



SAHSSI

Supported Accommodation and Homelessness
Services Shoalhaven Illawarra Ltd

*Communities living in secure
housing, free from abuse*

2023-24 ANNUAL REPORT

Artwork Acknowledgement



"NGABU BAMAL"
Dharawal words meaning Grandmother Earth.

We are honoured to feature the beautiful artwork of Jasmine Sarin on the cover page of our annual report. Jasmine is a proud Kamilaroi and Jerrinja woman from NSW. Jasmine grew up predominantly on the South Coast in Nowra (Jerrinja and Yuin country) and Wollongong (Dharawal country) but have country influences from Coonabarabran in Central West NSW (Kamilaroi country).

We extend our deepest gratitude to Jasmine for sharing her exceptional work with us, and we are proud to showcase her artistry in this year's report.

Acknowledgement of Country






SAHSSI operates in the Illawarra and Shoalhaven regions in which the many peoples of the Dharawal and Yuin Nations reside.

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

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

Inclusion Statement

SAHSSI is an inclusive organisation. We aim to create a work environment where all employees are respected, connected, and can contribute, regardless of age, culture, disability, family and caring responsibilities, gender identity, indigeneity, religion, or sexuality.

-  Cultures and language inclusion
-  Aboriginal inclusion
-  Torres Strait Islander inclusion
-  Sexual orientation inclusion
-  Capacities inclusion

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About SAHSSI

SAHSSI provides trauma informed support services and safe and affordable housing for people experiencing domestic violence and homelessness.

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

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



Our Vision

Communities living in secure housing, free from abuse.

Our Purpose

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



The values we work by:

Integrity

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

Dignity

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

People centred

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

Equality

We celebrate differences and personal choice

Authentic leadership

We are ethical, courageous and committed to making a difference

Our Programs



View more
about our
programs

What we offer our community



Crisis Accommodation

Short term crisis accommodation and case management support for women and their children experiencing domestic violence or homelessness.



Transitional Housing

Medium term transitional housing for women and their children. Transitional housing provides women with a positive rental history and stable accommodation while seeking social housing or private rental.



Outreach Support

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



Shoalhaven Family Counselling Service

Provides crisis counselling to individuals, families, and children to reduce effects of domestic violence, trauma and conflict on children, adults, and families.



Temporary Accommodation

Temporary Accommodation for women and their children who are escaping domestic violence.



Shoalhaven Homeless Hub

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

Rent Choice Youth Program

Helps young people aged 16 to 24 to find a secure place to live. The RCY program helps many young people that may be in situations where they don't have a place to live, could be couch surfing, in crisis accommodation, temporary accommodation, boarding house or at risk of homelessness.

Rent Choice Start Safely (Pilot)

