Clare Bowley Reflexology, Louise Charman, Soul Signature Readings and Adore Make Up.
- Businesses that donated to the raffle- Otford Valley Sanctuary Day Spa (day spa voucher), A Garden for Life (garden walk and talk) and Helensburgh Premium Liquor (bottles of wine).



*Organisers; Wendy Leapre and Sammy Mahler*



## Fundraiser Take Care Fest SAHSSI Gig

### ILLAWARRA **MERCURY** Wednesday September 16, 2015

Take Care Festival to raise funds for women in crisis

With demand for Illawarra's women's shelters outstripping supply, the University of Wollongong's Feminist Society has announced the "Take Care Festival" to raise desperately needed funds for women in crisis.

Supported Accommodation and Homeless Services Shoalhaven and the Illawarra (SAHSSI) faced a cash crisis last year after funds for Wollongong's and Warilla's women's refuges were cut under NSW reforms.

After merging the two refuges into SAHSSI, it was able to claw back state and federal funding.

However, more requests for help have swamped the service's resources, according to staff member Kathy Colyer.

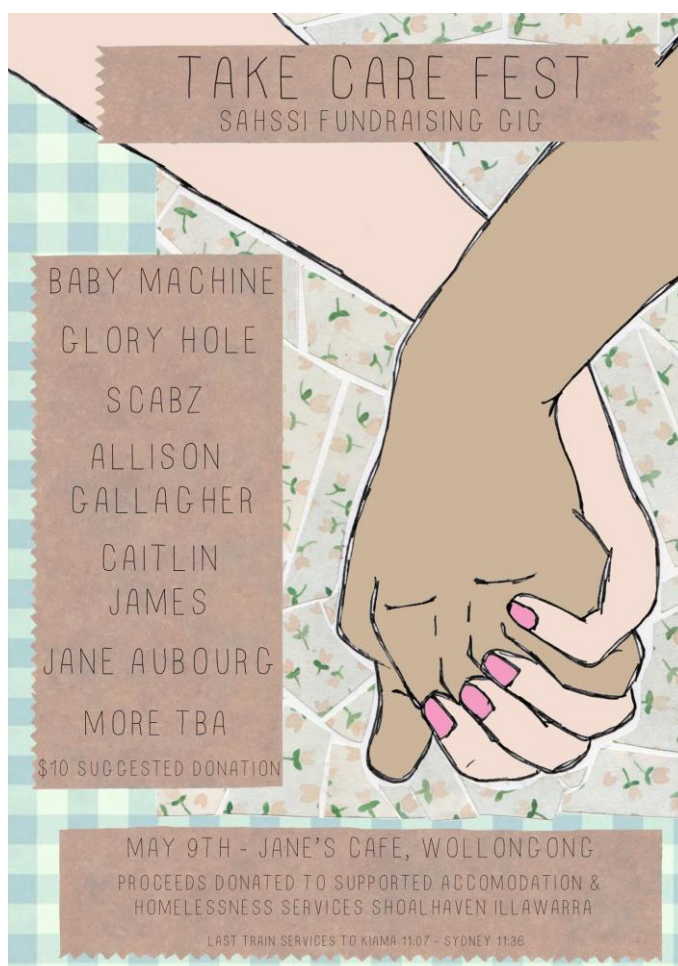
"We're very busy and we're not being able to meet demand which seems to have increased," she said. "We do the best we can with what we have."

As well as being a safe refuge for women fleeing domestic violence, it provides short and medium-term accommodation for homeless women.

Recent wild weather created a larger demand than normal.

"We had a young woman living in a tent who came to us after she lost everything," Ms Colyer said.

"We were able to find her accommodation and give her toiletries and clothes which are what the funds raised from the [Take Care Festival] will go towards."



## SAHSSI ANNUAL REPORT 2014/2015

Event organisers Jessie Hunt and Belinda Quinn, along with the Feminist Society, have been supplying toiletry packs to the refuges but decided to create the event after realising it could address a secondary problem women in the Illawarra faced - sexism at live music venues.

A night out at a gig left Ms Hunt with concussion when a male attendee stage-dived onto a crowd of mostly women.

"I've been going to these venues since high school and I've always noticed an intense macho culture," she said.

"There are a lot of issues with representation and feeling safe, it can be really difficult finding gigs that are even close to being 50/50 in terms of female acts."

