




Women's
Hornsby Kuringgai Shelter

Annual Report

2020-21

Supporting women and children facing domestic
and family violence and homelessness



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Acknowledgement of Country

Hornsby Ku-ring-gai Women's Shelter acknowledges the Darramuragal or Darug people who are the traditional owners of the lands, waters and communities in which we live and work.

We pay our respect to Elders past, present and emerging, especially Elders working to eradicate homelessness and domestic and family violence.

We acknowledge that homelessness and domestic and family violence are both problems experienced disproportionately by Aboriginal and Torres Strait Islander communities.

We acknowledge the strength, resilience and wisdom of Aboriginal and Torres Strait Islander people and celebrate their ongoing custodianship of this beautiful land we all share.



HKWS's achievements have been significantly affected by COVID-19. An increase in government support combined with a reluctance of many women and children to leave their home impacted on the number of clients assisted by the Shelter.



14

women to transition to Beecroft House permanent housing arrangements. The service took in 8 new clients and was at full capacity.



49

women assisted this year by HKWS to start a new life free from the danger of domestic violence and homelessness.



22 13

women and children assisted by HKWS by providing comprehensive access to critical services through our outreach program.

Women experiencing domestic violence and homelessness are at the heart of all we do.

The Shelter was established in 2015 in response to an identified need in the Hornsby Ku-ring-gai area to provide a safe place for women experiencing domestic violence and homelessness. Every woman deserves shelter, safety, and opportunity.

HKWS Shelter is located on Darug and Guringai land.

Mission

To provide a safe place for women experiencing domestic violence and homelessness. We treat all women with dignity and respect, empowering them to create a better future.

Vision

A community that values all women, particularly vulnerable women, and supports those experiencing the trauma of domestic violence and homelessness.

Values

Compassion, Integrity, Respect, Advocacy, Commitment.

Purpose

We provide support for women experiencing domestic violence and homelessness through crisis accommodation and outreach services in the community.

Our home is a place where women in need can access, short-term accommodation, safe, and secure, without judgement, or obligation.

We facilitate holistic services and provide practical assistance.

We empower vulnerable women, through opportunities for personal growth, and the development of life skills, for a future that is self-reliant.

We commit to fostering a culture that is free from discrimination, where all women matter, regardless of age, sexuality, cultural and linguistic diversity, disability or mental illness.

We are a voice for vulnerable women, advocates for the individual, and for a society in which every woman can live free from fear and experience life to her full potential.

President's report



Louise McCann

It has been a year like no other.

COVID-19 has tested us all, but most resoundingly our Shelter team led by Shelter Manager, Hyllette Evans demonstrated incredible resilience and optimism while keeping our doors open to the most vulnerable women in our community.

Our amazing frontline workers deal with incredibly difficult and challenging situations. Without their efforts we could not have achieved so much.

The Shelter supported many women notwithstanding the challenges of lockdowns and strict health restrictions. We were also able to extend our support via outreach services to women with children.

It has been a privilege to work with a talented and dedicated Management Committee. With the support of our Sub-Committee volunteers, the Shelter has made significant progress on its key strategic goals.

Financial sustainability

This year was one of our strongest fundraising years. The funds raised supported the Shelter's purchase of a property which will safeguard our services for the future, and to renovate it to a level required for council approval.

"This could not have been achieved without the extraordinary support of so many people in our community."

COVID-19 impacted many of our scheduled fundraising events. The Community Engagement Subcommittee quickly pivoted to online fundraising. Our end of financial year campaign was overwhelmingly supported by the community and demonstrated a new way of fundraising.

This assisted us to maintain sound cash reserves and reduce our loan facilities to a level which is more sustainable in the longer term. It will also assist us in planning for future expansions to increase capacity and guard against any unforeseen adverse economic challenges.

In addition to our fundraising achievements, our Grants Subcommittee worked incredibly hard. These funds enabled our Shelter to complete the extensive renovations required to relocate our operations.

Operational sustainability

Our team was delighted to say goodbye to our rental premises and relocate to our new permanent home in July 2021. Importantly, our property can be modelled to suit the specific needs of our clients.

We thank all of the volunteers, local businesses and community groups who assisted with the significant work required to make our Shelter compliant.

I particularly acknowledge the outstanding contribution of Vice President Lucy Garnier who is retiring from the Management Committee after three years. Lucy diligently led the Grants Subcommittee through hours of grant writing. The significant funds raised were vital to the completion of key property works. Lucy has been a wonderful source of guidance and counsel to me and the broader Management Committee. She will be dearly missed.

I also thank Women's Community Shelters, the management team and the broader community for giving me an opportunity to lead Hornsby Ku-ring-gai Women's Shelter. I am incredibly proud to have contributed to assisting vulnerable women find a better pathway in life.