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

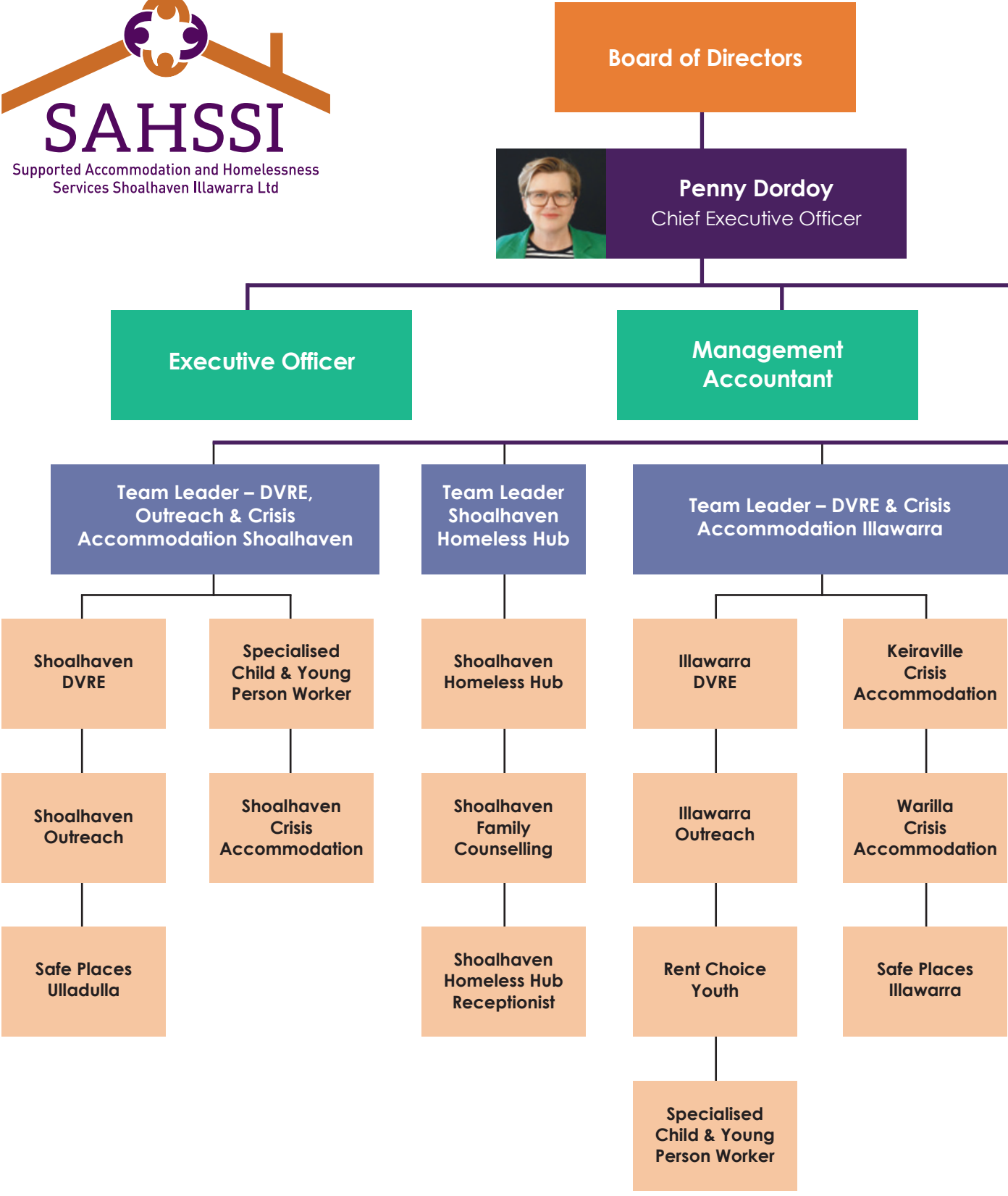
Primary Prevention

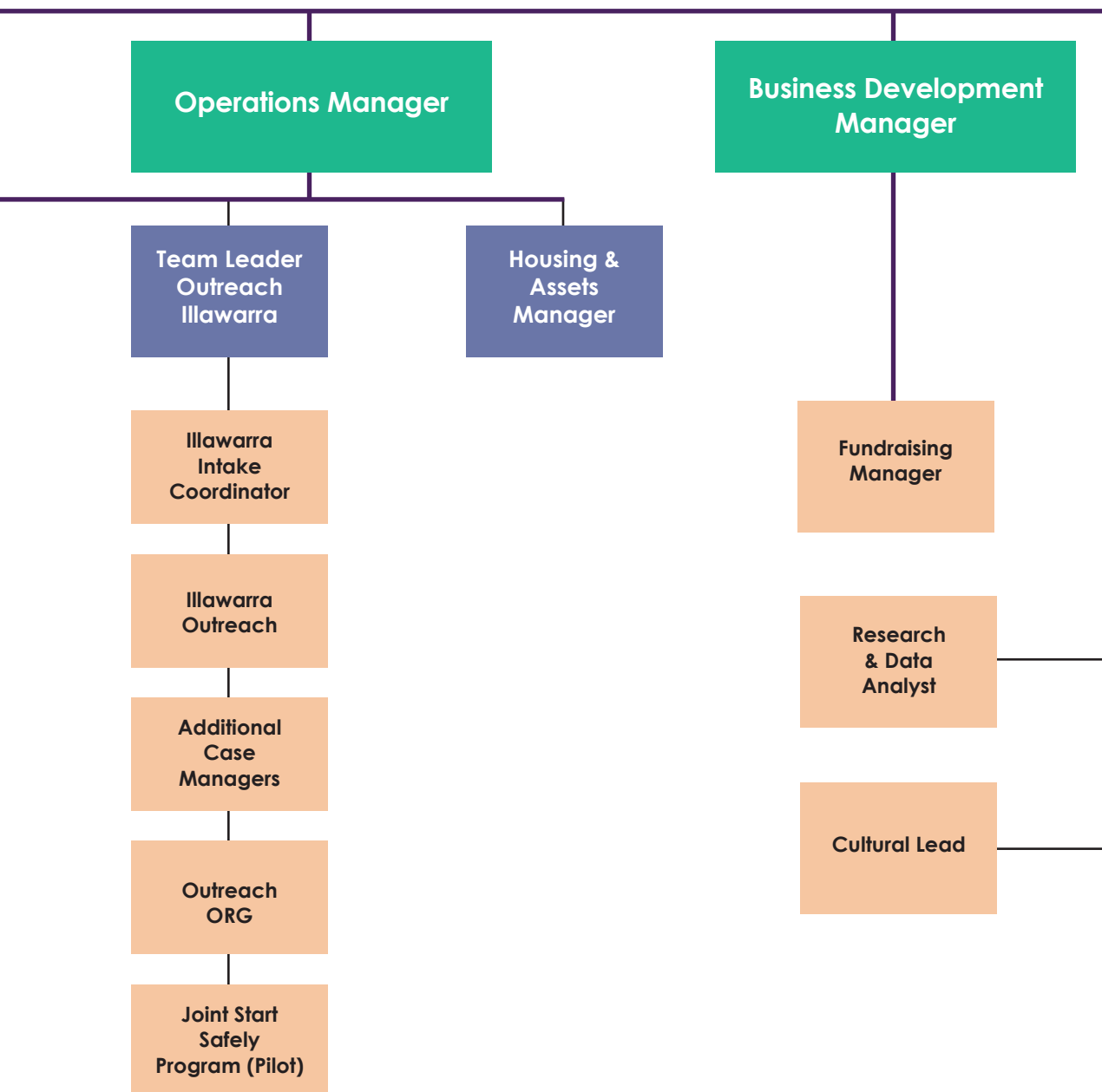
As part of our work in the early intervention and prevention space we deliver domestic violence education to local schools, public audience events and community talks.

Child and Family Specialist workers (12-month pilot)

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

SAHSSI Organisational Chart





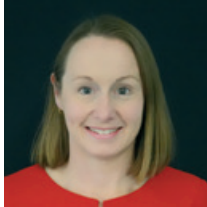
SAHSSI Team

Board of Directors

Lorri Field

SAHSSI Chair

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



Diana Petlikovski

SAHSSI Secretary

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



Robert Karnups

SAHSSI Finance Committee

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



Peter Rostirolla

SAHSSI Finance Committee

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



Sandra Luschwitz

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



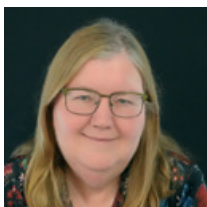
Diane Manns

Diane's 30-year career in family and children's services highlights her extensive leadership and policy development experience. She served as the CEO of Sutherland Family Services Inc, where she led impactful initiatives that strengthened community support systems. Following this, Diane was the Senior Advisor on Domestic and Sexual Violence to the NSW Attorney General, playing a crucial role in shaping high-level policy. Her contributions to the community sector have been widely recognised and Diane is deeply committed to improving outcomes for families, children, and women.



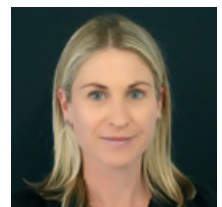
Margaret Bowen

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

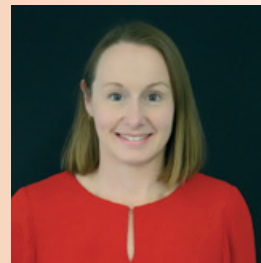


Holly Howell

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



President's Report



It is estimated that more than 1 in 4 women in Australia experienced violence by an intimate partner or family member since the age of 15 years. This is just one of many alarming statistics that drive home the immense value that SAHSSI delivers for our Illawarra and Shoalhaven community. It is within this landscape that I reflect on 2023/24.

Leadership Transition

This year, we were fortunate to welcome Penny Dordoy as our new CEO. Penny's arrival marks a pivotal moment for our organisation, bringing with it a renewed vision and energy. I have been impressed by Penny's ability to leverage the strong groundwork laid by her predecessors. Her leadership is already having a profound impact, and we are excited about the future under her guidance.

Accreditation and Compliance

SAHSSI has this year achieved Australian Service Excellent Standards ("ASES") award accreditation and remains compliant with the National Regularity System for Community Housing. These accreditations ensure our ongoing ability to deliver key services. They are also testament to SAHSSI's unwavering commitment to not just maintaining, but continually improving standards in our operations and service delivery.

Program Launches and Expansions

Earlier this year the Ulladulla Safe Places program commenced operation and has expanded our SAHSSI service delivery in the Shoalhaven. This facility has the capacity to assist up to 256 women and children experiencing family and domestic violence in the Ulladulla region.

Our successful participation in the Domestic Family and Sexual Violence New Workers initiative has allowed us to recruit two

additional workers. These roles will be instrumental in bolstering our efforts to assist women and families escaping domestic violence.

In the upcoming year we will be operating from our Safe Places Illawarra site. We are proud to overcome the challenges presented by COVID, construction cost increases and the changing regulation of Class 2 buildings to deliver this facility. It provides secure, self-contained accommodation of a high standard with on-site service provision. It is a model we aim to replicate in the future with our continued focus on delivering services and assets of the highest quality for our clients.

Distinguished Visits

In April, we had the privilege of hosting the Honourable Amanda Rishworth and Alison Byrnes MP at the Safe Places Illawarra construction site. Their visit was a significant endorsement of our work, an encouragement to continue striving for excellence and an opportunity to advocate for continued funding of these important projects.

Contributions

I want to extend my immense gratitude to all our staff. You are the backbone of our organisation and absolute key to SAHSSI achieving its mission. Your dedication and hard work is immeasurable. You should each be incredibly proud of your impact in improving outcomes for our clients and community.

I also thank our supporters and volunteers. Without your assistance, SAHSSI would not be able to deliver its quality services.

Thank you also to my fellow board members. It is a privilege to be in your company.

Lorri Field
Chair

CEO's Report



Since commencing as CEO in November 2023, I have come to recognise SAHSSI as an organisation dedicated to improving the lives of women and families in our community, through providing safe, affordable housing coupled with trauma-informed, outcomes-focussed service delivery. I have been welcomed by staff and Board who are dedicated, professional, passionate, skilled, knowledgeable. I can see the excellent reputation SAHSSI enjoys thanks to our incredible dedicated Board and staff, robust governance and leadership.

Our model is simple: safety and housing. We provide support services that increase safety through building independence and capability. We provide accommodation that is appropriate, safe and affordable. Being physically safe is essential for recovering from trauma. Feeling emotionally and mentally safe is critical to thriving at home and in our community.

Over the past year, the change in leadership has provided an opportunity to reflect on our past. SAHSSI has a vibrant history, the coming together of three individual refuges (Lotti's Place in Wollongong, Juno refuge in Shellharbour and the Rosa refuge in Shoalhaven) each with their own rich history, to form SAHSSI in 2014 for the Going Home Staying Home reforms. 2024 sees SAHSSI celebrating 10 years of service delivery as SAHSSI.

As we complete the final year of our Strategic Plan and consider how we will provide services in the future, it has felt important to reflect on our history and the broad shoulders on which we stand. We have commenced our reflection with a timeline, documenting the achievements, growth and key people over the years. It is remarkable to know that in the last 10 years, SAHSSI has delivered 426,683 bed nights for women and children who are escaping domestic violence or are experiencing homelessness.

I would like to thank the dedicated leadership, staff, and community partners for their commitment to making a difference in the lives of the people we serve. You have built a strong foundation that we can continue to grow upon.

As we look to the future, we are seeking deep impact. While our external environment is unpredictable, and we work through a housing and cost-of-living crisis, we are looking for new, innovative ways to support our clients and prevent them from returning to disadvantage.