The Take Care Festival has a "Women and queer to the front" policy meaning heterosexual men are asked to leave the front row free for these minorities.

The policy created some backlash but the organisers have defended the choice.

"We're really hoping to make a safe and fun space for those who are denied that experience," Miss Hunt said.

The Take Care Festival will be held on May 9 at Jane's Cafe, North Wollongong, from 2pm. It will feature Scabz and Glory Hole with entry donations to SAHSSI.



Fundraising event (Punk Night) was organised by the Feminist Society at the University of Wollongong and held at Janes Café in Wollongong funds **raised a total of \$1459.85.**

## Donations

The donations we have received throughout the year have been overwhelming.

We have received cash donations, toiletries, furniture and Christmas gifts.

### We would specially like to thank;

- Ryan Park Member for Keira and his constituents for the carloads of Christmas presents for the women and children we support.
- Corrimal Region Uniting Church - \$3500
- Astarte Mind & Body - \$1190
- Sammy and Wendy -Dance Till You Drop raising \$7052  
Sammy also organised pamper packs donated from K-Mart and made up her own packs for Christmas gifts.
- Punk Night fundraiser \$1459
- Seventh Day Adventist - \$1000
- Centrelink staff Shellharbour and Wollongong office who donated Christmas hampers and gifts.
- Quota Club – pamper packages
- Diana Chang - \$1000
- FM Talib - \$1350
- Corrimal Women’s Bowling Club - \$750
- Joshua Marley - \$600
- Women’s Forum Group - \$538
- St Marks Anglican Church – Gifts
- Tomerong Women’s Choir - \$130
- Kiama Curves – Food
- Horsley Cakes and Pies

### Shoalhaven / Illawarra residents:

- Clothes, cosmetics
- Furniture, personal hygiene products
- Toys, T.V, baby furniture,
- Food, gift vouchers, household goods
- Linen and blankets
- Christmas gifts

*“Wow, thank you so much, I can’t believe how many people really care! “*





## SAHSSI ANNUAL REPORT 2014/2015

*"Every case management I had with the SAHSSI workers have been amazing, couldn't have done it without their support. Muchly appreciated. I don't know where I would be without their services. Such amazing people to work with. Love ya's all Mwahxxxx"*

### Pamper packages

*Kathy,*

*Thank you so very much for attending our meeting this evening, the work you do to assist the less fortunate in our society is greatly appreciated and if our little donation can go anyway to assisting you we are very pleased indeed.*

*Thank you,  
Soroptimist of the Illawarra*



**Quota International**  
of the Leisure Coast Inc.  
Cordially invites you to  
our Changeover Dinner

Tuesday 9th June 2015  
6.30pm for 7.00pm start  
at Murphy's Bar & Grill  
179 Princes Highway  
Unanderra, Wollongong  
Cost \$35 per person  
2 course meal

RSVPs by 5th June  
(02) 4262 5358  
quota.leisurecoast@gmail.com

*Quota Club dinner donated pamper packages for SAHSSI clients*



*"Thank you very much; I really appreciate the help (fridge and washing machine). It has really helped me a lot"*

# SAHSSI ANNUAL REPORT 2014/2015

## Horsley Cakes and Pies

Horsley Cakes and Pies donate bakery items such as pies, cakes and bread every Monday, Tuesday and Thursday to SAHSSI crisis accommodation and to the transitional bedsitters.

The staff enjoy picking up the bakery items and the clients appreciate the fresh bread and other delicious items available.

Thank you Sue and team for years of kind, caring support to the women and children of our service.

*"It is so good to see that the bakery goes to people in need and it doesn't go to waste."*

*Sue - Owner*





## Events

### Outback Steakhouse Christmas Lunch

Thank you to the **Outback Steakhouse** for the Christmas lunch they organise with SAHSSI each year. The Outback management and staff volunteer their time for the day so clients 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.