"Our new Shelter property provides an enduring asset that will forever exist to provide crisis accommodation to women and children escaping violence."

Vice President's Report



Lucy Garnier

Despite the challenges of an ongoing COVID-19 pandemic, this year started on a positive note with the purchase of the Shelter's new forever-home.

This property has provided us with significant scope for the long-term care and well-being of our clients and has been the focus of our fundraising and grant applications.

The house was a blank canvas, requiring an injection of love and enthusiasm from our volunteers and community members.

We received unwavering support from local businesses who donated funds, time, materials and specialist services towards the renovations needed to make the Shelter fit for purpose.

The kindness of our supporters hasn't stopped there, with our tireless volunteers spending back-breaking days clearing the garden to create a peaceful and private haven for our clients as well as donating time and materials to provide fresh and welcoming window

coverings and furnishings which added finishing touches that have transformed our premises.

Local businesses and volunteers also dedicated many hours and hard work to help us relocate from our old premises to our new home.

In all, it has been a challenging but exciting year to be a part of the team, guiding the progression of HKWS. It is certainly not a task to be taken lightly nor something that can be done alone.

There is no way we could have achieved all that we have this year without the continuing support of our colleagues on the Management Committee but most of all the support of the community and local businesses.

I extend my heartfelt thanks to each and every one of our wonderful volunteers and the businesses who prioritise community wellbeing over company profits to help make our house a welcoming home.



Shelter Manager's Report



Hylette Evans



Extended lockdowns have affected us all, but for women who face isolation with a perpetrator, the consequences can be devastating. Regardless of the challenges faced during COVID-19 our team continued to ensure they did everything possible to ensure every woman who came to us in need, could achieve their goals for a safer and better life.

They work hard to empower clients to make positive changes that improve their safety and wellbeing. They embrace diversity and take a non-judgemental, transparent, and ethical approach.

Our team helped several women gain employment by reaching out to the local community. They assisted clients with court support, access to medical and dental services, immigration and legal services, child custody and mental health. Also importantly, access to safe and affordable housing.

COVID-19 challenges for clients

Our biggest goal was to keep our doors open to women and children in need throughout COVID-19 and we achieved this with support and guidance from Women's Community Shelters and NSW Department of Communities and Justice.

We had many challenges because of COVID-19. We implemented a COVID-19 safety plan to ensure staff and clients were protected as best as possible and the Shelter could respond to incidents. Nonetheless, women were reluctant to come into a shared accommodation. In some cases, women felt it was not safe to leave their current living arrangements so the Shelter worked with them via our outreach service.

Court cases were adjourned which left clients feeling vulnerable and unsafe. Domestic violence courses were postponed and appointments tended to be online which can lead to feelings of

isolation. Job opportunities were limited and mental health issues increased.

Other challenges arose because of an increase in government support. Clients were given extended temporary accommodation and increased the COVID-19 Allowance which gave people facing domestic violence and homelessness more options. Many women chose to stay in temporary accommodation with no support because of fears around COVID-19. This led to a decline in referrals to the Shelter.

Helping more people

The decision to extend our services to women with children last year was greatly needed. The Shelter assisted 13 children in its first year offering the service. Now, HKWS not only helps women, but also children who need specialised help to recover from domestic and family violence.

Along with crisis accommodation and a tailored case management plan to keep children safe, we facilitate access to education and support to help mothers raise happy, healthy and safe children.

Our amazing team

Our team works extremely hard and we couldn't do what we do without their dedication and commitment.

We thank Senior Caseworker Jacqui Dowling who left our Shelter after nearly three years. Jacqui's contribution to HKWS was incredible. We also thank another valuable team member Casual Caseworker Monica Lay who will also be missed.

Jane looks towards a brighter future - Generic image

Jane came to HKWS after a serious physical assault by her partner. She was isolated, suffering trauma and socially isolated. Frightened about involving the police, Jane wanted to consider all of her options carefully.

Jane resolved not to pursue a legal course by filing an apprehended violence order and decided to remain on amicable terms with her ex-partner. HKWS helped to make this a workable reality with a safety plan in place.

However Jane now lives in private affordable accommodation thanks to HKWS which assisted her to obtain priority housing.

Jane is seeing a psychologist to assist with mental health and a dentist for much needed dental work.

She has gained financial independence after cancelling the carer's payment obtained by her ex-partner.

Jane completed a domestic violence course and attended a local domestic violence support group "After the Storm" and social group "Fusion" where she has made new friends and become an active member of our community.

Subcommittee reports

Grants

Grants Subcommittee Chair Lucy Garnier

The Grants Subcommittee has had its work cut out this year sourcing funds to renovate the Shelter's new property.

We received funding from the Australian Government's Stronger Communities round 6 which enabled us to construct an office wall and install smoke and fire alarms to meet council requirements for group housing and to keep our clients safe.