My vision is for SAHSSI to become a leading force in breaking the cycle of domestic violence, homelessness and housing stress for families in NSW. We will prioritise not only expanding our services but also advocating for systemic change that addresses the root causes of domestic violence and homelessness. By fostering deeper partnerships and exploring innovative approaches, we can ensure that every woman has access to safe housing, support, and opportunities to thrive.

In 2025, SAHSSI will focus on three strategic areas: increasing housing options through partnerships; enhancing trauma-informed support services; and strengthening our advocacy efforts for systemic policy change. These initiatives will allow us to address immediate needs while also contributing to long-term, sustainable solutions for the people we serve.

I am deeply grateful for the incredible team at SAHSSI, whose dedication and compassion drive our mission forward. Together, with the unwavering support of our community and meaningful partnerships, we will continue to create meaningful change and provide hope to those who need it most. I look forward to working with all of you as we embark on this new chapter.

Penny Dordoy
CEO



“Without your support I don't know where my children and I would have ended up. SAHSSI helped us in so many ways.”

Our Strategic Plan 2021-2024

The 2021 – 2024 strategic plan committed SAHSSI to quality services, partnerships and reputations, people and culture and leadership and governance.

Quality Services

Providing quality services to deliver effective outcomes

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

Partnerships & Reputation

Engaging our partners and enhancing our industry leadership

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

As SAHSSI entered the final year of delivering our current strategic plan, we reflect on the significant efforts made toward our vision: Communities living in secure housing, free from abuse.

This year represented a critical phase where we consolidated our efforts, maximised impact,

and set the stage for future growth. Through collaboration, innovation, and a relentless commitment to our community, we are determined to achieve the ambitious goals set forth in our new strategic plan, ensuring lasting change and a brighter future for those we support.

People & Culture

Supporting our people and improving workplace wellbeing

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

Leadership & Governance

Governing and managing effectively

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

Quality Services

Providing quality services to deliver effective outcomes

Our commitment to providing high-quality services is at the heart of everything we do. This year, we have delivered comprehensive and compassionate support to individuals and families impacted by domestic and family violence, ensuring they receive the assistance they need to achieve safety, stability, and long-term housing solutions.

We are proud of the positive impact our services have had, as reflected in our clients' journey stories and testimonials from our clients. Our focus on quality, client-centred care, and evidence-based approaches ensures that we remain a trusted and effective resource for our community.

MAINTAIN HIGH QUALITY SERVICE

Diversity and Inclusion Committee

In our ongoing commitment to fostering inclusivity and accessibility for all individuals, SAHSSI is proud to announce the formation of our Diversity and Inclusion Committee.

One of our first achievements is the creation of a Diversity Awareness Calendar for all staff to access. This calendar highlights significant dates such as disability awareness days, key dates in the LGBTQI+ calendar, and celebrations honouring women, families, and our rich, diverse cultures. It serves as a valuable resource, offering information for those wanting to explore these events more deeply.

The group's long-term goal is to develop strategies to enhance accessibility across our programs and facilities. This initiative aligns with SAHSSI's broader mission of providing inclusive, comprehensive support to all clients. We are

excited about the positive impact this work will bring for both client and staff wellbeing, as we continue fostering a culture where everyone can thrive.

NRSCH Compliance

As a Tier 3 Community Housing Provider (CHP) SAHSSI is required to participate in the National Regulatory System for Community Housing (NRSCH) biennial compliance. The NRSCH compliance ensures that CHPs are well-governed, financially viable and perform in compliance with the standards to deliver quality housing services. SAHSSI continues to provide high quality service and housing and was assessed as compliant in all the seven performance areas;

- Tenant and housing services
- Housing assets
- Community engagement
- Governance
- Probity
- Management
- Financial viability



SAHSSI Guide to Child-Centred Practice

In 2023, SAHSSI received funding to provide two specialist workers for children and young people to work in our crisis accommodation. They work with children, young people, and the mums, ensuring they are provided with the support they needed to be safe and connected. This involves case management, advice and information, group work with children and families, in-refuge activities, individual counselling, and lots of play. They also held lunch and learn sessions to help increase the knowledge and skills of staff internally.

The Child-Centred Practice Guide has emerged out of the key learnings from the SWCYP program. It was developed to continue some of the supports that the program provided by integrating them into core case management practice. It does not significantly change or replace regular case management practice; instead, it's been structured in a flexible, responsive way that it fits into existing case management and refuge services. The guide outlines a basic framework through which SAHSSI can support children across both case management and refuge services.

2023-2024 Snapshot of Quality Outcomes

14,740

Number of short term or emergency accommodation bed nights



32,583

Number of bed nights of medium term/transitional accommodation



7,265

Number of bed nights of temporary accommodation



4,309

Clients received transport assistance, shower, a meal or laundry facilities at the Shoalhaven Homeless Hub



\$128,582

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



\$47,669

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



Partnerships & Reputation

Engaging our partners and enhancing our industry leadership

In the past year, we have strengthened our partnerships while enhancing our leadership within the industry. Our strategic alliances and collaborative efforts have played a pivotal role in advancing our vision and expanding our impact. By fostering relationships with like-minded organisations, community stakeholders, and industry leaders, we have been able to amplify our voice, share valuable resources, and drive meaningful change.

We are proud of the trust and recognition we have earned, and we remain dedicated to maintaining these standards of excellence and integrity in all our engagements.

This year's report highlights the significant strides we have made in partnership development and industry leadership, underscoring the importance of our collective efforts in creating a safer and more supportive community for all.



Highlighting Coercive Control: Podcast Series and Legislative Advocacy

Building on SAHSSI's strong brand and reputation, we proudly supported the release of Domestic Violence NSW's (DVNSW) podcast series on coercive control, launched to coincide with the introduction of new coercive control legislation. The podcast is called 'Coercive control – conversations that count' and it raises awareness and deepens understanding of coercive control, a pervasive and insidious form of domestic abuse.

We are honoured that our CEO, Penny Dordoy, and Cultural Lead, Evie Rankmore, were featured in one of the episodes. Their participation underscores SAHSSI's commitment to advocacy and education on this important issue. In their interviews, Penny and Evie shared valuable insights on the impact of coercive control, the significance of the new legislation, and the ways in which SAHSSI supports survivors through comprehensive and culturally informed services.

The podcast series serves as a powerful platform to amplify voices, share expert knowledge, and advocate for systemic change.





DVNSW Aboriginal Women Steering Committee

We are proud that SAHSSI's Cultural Lead, Evie Rankmore, was selected to serve on Domestic Violence NSW's (DVNSW) Aboriginal Women Steering Committee. This prestigious appointment highlights Evie's exceptional dedication and expertise in advocating for the rights and needs of Aboriginal women affected by domestic and family violence.

The Aboriginal Women Steering Committee plays a crucial role in ensuring that Aboriginal women have a powerful platform to influence policy and practice regarding domestic and family violence. Evie's involvement in this committee is a testament to her commitment to amplifying the voices of Aboriginal women and contributing to meaningful and culturally informed solutions.

We are honoured to support Evie in this important role and are confident that her contributions will lead to advancements in advocacy and policy reform for Aboriginal women impacted by domestic and family violence.



COMMUNICATE PROACTIVELY AND WORK CLOSELY WITH PARTNERS AND STAKEHOLDERS

This year, our collaborative efforts with key partners and stakeholders have been instrumental in enhancing our service delivery and expanding our impact. Notably, our partnership with Southern Cross Housing in the Shoalhaven has been a cornerstone of our success. Together, we have provided vital support through the new Safe Places Accommodation Program (Safe Places) in Ulladulla.

Southern Cross have developed 8 fully self-contained apartments for women and children experiencing domestic violence and SAHSSI has partnered with them to provide wrap around case management on site. This new facility will ensure women and children in Ulladulla have hope and access to safety that they never had before.

People & Culture

Supporting our people and improving workplace wellbeing

At SAHSSI, we recognise that the strength and effectiveness of our organisation are deeply rooted in the wellbeing of our staff. This year, we have prioritised initiatives to support our team members, fostering a positive and healthy work environment where everyone can thrive.

In recognition of the challenging work our team undertakes we invested in the Employee Assistance Program (EAP), ensuring staff and their families have access to support for any personal challenges.