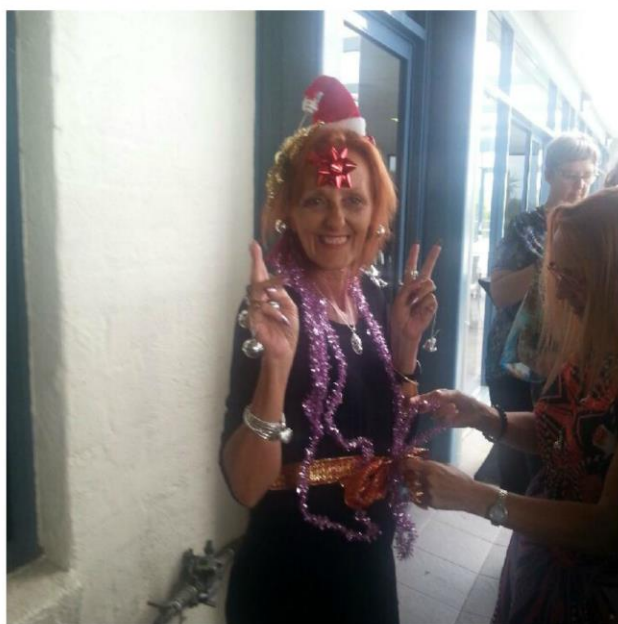
## SAHSSI ANNUAL REPORT 2014/2015

### Combined Staff Meeting and Christmas Party

Each month the staff unite for a combined staff meeting to discuss what's on the agenda such as training, guest speakers, procedures, issues, concerns and information on what's happening in the Illawarra and Shoalhaven.

Our first Christmas party was at the Gerroa Fisherman's Club after the meeting. We relaxed, enjoyed the fabulous view and each other's company and decorated staff like Christmas trees.

A local patron enjoying a quiet beer agreed to vote on the best Christmas tree.  
Kathy's team won the event.





# SAHSSI ANNUAL REPORT 2014/2015

## Financial Report

**SAHSSI INC**  
**(INCORPORATED UNDER THE ASSOCIATIONS**  
**INCORPORATIONS ACT, 2009)**  
**INCOME AND EXPENDITURE STATEMENT - CONSOLIDATED**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>INCOME</b>			
Unexpended Grants Carried Forward		99,966	160,607
Grants – General Refuge – Community Services		2,285,689	1,250,870
Grants - Other		327,867	84,085
Donations		24,648	-
Telephone Receipts		185	38
Membership Fees		106	93
Interest Received 32,900		36,218	
Rent Received		249,190	102,588
Sundry Income		3,682	7,472
Board and Lodgings		109,207	37,674
Motor Vehicle – Employee Contribution		16,709	14,552
Management Fees		263,608	200,925
Motor Vehicle Levy		4,413	13,240
HAP Support Brokerage		<u>2,897</u>	<u>80,995</u>
<b>TOTAL INCOME</b>		<u><b>3,421,067</b></u>	<u><b>1,989,357</b></u>
<b>EXPENDITURE</b>			
Accountancy and Audit Fees		8,660	5,310
Bank Fees and Charges		1,235	999
Brokerage Costs HAP		36,268	296,747
Centrepay Fees		1,193	570
Computer Software/Maintenance		33,235	17,329
Conference and Seminars		10,153	6,559
Consultancy Fees		19,649	90,327
Depreciation		1,861	1,351
Establishment Costs SAHSSI		139,538	-
Food and Medical Supplies		-	11,579
Headlease Rent		16,730	25,722
Insurance		64,820	21,100
Light and Power		17,015	7,532
Loss on Disposal of Assets		3,329	13,527

## SAHSSI ANNUAL REPORT 2014/2015

Management Fees	263,608	118,749
Management/Administration HAP Support	-	82,176
Meeting Expenses	5,287	5,341
Minor Equipment	11,811	513
Motor Vehicle Expenses	152,375	61,868
Motor Vehicle Levy	4,413	13,240
Printing, Postage and Stationery	59,892	15,760
Minor Household Replacements	9,874	7,278
Rent	15,109	11,041
Rent Refuge – Diamond offices	3,592	-
Sundry	978	311
Rent – Swan Street	40,926	40,182
Rent – Storage	5,640	2,253
Rent – NAPA Shoalhaven	5,552	-
Advertising	1,131	-
Program Costs	5,500	-
PIR Flexible Funding	14,542	-
Planned Maintenance	64,600	-
Repairs and Maintenance	61,178	37,967
Resident Expenses	19,511	8,303
Salaries and Wages	1,512,390	791,541
Security	13,986	8,014
Subscriptions	2,377	955
Superannuation	123,066	64,288
Supervision	376	1,080
Telephone	47,998	19,051
Tenancy Management Fee	<u>5,340</u>	<u>5,785</u>
<b>TOTAL EXPENDITURE</b>	<b><u>2,804,738</u></b>	<b><u>1,794,348</u></b>
<b>EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE</b>	<b>616,329</b>	<b>195,009</b>
<b>Less UNEXPENDED GRANTS CARRIED FORWARD</b>	<b><u>345,430</u></b>	<b><u>99,966</u></b>
<b>EXCESS/(DEFICIENCY) OF INCOME OVER EXPENDITURE</b>	<b><u>\$ 270,899</u></b>	<b><u>\$ 95,043</u></b>