Immediately prior to the 2021 Greater Sydney lockdown we received funding from the NSW Government to install solar panels which will ensure the Shelter's long term sustainability and reduce our running costs over the life of our new home.

We received further funding from the NSW Government to complete the refurbishment and fit out of our downstairs living area to provide self-contained facilities that are both accessible and suitable for mothers with children.

In addition to these significant capital works grants we have received grant funding for relocation costs and for financial literacy training that will assist our clients to rebuild their lives.

Property

Property Subcommittee Chair Warren Waddell

It was particularly pleasing to finally accept the return of our bond from our rental property at Bridge Street.

Volunteers, staff and management committee members did a fantastic job packing up and resolving the many tasks required before handing the house back.

Although this premises served our purpose well for a time, the quality of our new premises will certainly assist women in taking their first steps towards a safer, better life.

Members of our community, businesses and community groups generously donated and contributed their time, efforts and services enabling us to undertake necessary renovations to make our new Shelter a home.

Making our new house, a home

The complying development process has been completed with the new premises qualifying as a transitional community home.

Both shortcomings and opportunities were highlighted throughout the process. Some of the existing space within the property has been defined as storage. In time, these areas could be developed into expanded habitable areas.

To assist with this process, we accepted a generous offer by Graham Jago of NordonJago Architects to plan, at no cost, the best use of available space.

The plans identified an opportunity for an internal laundry, expanded kitchen, common room and an additional bedroom. It also identified a location for a stand-alone studio flat in the front yard. We are excited that these plans open the way for us to maximise capacity at the Shelter, make best use of the space and minimise disruption to core services during construction.

While that proposal awaits funding, we have pressed on with other on improvements.

The downstairs area is undergoing a transformation into an office space for the Shelter management and staff. In time we expect to have completed another kitchenette.

With air-conditioning in the pipeline from our friends at Bunnings we should soon have an excellent shared space serving a number of potential scenarios.

As always we owe a great debt to our volunteers who worked tirelessly to make the new property a home both inside and outside. The rooms are comfortable and inviting. The outside gardens are welcoming and quite an oasis.

Helping older women

We continue to enjoy the participation and benefits of our partnerships in property.

Now in its third year, Beecroft House provides safe and secure housing to women over 55 years, for up to two years.

Beecroft House has evolved to become a successful arrangement for women taking the next step from the crisis care that our Shelter provides.

Our model has been so successful it has been duplicated at Mosman and could be replicated elsewhere in future.



IT

IT Subcommittee Chair Jenny Talbot

Digital reliance has been an ongoing theme this year with COVID-19 continuing to restrict our ability for face-to-face interaction. The IT Subcommittee has worked hard to continue transforming our operations to enable us to engage with subscribers, supporters, donors and volunteers online.

Meanwhile our new premises required considerable in-Shelter technology upgrades as well as physical security solutions including cameras and locks.

We established a new online store (shop.hkws.org.au) enabling us to sell created and donated items including arts and crafts. This provides additional revenue and gives local brands an opportunity to extend their contribution.

We also developed an ecards solution enabling supporters and purchasers to safely transact on our website.

Digital platforms have been indispensable to the Shelter's fundraising, event management and organisation. Refining our analytics capabilities has also improved our understanding of how our community interacts with us.

The Shelter moved to a new Customer Relationship Management

"The Shelter has continued to grow its online presence."

solution providing us better security, relationship and task management as well as reporting capabilities. This has enabled us to consolidate several systems into one. We also launched an intranet which we are continuing to build on to become a hub of information for the organisation.

HKWS was pleased to feature on Infoxchange's not-for-profit digital transformation hub, showcasing how IT has been instrumental to the delivery of our vital services.

Helping hands making our new Shelter, a cosy home

Our special thanks go to our fabulous garden and maintenance crew at the Shelter who helped us realise our dream of moving to a new Shelter earlier this year.

We are indebted to the ongoing and tireless support of Dick Babb and Dot Babb, Chris Goatley, Anita and Steve Bruce, Raj Ladher who undertake an incredible amount of work for the Shelter. Along with Dick and Dot, Anita Bruce has also contributed so much to the Shelter over the years and we were pleased to support their nominations for Ku-ring-gai Council's Local Achievement Award.

The generous contributions of many local companies including but certainly not limited to Steve Jackson Fencing, Bunnings Thornleigh, SOS Removals, Nest Renovations, Penny and John Turner from Turnaround Designs, and JBA Carpet Court also enabled us to complete major works on the property.



Human Resources and Volunteers Subcommittee

Chair of Human Resources and Volunteers Subcommittee Tracey Sigler

COVID-19 did not prevent landmark events including the iconic "Bobbo" (Bobbin Head Cycle Classic) going ahead, in between lockdowns, at the end of March. The event enjoyed one of its biggest ever turnouts in rider registrations and raised more than \$250,000 for local charities.