To honour the diversity within our workforce, we introduced the option for staff to swap a public holiday for a day of personal significance.

We expanded opportunities for flexible working hours to promote work-life balance and fostered a strong team culture through initiatives like team charters, health activities, meditation, and RUOK Day events.

Additionally, we established a Diversity and Inclusion working group to enhance our inclusivity practices and celebrate the diverse abilities, cultures, and communities of our team.

DEVELOPING, TRAINING AND SUPPORTING OUR PEOPLE

This year, we have placed a strong emphasis on developing, training, and supporting our staff to ensure they have the skills, knowledge, and resources needed to excel in their roles.

Our commitment to professional growth has led to the implementation of comprehensive training programs designed to enhance both technical expertise and soft skills. From specialised workshops and certification courses to ongoing education and mentorship

opportunities, we are investing in the continuous development of our team members.

The following inhouse training sessions were held this past year:

- Adverse Childhood Experiences/toxic stress - SAHSSI Specialist Workers Children and Young People
- 5 Steps for Improving Your Giving and Receiving Feedback Skills - Rod Soper, Rod Soper Consulting
- Feedback in the workplace- Russell Newman, Achievable You
- How to recognise distress in children/developmental impacts of Trauma - SAHSSI Specialist Workers Children and Young People
- Mindfulness and mindfulness techniques - Jodi Bush, Thrive Executive
- Problematic gambling, it's impacts, identification of problematic gambling and how to access support - Mission Australia's GambleAware Service
- Serve and Return – SAHSSI Specialist Workers Children and Young People





RECONCILIATION: ENHANCING STAFF UNDERSTANDING

This year, SAHSSI continued our work in recognising the importance of building respectful and meaningful relationships with Indigenous communities. We have implemented a series of initiatives aimed at fostering cultural awareness and sensitivity within our organisation.

SAHSSI is proud to announce the creation of two identified Aboriginal Case Manager positions and the appointment of a Cultural Lead role. These positions are integral to our reconciliation strategy, ensuring that Indigenous perspectives are embedded in our service delivery and organisational practices. Our Cultural Lead will guide and support our efforts, helping to shape policies and programs that are culturally informed and respectful.

These steps reflect our deep commitment to promoting reconciliation and ensuring our services are culturally responsive. As we continue this important journey, we are dedicated to fostering an inclusive and respectful workplace culture, building strong partnerships with Aboriginal and Torres Strait Islander communities, and making a positive impact through our work.

Leadership & Governance

Governing and managing effectively

SAHSSI's governance and management systems ensure our success in delivering exceptional community housing and case management support. Our Board of Directors has consistently offered strategic oversight, ensuring that our organisation upholds the highest standards of governance. Their leadership has been pivotal in maintaining financial stability, enforcing rigorous probity, and fostering meaningful community engagement.

Our Executive Leadership Team worked tirelessly to bring the Board's vision to life, ensuring that SAHSSI not only meets but exceeds regulatory requirements. This synergy between governance and leadership enabled us to deliver high-quality housing and case management services, manage our housing assets effectively, and remain a trusted specialist homelessness service.



ACHIEVE ACCREDITATION AND DELIVER QUALITY SERVICES

Australian Service Excellence Standards (ASES) Accreditation

SAHSSI has met the ASES certificate level standards, achieving a perfect score across all 99 criteria. This milestone reflects our unwavering commitment to providing superior quality services and upholding the highest standards in all our services.

Our dedication to continuous improvement, rigorous self-assessment, and strategic planning has enabled us to surpass the benchmarks set by ASES. This accreditation underscores our capability in delivering services that are effective, efficient, and responsive to the needs of our community.

This achievement is a testament to the hard work and passion of our entire team, from case managers and team leaders to our executive staff and Board members. It highlights our organisational strengths in governance, client-focused service delivery, and our commitment to innovation and excellence. We remain steadfast in maintaining these high standards and will continue to provide exceptional support and services to our clients.



DELIVER CONTRACTED GROWTH AND DEVELOPMENT OPPORTUNITIES

The Safe Places Emergency Accommodation Program (Safe Places) is a capital works program funded by the Australian Government Department of Social Services. The program funds the construction of emergency accommodation for women and children experiencing family and domestic violence.

Safe Places Ulladulla opened in January, with SAHSSI partnering with Southern Cross Housing to provide case management support to the clients accessing this accommodation. In April 2024, the Minister for Social Services, Amanda Rishworth MP and the Federal Member for Gilmore, Fiona Phillips MP, visited the service to tour the facilities and speak directly with our SAHSSI staff.

Construction of the Safe Places Illawarra site is complete and will be open for service delivery on 14 October 2024. This accommodation will provide eight independent studio apartments for women and children experiencing domestic and family violence, offering much-needed housing for vulnerable clients. Amanda Rishworth MP and the Federal Member for Cunningham, Alison Byrne, visited the site to view the progress.

This is a significant milestone for SAHSSI as it is our first purpose built accommodation for women and children.



"SAHSSI demonstrates a strong capacity for carrying out its purpose of supporting people impacted by homelessness and women and children impacted by domestic and family violence. Service models are strongly evidence-based and well-articulated. In addition, the evolving Strategic Plan provides a clear blueprint for positioning the organisation for the future."

Our Highlights

CELEBRATING NAIDOC WEEK

Our communities are deeply shaped by the wisdom, strength, and spirit of the local Aboriginal Elders. During NAIDOC week, SAHSSI staff joined in the celebrations in Nowra and Shellharbour. We encouraged community members to write messages of appreciation for our Elders on message boards, highlighting their invaluable knowledge, leadership, and continuous contributions. These heartfelt messages were then presented to the Aboriginal Elders at Illaroo Co-operative Aboriginal Corporation's Wreck Bay Village and Rose Mumbler Village residential care facilities.



KATHY COLYER RETIREMENT EVENT

This year, we celebrated the remarkable career of our long-standing CEO, Kathy Colyer, with a heartfelt retirement event. Kathy's leadership, dedication, and vision have been instrumental in shaping SAHSSI into the respected and impactful organisation it is today.

The retirement event was a fitting tribute to Kathy's exceptional contributions. Colleagues, MPs, partners, and community members came together to honour her achievements and express their gratitude.



SAHSSI 30 WALK

The SAHSSI 30 Walk, held on Saturday, August 5th, successfully raised approximately \$14,371 for our Nowra women's refuge. This event, driven by community support, owes much of its success to Jo Warren, the event's organiser, as well as our sponsors 2ST and PowerFM. We extend our heartfelt gratitude to everyone who contributed and participated.

IMB BANK COMMUNITY FOUNDATION

The IMB Bank Community Foundation provides funding for community projects throughout NSW, ACT, and VIC, offering critical support to Australians in need. SAHSSI was a proud recipient of this foundation's grant, which enabled the installation of advanced video security systems at two of our crisis accommodation sites in the Illawarra and Shoalhaven regions. These new systems enhance the safety and security of our residents, ensuring a more secure environment for those seeking refuge.



Our Clients' Journeys

Quality of life together

Joe and Daisy, a couple in their 80s and 60s respectively, came to our Shoalhaven Homeless Hub seeking housing support. For 25 years, they had been living in a caravan until a friend suggested moving to Nowra to be closer to medical facilities. They moved into a small two-bedroom unit with their friend for the past two months.

Despite his age, Joe is the full-time carer for Daisy, who has significant physical difficulties and a brain injury, requiring full-time care. When they arrived, they had never received support from any service.

While living with their friend, Joe and Daisy faced severe challenges. Their friend demanded exorbitant amounts of money,

stole items from them, and subjected Daisy to verbal abuse, making their living situation intolerable and stressful.

Joe and Daisy began attending our hub daily, where we provided comprehensive support. We helped them move into temporary accommodation and assisted in applying for essential services such as the NDIS (National Disability Insurance Scheme), My Aged Care, specialist homelessness services, government housing options, and other medical needs.

With the supports in place, Joe and Daisy were offered a two-bedroom flat in the local area, which they are thrilled about. This outcome provides them with a stable and supportive home environment, ensuring they can enjoy a higher quality of life together.