# SAHSSI ANNUAL REPORT 2014/2015

**SAHSSI INC.**  
**(INCORPORATED UNDER THE ASSOCIATIONS**  
**INCORPORATIONS ACT, 2009)**  
**STATEMENT OF FINANCIAL POSITION - 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	2,022,311	797,053
Other		5,678	50
Trade debtors		<u>324</u>	<u>77,464</u>
<b>TOTAL CURRENT ASSETS</b>		<u>2,028,313</u>	<u>874,567</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	3	<u>247,318</u>	<u>129,777</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>247,318</u>	<u>129,777</u>
<b>TOTAL ASSETS</b>		<u>2,275,631</u>	<u>1,004,344</u>
<b>CURRENT LIABILITIES</b>			
Bonds		1,320	-
GST – Net	-	16,164	
PAYG Payable		-	9,435
Provision for Annual Leave		94,363	38,647
Provision for Annual Leave Loading		16,514	6,763
Provision for Long Service Leave		120,170	63,912
Provision for Maintenance		1,526	1,526
Provision for Redundancy		53,735	-
Provision for Planned Maintenance		64,600	-
Provision for Sick Leave		79,427	22,304
Sundry Creditors		75,361	2,201
Unexpended Grants Carried Forward	4	<u>345,430</u>	<u>99,966</u>
<b>TOTAL LIABILITIES</b>		<u>852,446</u>	<u>260,918</u>
<b>NET ASSETS</b>		<u>\$1,423,185</u>	<u>\$ 743,426</u>
<b>MEMBERS FUNDS</b>			
Balance - 1 July, 2014		743,426	648,383
Net Assets Transferred from Warilla Women's Refuge		408,860	-
Surplus/(Deficit) for year		<u>270,899</u>	<u>95,043</u>
<b>TOTAL MEMBERS FUNDS</b>		<u>\$1,423,185</u>	<u>\$ 743,426</u>





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Partners:  
J. F. Akele- B.Com. CA  
E. A. Kinnas - B.Com. CA

Reference #

SAHSSI INC.

(INCORPORATED UNDER THE ASSOCIATIONS  
INCORPORATIONS ACT, 2009)

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

We have audited the accompanying financial report, being a special purpose financial report, of SAHSSI Inc which comprises the statement of financial position as at 30 June 2015, the income and expenditure statements for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

### Committee's Responsibility for the Financial Report

The committee of SAHSSI Inc is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act (New South Wales) and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.



ABN: 19 985 169 409  
WOLLONGONG Suite 6, Corrimal Mews, 104 Railway St, Corrimal NSW 2518  
Ph: 02 4283 6088 Fax: 02 4284 0252 Email: [accountant@akelekinnas.com.au](mailto:accountant@akelekinnas.com.au)  
Web: [www.akelekinnas.com.au](http://www.akelekinnas.com.au) All Correspondence to: PO Box 225, Corrimal NSW, 2518

Liability limited by a scheme approved under Professional Standards Legislation



We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## **Independence**

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

## **Opinion**

In our opinion, the financial report of SAHSSI Inc presents fairly, in all material respects SAHSSI Inc as at 30 June 2015 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Act New South Wales.

## **Basis of Accounting and Restriction on Distribution**

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist SAHSSI Inc to meet the requirements of the Associations Incorporation Act (New South Wales). As a result, the financial report may not be suitable for another purpose.

Auditor's signature



**AKELE KINNAS**  
Registered Auditor  
Chartered Accountant

Auditor's address:

Suite 6, 104 Railway Street  
CORRIMAL NSW 2518

23 September 2015