We were delighted this year to receive \$20,000 from the Rotary Club of Wahroonga which nominated us as one of their key charities.

Our thanks go to the Shelter's dedicated supporter Dick Babb, who along with more than 40 volunteers represented HKWS around the cycle course.

Our contribution to the Bobbo in volunteers each year is a testament to our fantastic community support.



Bobbin Head Cycle Classic - Two of our fabulous volunteers Tracey Sigler and Alison Stewart (long term supporter of HKWS)

Thankyou to our community!

COVID-19 heavily impacted our ability to host events this year and this constrained our ability to engage with volunteers in person.

But it did not stop the Shelter from celebrating the contribution of the many hardworking people who donate their time and skills to the Shelter. Our successful volunteers event at Magpies Waitara in May was one way to say thank you to our community.



Community Engagement

Community Engagement Subcommittee Chair Marianna Papadakis

Without the support of so many people, businesses and community organisations, HKWS could not keep its doors open to the numerous vulnerable women who seek our care.

Fundraising has not been easy during these times, and yet, is indispensable to our operations. The Shelter's digital transformation has enabled us to continue our efforts to raise much-needed funds and stay connected.

"We are grateful to our wonderful community for your generosity, kindness and compassion."



Safe and Sound: A permanent, safe Shelter

The end of financial year has become a key event in our fundraising calendar with around 700 people, businesses and community groups contributing more than \$100,000 to this year's "Safe and Sound" campaign.

Our community's generosity is heart-warming recognition of the vital work the Shelter does to support women in need.

The funds from Safe and Sound went towards urgent repairs and compliance works to the interior and exterior of our new premises providing comfort, dignity and security for clients.

Importantly, these renovations mean HKWS can now offer a safe sanctuary for women with children, fulfilling a critical gap in services that our community needs.

The outstanding success of Safe and Sound followed our Safe Place appeal in 2019-20 which raised \$200,000 and enabled the Shelter to secure the purchase of a permanent home.

Speak out, save lives

The Shelter is contributing to world-wide efforts to stop violence against women.

The Shelter launched an annual event "Speak out, Save lives" this year to align with the United Nation's 16 Days of Activism against Gender-Based Violence running from the International Day for the Elimination of Violence against Women on November 25 and until Human Rights Day on December 10.

Speak out, Save lives is focused on increasing our community's involvement with the Shelter by supporting grassroots events, morning teas or lunches to raise funds for ourand awareness about violence against women.



Support: Keynote speakers Maggie Hamilton, best-selling local author Mary-Anne O'Connor

Inspiring Hope, Empowering with Confidence

We have continued to run COVID-safe in-person events at local venues where possible to enable people to contribute while having fun and increasing awareness about the Shelter's work.

Our "Inspiring Hope, Empowering with Confidence" breakfast at Kiplings Garage Bar and Restaurant in Turramurra to mark Domestic Violence Awareness Month in May sold out within days.

It raised more than \$7000 with amazing speakers social researcher and author, Maggie Hamilton, best-selling local author Mary-Anne O'Connor and Chair of Domestic Violence NSW and Women's Community Shelters Chief Executive Officer Annabelle Daniel each providing unique perspectives about how we can all help to prevent violence against women.

Alongside the event, we ran an online auction with some fabulous prizes donated by The Helping Hand Group, Robs Marine Surveying and The Cordony Kitchen Catering.



Our community leading the way

Smaller, community-led initiatives have become increasingly important to the Shelter. Many individuals, businesses, community groups and organisations held their own events to support our vital work.

A messy marathon



Shelter support and Finance, Audit and Risk Subcommittee member: Thomas Russell.

Community member, Thomas Russell who is on HKWS's Finance, Audit and Risk Committee raised more than \$30,000 by conquering a "messy marathon" of running, rowing, cycling and skiing to raise money for our new Shelter premises.

A taste of Wahroonga

Rotary Club of Wahroonga and its wonderful President Jannelle Speight continue to provide the Shelter with a great deal of fundraising and support. This year it included the "Bring out your dead" wine tasting night, the Bobbo and Sisters of Freedom book launch.



Berowra Community Groups Supporting HKWS

Local businesses, community organisations, politicians and police took action to support our vital work in May by hosting a fundraising event at Berowra Baptist Church. Ann Leslie of Ann Leslie's Music Studio ran a half-marathon while her son Charley Leslie-Aspey rode his bicycle by her side raising \$2500 for the Shelter.



Ann Leslie of Ann Leslie's Music Studio with her son Charley Leslie-Aspey before setting out.



Ann's support crew including the Federal Member for Berowra Mr Julian Leeser MP and Berowra Apex.