Our Clients' Journeys

Louise's journey to stability

Louise, a mother of four children, including one child with a disability and high needs, faced significant challenges due to a history of domestic and family violence by her partner. Louise was in financial hardship because her former partner had placed all bills in Louise's name, leaving her burdened with substantial debt. In addition to this financial strain, Louise had also received an eviction notice.

With SAHSSI's support, Louise became aware of her legal rights and in the end was not unlawfully evicted, and this support provided her with critical time to find a solution. During this difficult period, Louise also cared for her elderly mother, who lived with her and her children. The eviction notice placed Louise and her family at risk of homelessness, prompting a coordinated team effort to support her through this crisis.

SAHSSI's case managers worked diligently to assist Louise. They supported Louise to access aged care for her mother, ensuring she received the appropriate support and attention. Meanwhile, Louise and her children moved into SAHSSI's crisis accommodation, providing them with immediate shelter and safety. Following this, they transitioned to a SAHSSI transitional property, offering more stability as they worked towards a permanent solution.

The case managers also supported Louise with her priority housing application. After 12 months of comprehensive support, Louise and her children finally moved into their forever home.

"Every positive thing that has happened to us has been because of SAHSSI. It was wonderful to have women to confide in and to guide my family and I in the right direction". Louise's journey from homelessness to stability highlights the vital role of coordinated support and dedicated case management in achieving successful outcomes for families in crisis.



Rhianna's Path to Independence

Rhianna, married for 15 years with three children, endured a coercively controlling and financially abusive relationship. Throughout her marriage, she was not permitted to work or maintain friendships outside her husband's circle. This isolation and financial dependency left her vulnerable and without support when she decided to leave her husband.

Seeking housing support, Rhianna turned to SAHSSI while staying with friends temporarily. Our outreach case manager worked closely with Rhianna to connect her with essential resources and services. She was referred to the Escaping Violence Payment (EVP) program and assisted in accessing Centrelink benefits to stabilise her financial situation. Additionally, the case manager linked Rhianna to an employment agency and connected her to the local TAFE courses to enhance her skills and employability.

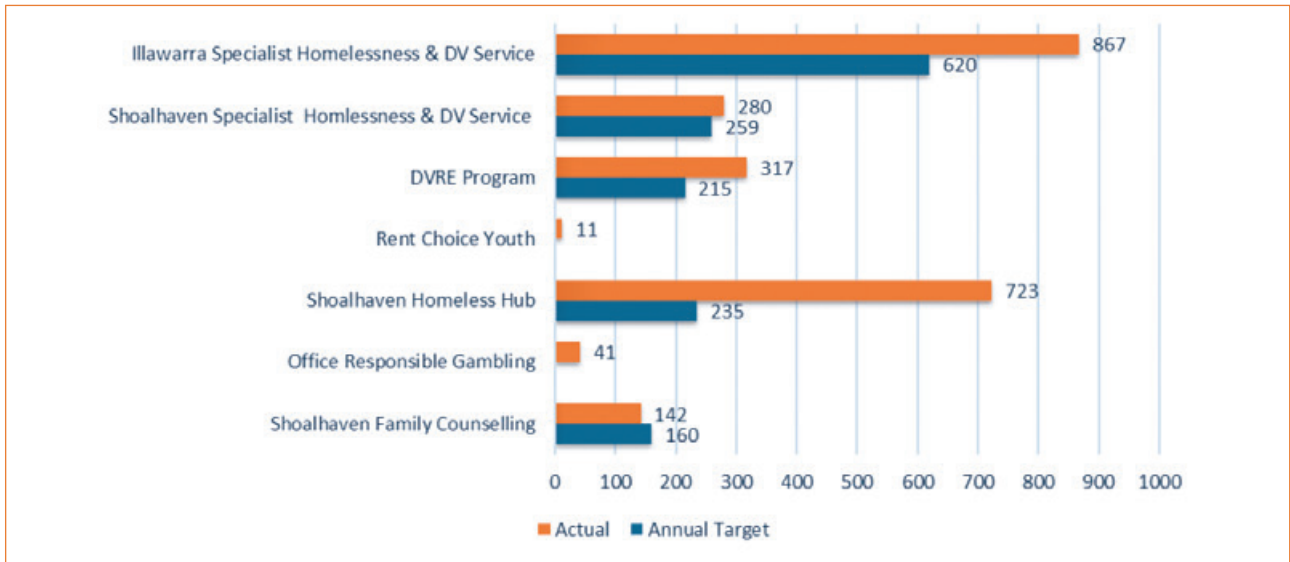
SAHSSI secured stable housing for Rhianna and her children. With the assistance of the Start Safely program and rent assistance, Rhianna was able to find a private rental, providing her family with a safe and secure home.

Rhianna's journey from a controlled and abusive environment to independence and self-sufficiency highlights the critical role of comprehensive support services. Through coordinated efforts and tailored assistance, SAHSSI helped Rhianna rebuild her life and achieve stability for herself and her children.

Our Statistics

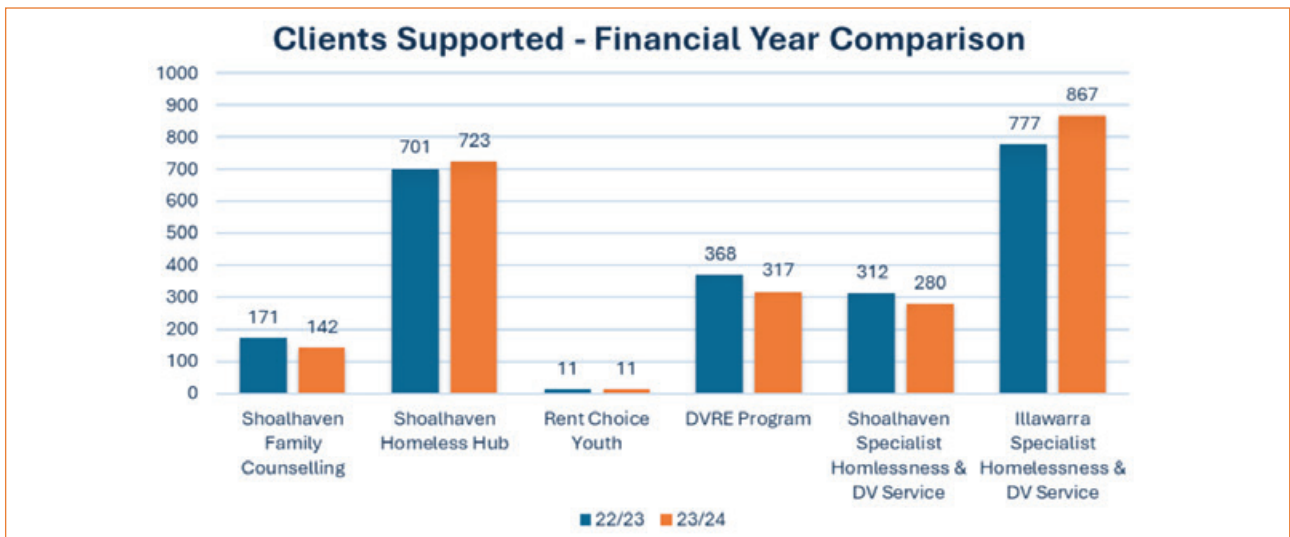
HOW MUCH DID WE DO?

SAHSSI funded programs – actual clients against funded targets



SAHSSI's overall service provision exceeded funding expectations by 60% this year.