Shaving for a cause!

The Shelter's very own Treasurer Chania Rodwell believes so strongly in the work we do she was prepared to lose her hair over it. Her extraordinary effort raised more than \$30,000 in funds for the Shelter.



Lost locks: Chania Rodwell's hair is growing back quickly!



City2Surf

The annual City2Surf was complicated by COVID-19 but our community still took up the challenge by choosing to undertake a route in their neighbourhood to help raise funds to extend our outreach program and raise awareness about how we can all make our community a safer, kinder space.

Sisters of Freedom

The Shelter partnered with local author Mary-Anne O'Connor and publishers HarperCollins for the launch of Ms O'Connor's book "Sisters of Freedom" with \$15 from each book sold going to the Shelter. This unique collaboration enabled us to raise funds and support women in our community.

Along with an opportunity to support pre-sale of the book, HKWS was also the benefactor of a launch event in April at heritage-listed property Kuranda which forms part of the book's setting just prior to World War I. The event was hosted by Jo Moffatt of SOS Removals and the Rotary Club of Wahroonga with proceeds going to HKWS. Many volunteers supported the day including students from Knox Grammar School and Barker College.



Christmas wrapping

Many locals jump in to help with our Christmas wrapping at Westfield Hornsby where funds are donated in exchange for gift wrapping. This year was cut short because of COVID-19 restrictions but the goodwill in the community was enough to keep up everyone's spirits.



Local schools say no to violence against women!

Walk the Talk School

Women's Community Shelters' Walk the Talk education initiative continues to grow with HKWS participating in Enlighten Education and the Goodfellas' delivery of a half-day program in schools.

Year 9 students from four local schools Pymble Ladies' College; Barker College, Loreto Normanhurst and Asquith Boys

High School held fundraisers to support the Shelter as part of Walk the Talk.

HKWS's own Schools Program led by Catherine Knox has been hugely successful in cultivating awareness amongst students.

A further 10 primary and high schools supported the Shelter with independent fundraising activities including mufti days, workshops, food stalls, BBQs and craft activities.

Among them were Abbotsleigh, Asquith Girls High School, Hornsby Girls High School, Turrumurra High School,

Ravenswood, Pennant Hills High School, Northholm Grammar School, MacDonald College, Pymble Junior School and Corpus Christi Catholic Primary School.



HKWS President Louise McCannat Return and Earn station

Bettering our environment and community

HKWS has featured at seven TOMRA Return and Earn locations in Northern Sydney giving our community the opportunity to help improve our environment by reducing litter while contributing to HKWS at the same time. We are proud to have been chosen as one of the first charities to be featured on the myTOMRA app which allows donations state-wide.



Finance, Audit, Risk, Compliance and Governance Committee

Finance, Audit, Risk, Compliance and Governance Committee Chair Chania Rodwell

The Finance, Audit, Risk, Compliance and Governance ("FAR") Committee is concerned with both ongoing maintenance of our financial, risk, governance and compliance systems, in addition to initiating ongoing improvements to these areas.

Ongoing, routine activities this year has included:

- Maintenance of the financial books and records.
- Transactional banking and treasury functions
- Financial reporting including monthly management accounts, annual financial statement preparation and audit
- Ongoing review of board composition, skills and succession planning
- Ongoing review and updating of compliance register.
- Periodic, scheduled reviews of the risk register.
- Insurance renewals
- Monitoring and recording of Management Committee, subcommittee and volunteer police and working with children checks, terms of reference, confidentiality agreements and code of ethics.
- Fundraising licence renewal
- Periodic lodgements and returns to NSW Department of Trade and ACNC.
- Budget setting

Ongoing improvements and one off activities has included:

- Preparation of a Business Continuity Plan
- Applications for COVID stimulus funding.
- Agreement of the WCS funding agreement
- Considerations of the optimum shelter legal structure.
- Assessment of potential regulatory requirements relating to retail fundraising activities
- ASES certification activities.
- Review and roll out of new or improved policies.

Of particular note is the significant body of work that commenced during the year in respect of the ASES accreditation process. The Department of Communities and Justice require Specialist Homelessness Services to achieve ASES Certificate Level Accreditation by June 2024 to be eligible to continue to receive government funding (that we receive through our support agreement with WCS). We have commenced this process of service improvement with the support of WCS and will continue progressively implementing it over 2021 - 2022 ready for assessment in 2023. We consider this to be a robust and welcome opportunity for the ongoing improvement of our governance, systems and quality framework.

A special note of thanks to our bookkeeper, Lianne Bolton (formally the Shelter Treasurer for many years), for her continued devotion and invaluable contribution to this function. Her technical expertise and attention to accuracy and detail has been fundamental to the success and governance of the Shelter and we have been very lucky to have enjoyed her ongoing support.

Treasurer's report

Treasurer Chania Rodwell

Financial summary

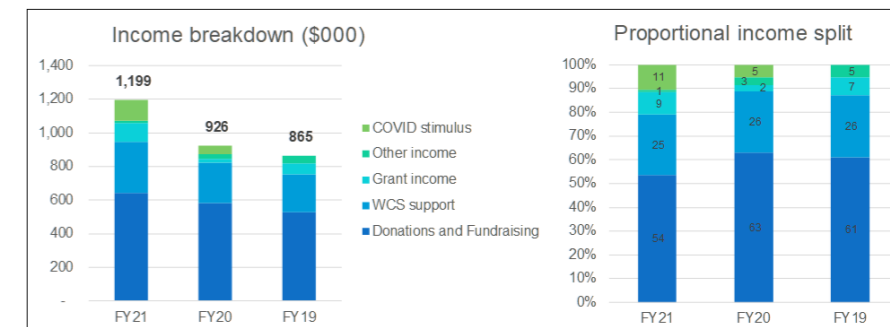
The Shelter maintained strong financial performance over the year ended 30 June 2021, despite the continuing challenges of COVID-19.

Financial position

The most material change to the financial position was the purchase of the Shelter property on 25 September 2021, through use of funds raised in previous years and a debt facility with Bendigo Community Bank, Turrumurra and Lindfield Branches which is interest free for the first three years.

The Shelter remains in a strong financial position after this purchase, with sufficient funds to meet its prudential objectives of running operations for 12 months in the absence of other income.

Income



Income for the year was up 30% compared to last year, with almost half of this received in June, thanks to a combination of

- \$127,000 Australian Government COVID-19 stimulus funding which is unlikely to be recurring in future years;
- Increased support from Women's Community Shelters (26% higher than the prior year), including for COVID-19 related initiatives;
- Successful grant applications including
 - \$50,000 COVID-19 Sexual Domestic and Family Violence Infrastructure Grant

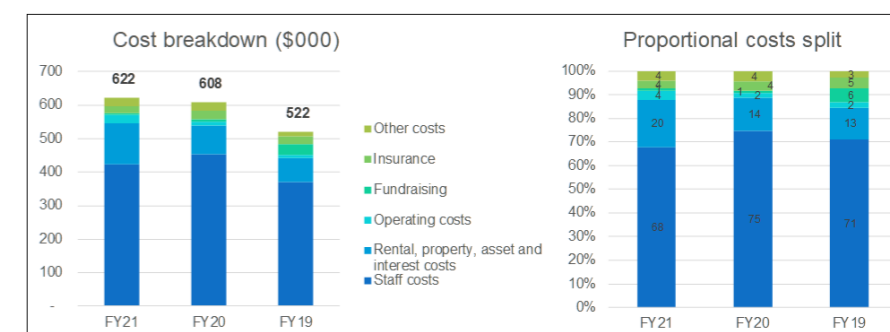
- \$18,000 Stronger Communities Grant and
- \$17,000 NSW Department of Customer Service - Infrastructure Grants Funding; and

- A highly successful end of year fundraising campaign, with \$300,000 in donations received in June.

This made up for lower fundraising than normal throughout the year with a number of events being cancelled due to COVID-19 restrictions.

The funds received will be applied in the coming financial year to reducing the debt held against the Shelter property, and acquitting grant programs.

Costs



Staff costs remain the largest expense for the Shelter, comprising 68% of total costs. These were nonetheless kept lower than last year in line with lower Shelter occupancy rates because of the constraints of COVID-19 and the transition into the new Shelter premises.

Property costs were 44% higher than last year, due to double up of rental and interest payments while we transitioned

properties, plus other costs associated with the move. We expect property costs to continue to remain higher in the coming year as further works are completed on the new property, acquitting the grant funding received in June 2021.

Operating costs also saw an increase on last year through the impact of additional COVID-19 cleaning expenses, and security costs.

Women's Community Shelters

Women's Community Shelters (WCS) is an Australian charity working with local communities to set up new crisis accommodation shelters for women and children experiencing homelessness or domestic and family violence.

The WCS head office hub works to set up each shelter as an independent charitable entity in a "hub and spokes" social franchise model.

WCS's ground-breaking funding model brings together business and corporate sponsorship, philanthropic investment,

Australian and NSW Government funding and local community fundraising to support the hub and seven shelters.

Its aim is to build an Australia where women and their children are safe, secure, supported and equal.

Our Purpose

Our core purpose is to work in partnership with local communities to establish crisis shelters for women and children at risk of homelessness and domestic and family violence.

We are working to expand our network to at least nine shelters across NSW and have developed a host of complementary programs to support women and children after crisis, including transitional housing and outreach programs, child support, employment, education and training and our 'Walk the Talk' education program.