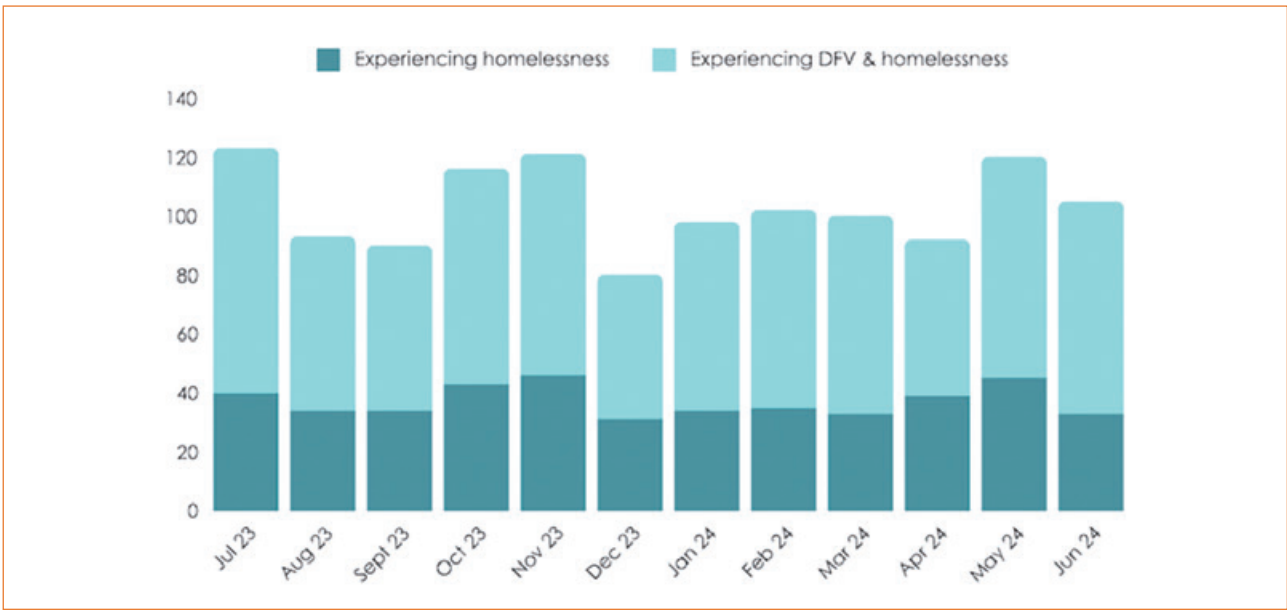
Financial year comparison



Our Statistics

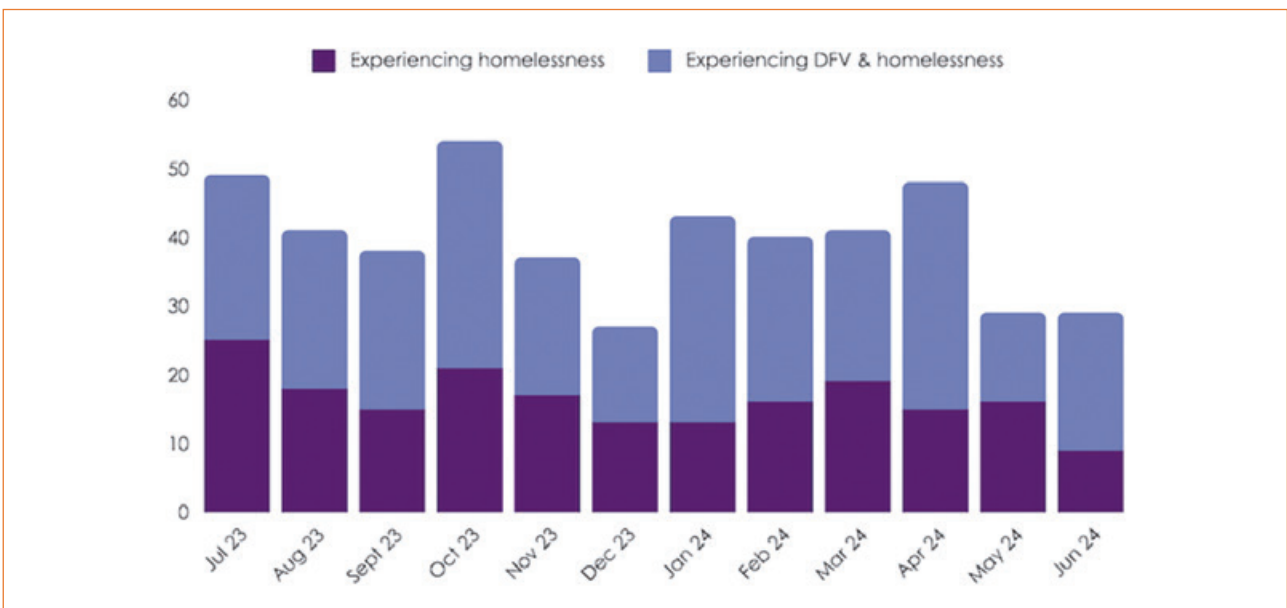
Illawarra Referrals 2023/2024

SAHSSI Illawarra received 1,240 referrals for homelessness assistance in 2023/2024, with 64% of these referrals identifying domestic and/or family violence as a leading factor.



Shoalhaven Referrals 2023/2024

SAHSSI Shoalhaven received 476 referrals for homelessness assistance in 2023/2024, with 59% of these referrals identifying domestic and/or family violence as a leading factor.



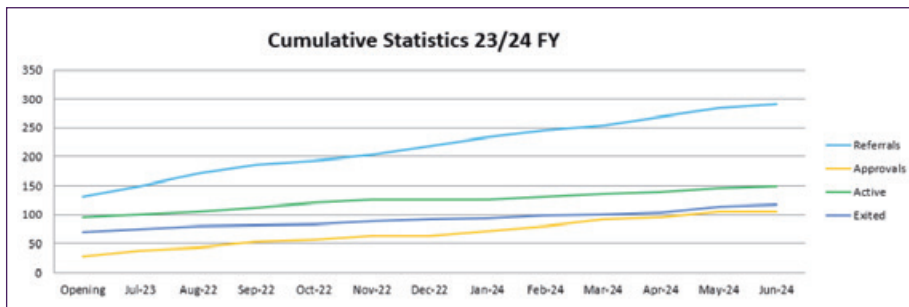
"Thank you for talking with me today, don't know what I'd do without you. I really appreciate you listening and being patient with me."

RENT CHOICE START SAFELY (PILOT)

In 2023-24 financial year, 160 clients were referred for Rent Choice Start Safely assistance through the joint program between Homes NSW and SAHSSI. At the end of the period, a total of 99 clients were active in the program, which means they are safely housed and in receipt of rental subsidies.

The outcome of the most recent evaluation has seen, Homes NSW and SAHSSI agree to a further 12 months extension of the pilot program. We continue to be hopeful, the benefits and successes of the program and partnership between Homes NSW and SAHSSI, will support the program being implemented across the state.

CUMULATIVE STATISTICS 23/24 FY



RENT CHOICE YOUTH PROGRAM (RCY)

This year, SAHSSI has continued to empower young individuals through our Rent Choice Youth Program. Designed to provide crucial housing support for youth aged 16-24, this program aims to help youth who are homeless or at risk of homelessness and promote stability and independence among young people in our community.

The Rent Choice Youth Program offers rental subsidies, making it possible for young people to secure and maintain safe, affordable housing while they pursue education, training, and employment opportunities. By alleviating the financial burden of rent, the program allows participants to focus on building a brighter future.

In addition to financial assistance, SAHSSI provides comprehensive case management and support services tailored to the unique needs of each young person. Our dedicated

team works closely with participants to develop life skills, access educational and vocational training, and connect with employment resources.

In 2023-2024, the RCY program had the following outcomes:

- 17 clients renting privately
- 10 clients undertaking education and training
- 13 clients engaged in employment
- 17 clients were supported to submit a RCY referral to Homes NSW that were approved during this period
- 11 clients were exited during this period
- 9 clients are currently on RCY program and maintaining their private rental properties at the end of the 2023/2024 period

Our Supporters & Funding Grants

We would like to extend our heartfelt gratitude to all the organisations and community members who have supported us throughout 2023-2024. A special thank you goes to everyone who contributed to SAHSSI with Christmas donations. We are also deeply appreciative of the ongoing support from the following individuals and groups:

- Awaken Church
- BaiMed Physiotherapy
- Bakehouse Delights
- Bay and Basin Amnesty
- Bakehouse Espresso Group
- Berry District Garden Club
- Berry Lions Club
- Booderee National Park
- Bunnings
- Broughton Creek Builders
- Care Essentials
- Country Women's Association (Jervis Bay and Nowra)
- Culburra Bowling Club
- Culburra Beach, Callala & Currarong Anglican Church
- Department of Corrections (Inmate Program)
- Dignam Real Estate
- Ellie Maye Belly Dance
- Gerringong Lions Club
- Gonglug
- Grace Communion of Wollongong
- Harbourside Villains
- Heart Centre
- Helensburgh Lions Club
- HMAS Albatross
- Holy Pavlova
- Huskisson Sports Club
- Jervis Bay District Branch Country Women's Association
- Kiama Sleeping Bags
- Horizon Bank
- Illawarra Quilters
- IMAN Foundation
- 2ST
- Legal Aid NSW
- Margie From Kiama
- Karen Ryan
- St Georges Basins Lions Club
- Shoalhaven Unions
- Shoalhaven City Council – Families Brokerage Funding
- Seven Day Adventist Nowra
- La Mason Quilting
- LJ Hooker Sanctuary Point & Vincentia
- Office of Responsible Gambling
- Need a Feed
- Nowra Bowling Club
- Nowra Private Hospital
- Oak Flats Bowling Club
- Professional Holiday Homes
- Power 94.9 FM
- Ray White Culburra & Callala
- Red Berries Quilting Group
- Raine and Horne Helensburgh
- Rotary Club of West Wollongong
- SAHSSI 30
- Service NSW
- Share the Dignity
- Shoalhaven City Council
- Shoalhaven Family Law
- South Coast Correctional Facility
- Unions Shoalhaven
- The Body Shop at Home
- Two Good Co
- The Nappy Collective
- Unanderra Hotel
- View Club, St Georges Basin
- Wests Illawarra
- Wollongong Dolls Club
- Woolworths – Nowra
- Zonta Berry



DONATIONS

MP Donation Support

Thank you to the following Members of Parliament (MP) for their community donation drives. We are fortunate to receive the support of our local MPs, and we appreciate them advocating for SAHSSI and encouraging community support.

- Hon. Ryan Park MP – Annual Christmas Toy Drive
- Fiona Phillips MP – Shoalhaven Homeless Hub Christmas Lunch and SAHSSI 30 support
- Liza Butler MP – Shoalhaven Homeless Hub Christmas Toy Drive and Lunch
- Gareth Ward MP – Shoalhaven Homeless Hub Christmas Toy Drive
- Paul Scully MP – Annual Book Drive
- Alison Bryne MP – Donating towards the Hon. Ryan Park MP Christmas Toy Drive

Professional Holiday Homes

SAHSSI received an outstanding donation of \$35,500 from Craig Reid, CEO and Founder, and Trish Markwort, Operations Manager of Professional Holiday Homes. This generous contribution was made possible through a \$5.50 donation from each guest staying in their holiday homes. At the end of each year, Professional Holiday Homes selects charities to support, and this year, they chose to dedicate the entire amount to SAHSSI.



Hon. Ryan Park MP

Ryan Park MP Annual Christmas Toy Drive

This year marked the 13th anniversary of the Hon. Ryan Park MP Annual Christmas Toy Drive. We are continually amazed and deeply grateful for the generosity and support shown by our community. Despite the challenges posed by the rising cost of living, contributions to the drive remained strong, proving once again the unwavering commitment of our supporters. We extend a special thank you to everyone who donated and to Bungalow OOSH for generously offering their time and minibus to transport the donations.

Bakehouse Expresso Group Nowra

Thank you to Bakehouse Expresso Group Nowra for their continued support of our Shoalhaven Homeless Hub clients. Four days per week the Bakehouse staff deliver fresh hot pies, pasties and cakes.

Dignam Real Estate

We sincerely thank Adam McMahon and the team at Dignam Real Estate for their generous donation of \$20,000, which has been instrumental in helping us furnish the common areas of our new Safe Places Emergency Accommodation facility in the Illawarra. This new space provides essential support for those in need, and their contribution has significantly enhanced the comfort and functionality of our facility.

Our Supporters & Funding Grants

OUR FUNDING GRANTS

Berry District Garden Club

The Berry District Garden Club hosts an annual Garden Festival, with proceeds from entry fees being donated through a grant application process. This year, SAHSSI was awarded \$5,000 to purchase personal SOS devices from Armitage Security for our clients.

IMB Bank Community Fund

SAHSSI was honored to receive a \$7,500 grant from the IMB Bank Community Foundation. This generous funding allowed us to install state-of-the-art security cameras at two of our crisis accommodation sites in the Shoalhaven and Illawarra regions.

Shoalhaven Local Committee ClubsGrant - St Georges Basin Country Club

For the 2023-2024 Clubs Grant, the Board of Directors at St Georges Basin Country Club chose to support SAHSSI's Removalist project. This generous funding covered the removalist expenses for twelve SAHSSI clients in the Shoalhaven area.

ClubsGrant - Steelers Club

With the generous \$5,500 ClubsGrant from the Steelers Club, one of our Illawarra women's refuges was able to purchase a new lounge suite, dining furniture, and soft furnishings in client common areas.

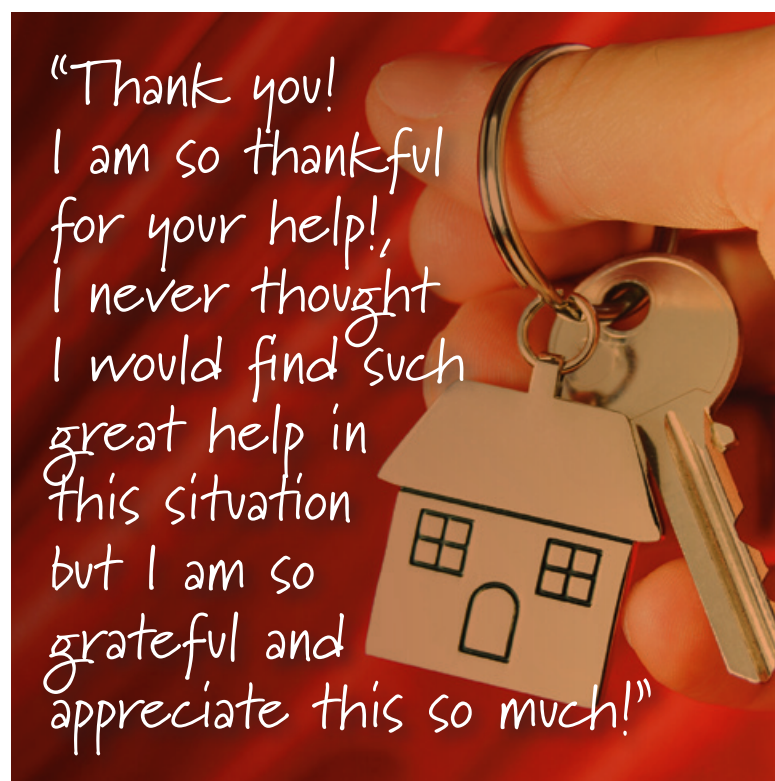
West's Illawarra ClubsGrants

SAHSSI was very privileged to accept a ClubGrants of \$38,600 for our Safe Places Illawarra Furnishings project. Thanks to the support from the West's Illawarra Board members this ClubGrant furnished four of the Safe Places Emergency Accommodation programs studio apartments.

OUR PHILANTHROPIC SUPPORT

Thank you to Latitude South Coast for their support in 2023-2024. They donated approximately \$7200.

www.latitudesouthcoast.com.au



Finance & Risk Committee Report



I am pleased to present the financial report for SAHSSI for the fiscal year 2023-2024. This year has seen SAHSSI continue to prioritise the stability and growth of its financial base, ensuring that our resources are effectively directed toward supporting our mission to provide essential services to those facing homelessness and domestic violence across New South Wales.

The organisation has recorded a surplus of \$394,616 for the financial year ending 30th June 2024. As a result, the organisation has maintained its strong financial position during the year, with the net asset position increasing over the same period, up 47% from \$5,669,614 to \$8,346,573.

Financial Overview

In 2023-2024, SAHSSI has shown resilience and adaptability amidst an evolving funding landscape. Through careful financial stewardship, we have been able to maintain robust service delivery while strategically investing in essential areas for sustainable growth and operational efficiency. Our grant income remained stable, with key contributions from government and private donors, and we continued to seek diversified funding streams to reduce reliance on any single source.

Expenditure and Investments

Our expenditure has been prudently managed to balance immediate service needs with long-term objectives. This year, we allocated additional resources to critical areas such as client support programs, staff development, and technology upgrades, which have collectively strengthened our ability to deliver quality, trauma-informed care.

Acknowledgement of Rob Karnup's Contributions

As the incoming treasurer, I would like to extend my deepest gratitude to Rob Karnup for his years of dedication and service in this role. Rob's commitment and expertise have been instrumental in building SAHSSI's financial foundation, establishing rigorous processes, and fostering a culture of transparency and accountability. His tenure has set a high standard, and I am honoured to continue the work he has championed.

Looking Ahead

In the upcoming year, we will continue our focus on securing sustainable funding sources and further strengthening our financial infrastructure to ensure SAHSSI's long-term impact. Thank you to our partners, stakeholders, and donors whose support makes our work possible. Together, we look forward to another year of positive change and meaningful progress.

Peter Rostirolla

Chair, Finance and Risk Committee

Financial Report

SUPPORTED ACCOMMODATION & HOMELESSNESS SERVICES SHOALHAVEN ILLAWARRA (SAHSSI) LTD ABN 85 784 780 738

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

ASSETS	Notes	2024	2023
CURRENT ASSETS		\$	\$
Cash and cash equivalents	3	5,751,468	7,069,577
Trade and other receivables	4	23,978	25,450
Other assets	5	145,078	78,602
TOTAL CURRENT ASSETS		5,920,524	7,173,629
NON-CURRENT ASSETS			
Right of use assets	9	430,709	-
Property, plant and equipment	6	5,473,822	2,661,371
TOTAL NON CURRENT ASSETS		5,904,531	2,661,371
TOTAL ASSETS		11,825,055	9,835,000
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	521,432	302,093
Lease liability	9	441,319	-
Provisions	8	1,954,246	1,931,112
Unexpended grants carried forward		499,559	1,495,456
Grants in advance		-	120,000
TOTAL CURRENT LIABILITIES		3,416,556	3,848,661
NON-CURRENT LIABILITIES			
Provisions	8	61,926	316,725
TOTAL NON-CURRENT LIABILITIES		61,926	316,725
TOTAL LIABILITIES		3,478,482	4,165,386
NET ASSETS		8,346,573	5,669,614
EQUITY			
Reserves	6	2,282,343	-
Retained earnings		6,064,230	5,669,614
TOTAL EQUITY		8,346,573	5,669,614

**SUPPORTED ACCOMMODATION & HOMELESSNESS SERVICES SHOALHAVEN
ILLAWARRA (SAHSSI) LTD ABN 85 784 780 738**

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
INCOME		
Rental Income:		
Board & lodgings	198,779	171,324
Rent income	399,798	392,683
Temporary accommodation	243,390	242,726
Water usage	6,849	7,348
Other rental income:		
Management fees	495,541	526,463
Membership Fees	19	9
Motor Vehicle Levy Fee	43,200	62,100
Other grants	88,227	19,835
Other sundry income	24,135	46,370
Ulladulla - Safe Places	2,858	-
Gross profit on rental activities	1,502,796	1,468,858
Donations received	221,863	257,640
Grants received:		
Grants received	6,436,408	6,264,853
Unexpended grants carried forward	1,495,457	608,809
Interest received:		
Other corporations	205,351	88,247
Profit on sale of non-current assets	14,556	52,809
	9,876,431	8,741,216
LESS EXPENDITURE		
Accountancy and audit fees	25,126	13,198
Administration costs	4,202	1,919
Advertising	6,965	1,340
Bank charges	231	225
Brokerage expenses	88,052	71,694
Building cost - Foley	2,338,274	60,102
Centrepay fees	1,721	1,727
Client support costs	112,356	65,128
Computer expenses	71,364	50,065
Consultancy fees	19,770	8,151
Council rates	37,229	35,417
Depreciation expenses	94,282	93,354
Employees entitlement:		
Annual leave	42,389	-
Long service leave	(19,775)	-
Household consumables	19,104	20,181
Insurance	19,554	96,369

Financial Report

SUPPORTED ACCOMMODATION & HOMELESSNESS SERVICES SHOALHAVEN ILLAWARRA (SAHSSI) LTD ABN 85 784 780 738

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
LESS EXPENDITURE		
Interest paid:		
External	10,610	-
Light and power	64,595	39,989
Major equipment replacement	84,669	17,818
Management fees	495,541	526,463
Meeting expenses	4,886	3,900
Minor Equipment replacement	25,837	52,423
Motor vehicle expenses:		
Motor vehicle expenses	92,694	78,355
Employee contributions	(23,547)	(20,002)
Motor Vehicle Levy Fee	43,200	62,100
Office expenses	97,073	91,943
Printing and stationery	39,555	37,922
Rent:		
Rent	57,105	55,512
Rent headlease	31,790	33,678
Rent - Head office	157,503	149,243
Rental storage	5,145	3,927
Repairs and maintenance:		
Repairs and maintenance	119,669	108,737
Lawn & garden maintenance	16,252	23,752
Repairs and maintenance provision	59,637	97,424
Planned maintenance	37,055	18,668
Salaries and wages:		
Salaries and wages	3,552,518	3,697,074
Recruitment costs	24,444	10,800
Salary - workers comp	532,082	282,560
Superannuation	407,404	372,590
Supervision	6,278	3,662
Training and development	27,771	31,893
Security	41,693	17,293
Stronger Communities programme	7,890	-
Subscriptions and memberships	9,645	6,032
Telephone & internet	62,124	64,834
Ulladulla occupancy costs	112	-
Unexpended grants carried forward	499,559	1,495,456
Water rates	30,182	31,493
	9,481,815	7,914,409
	394,616	826,807
NET OPERATING PROFIT	394,616	826,807

Supporting SAHSSI

Rebuilding Lives with Safe Places

"For years, I tried to convince myself that things would get better, that the man I loved would change. But as time went on, the control, the emotional abuse and the fear got worse. I didn't want my daughters to grow up in that environment. I knew I had to do something, but the thought of leaving terrified me.

After an unbearable night of fear, I finally decided to go. I packed what I could and escaped with my girls. We had nowhere to go. For several weeks, we lived in my car until a place became available at a SAHSSI refuge.

The moment we walked through the door, we were surrounded by kindness. The SAHSSI staff helped us with our bags and showed us to our room - home for the next six months. I sank into the comfort of the bed, and the weight of fear and exhaustion melted away, replaced by an overwhelming sense of relief. I closed my eyes, knowing that at last, I was truly safe.

My SAHSSI case manager offered so much support. She patiently listened to me, explained the process I was embarking on and helped me understand my next steps.

Six months later, I'm starting to rebuild my life. I continue to get support and attend programs that help me and my girls to heal from the trauma we endured. I am beginning to remember who I was before. I realise now there is no shame in what happened to me—it wasn't my fault.

I want others to know they're not alone. SAHSSI is there to help, and it is possible to start over, no matter how difficult it seems." ~ Vivienne, mother of two.

SAHSSI has empowered Vivienne to rebuild her life. Vivienne is a success story. But there are many others whose stories are not quite so positive. Due to lack of case managers and beds, 1,308 people have been turned away.

As a domestic violence and homelessness support agency SAHSSI is determined to help more women and children flee abuse.

We have plans to hire more case managers and build innovative homes for women to flee domestic and family violence.

SAHSSI currently has five refuges helping women from Helensburgh to Ulladulla, but with over 160 people on our waitlist, the need for additional capacity is urgent.

Please help us reach more women like Vivienne. Domestic violence is a community problem, and we need a community solution. You can get involved in the following ways:

- **Recurring Donations:** monthly contributions will help us reach our goal of \$5M
- **In-Kind Contributions:** donate necessary goods or services to reduce our running costs
- **Gift Matching:** corporate support matches employee donations to build community
- **Sponsorship:** employ a SAHSSI case manager to address our client's needs
- **Grants:** fund a new room in a refuge for approximately \$500K
- **Legacy Giving:** leave 1% in your will, so 99% goes to your loved ones
- **Events:** host a morning tea, charity auction, benefit dinner or fundraising walk
- **Charity Partnership:** donate a portion of ticket sales from a corporate or group event.

For more information about supporting SAHSSI, please scan the QR code or contact us at (02) 4229 8523 or visit our website: www.sahssi.org.au



To Donate please scan QR Code



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