The programs we offer in each shelter community continue to grow and evolve, reflecting local community needs and desires from partners to do more to assist our mission.

We Believe

Community engagement in local initiatives is key to resolving the pressing social issue of women's homelessness and domestic and family violence.

We believe specialist women's shelters offering best practice support are a critical service for women and children.

Our Values

Respect: We value our staff, our volunteers and our community and recognise their contribution and worth.

Kindness: We are generous and considerate, non-judgemental and understanding of other's needs.

Excellence: We strive always to exceed expectations and deliver high standards.

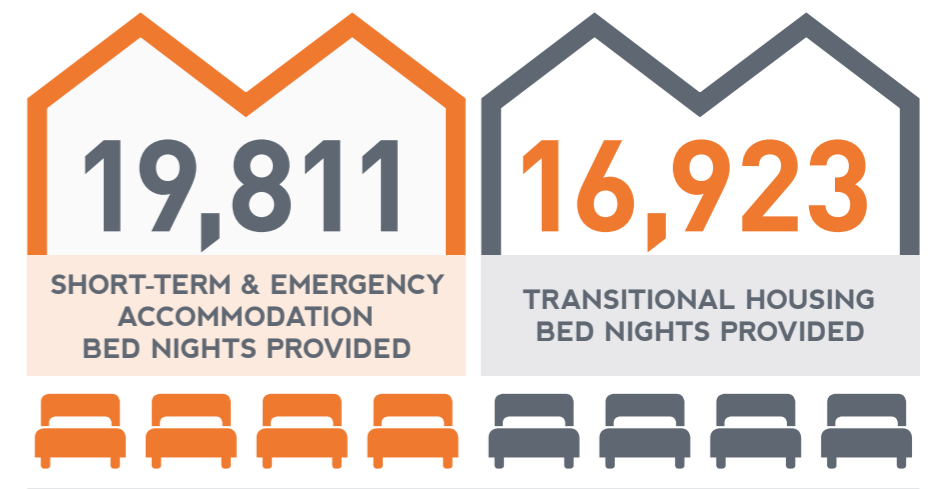
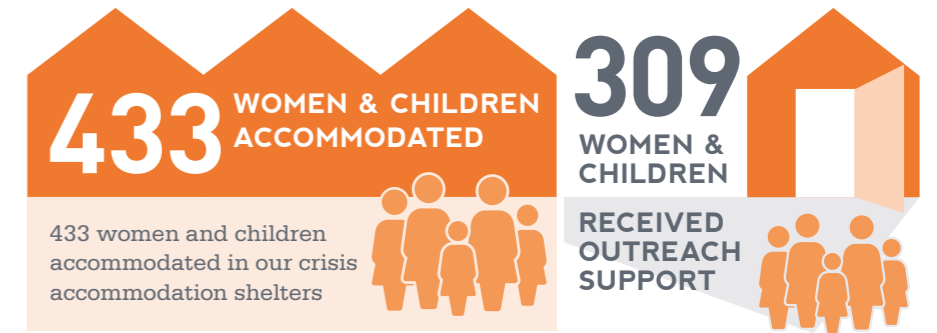
Courage: We seek to drive positive change and challenge the status quo.

Hope: We provide hope and an optimistic outlook to all our clients and communities through collaboration and partnership.

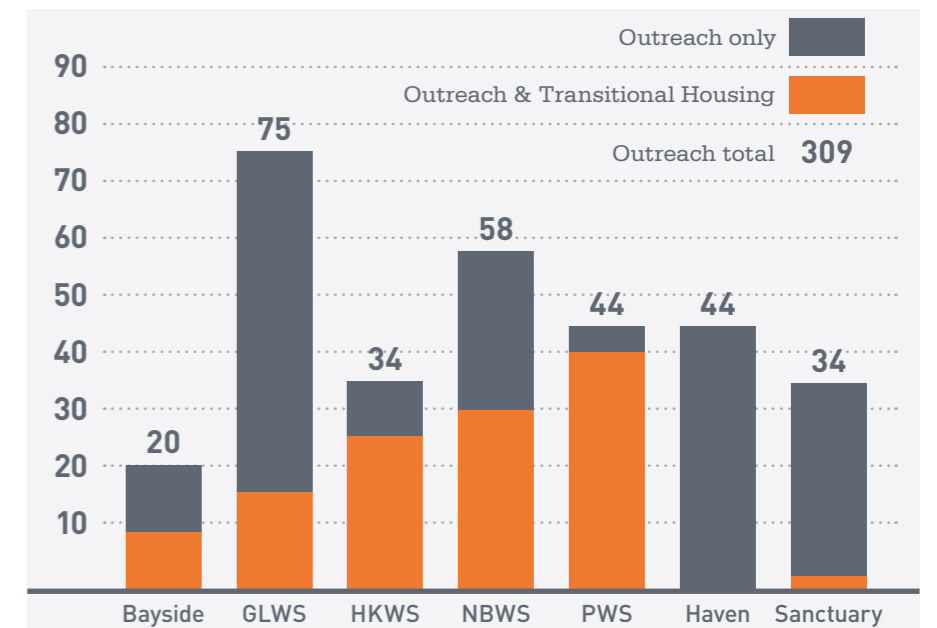
2020 Year in Review:

WCS Network Statistics 2020

- In 2020, Women's Community Shelters supported **863 women and children** in crisis.
- We accommodated **433 women and children** in our crisis accommodation shelters.
- We provided outreach support to **309 women and children**.
- We accommodated **121 women and children** in transitional housing.
- We provided **63,305 support days** to our clients.
- In 2020, over **11%** of the women we supported were **over the age of 50**.
- We provided **19,811** short-term and emergency accommodation bed nights and **16,923** transitional housing bed nights.
- At exit from our shelters, there was an **11.6% increase** in clients exiting into long-term housing, a **12.4% increase** in clients exiting into medium-term housing and a **13.9% decrease** in clients exiting into short-term housing situations.



OUTREACH PROVIDED BY WCS 2020



People and structure

Hornsby Ku-ring-gai Women's Shelter is proud to be a registered charity with the Australian Charities and Not-for-profits Commission (ACNC) (ABN: 49735037904).

HKWS is governed by its Constitution, with the utmost commitment to transparency, accountability and governance.



President Louise McCann

Louise is a Financial Services Executive with 24 years banking and finance experience. Louise has held several national and regional leadership roles within some of Australia's largest banks. She has a passion for supporting the success of small to medium companies in the profit and for purpose sectors. Louise holds a Bachelor of Business Degree and has served on a number of not for profit boards



Vice President Lucy Garnier

Lucy is a Senior Leader in the NSW public sector. She has significant experience in providing strategic advice and analysis on key Government priorities.

Lucy is experienced in the design, formulation and implementation of management and governance frameworks and corporate systems and processes.

Lucy has wide networks across the government, local councils and industry. Through her ability to develop trust and deal with stakeholders fairly and transparently.



IT Subcommittee Chair Jenny Talbot

Jenny is a Program, Commercial and Procurement Executive adept at translating business strategy into measurable outcomes as well as negotiating large commercial deals.

Jenny has 20+ years of experience in the IT industry in Australia and Overseas.

Jenny has a strong interest in the community with a solid history of volunteering and community participation.



Human Resources and Volunteers Subcommittee Tracey Sigler

Tracey is a lawyer who joined the HKWS in 2018. Her professional experience includes more than 25 years working in the private sector in senior legal, risk management and knowledge management roles, most recently as a Director in the Quality and Risk Group at Deloitte, Touche Tohmatsu. In addition, as a carer she has considerable knowledge and experience of the disability and aged care sectors.



Management Committee member Catherine Knox

Catherine was founding CEO and a Director of Gidget Foundation Australia. She currently works with the Asylum Seekers Centre and is a Director of the Hornsby Ku-ring-gai Women's Shelter.

Catherine is a published author with post graduate qualifications in Gender Studies and Social Impact Business. She was 2013 Woman of the Year for the Davidson electorate.



Management Committee member Elysse Morgan

Elysse is the ABC's leading voice on business, finance and economics. The award winning journalist hosts Australia's most respected business program The Business.

Elysse grew up in the Hornsby Ku-ring-gai area and is passionate about giving back, and bringing people, small and big business together to create better communities.



Treasurer Chania Rodwell

Chania is a finance professional whose career has spanned investing, directorship, CFO and advisory roles across a range of industries. She currently acts as the General Manager Commercial for InvoCare, Australia's largest provider of funeral, cemetery, and crematoria services. She was a founding member of the Australian Investment Council's Diversity Committee which over four years helped to increase the number of women working in investment roles from under 20 to over 160. She joined the HKWS team in 2020 to help drive better outcomes for the vulnerable women in her Hornsby community, where she has lived since 2004.



Secretary Belinda Flatters

Belinda has over 20 years experience as a corporate lawyer, Company Secretary and Governance professional, having worked in a variety of different sectors including banking, energy & resources, the not-for-profit sector, private health and is currently the Group Company Secretary of Avant Mutual.

Belinda has also held previous not-for-profit board positions and is passionate about providing support to women who have experienced DV. Over the last 4 years she has advocated for increased funding for better services for women, been involved in a number of different volunteer initiatives and was instrumental in the establishment of a number of DV ministries within Ryde Baptist Church.



Property Subcommittee Chair Warren Waddell

Warren is a local businessman who was born in Hornsby and presently represents A ward on Hornsby Shire Council.

The focus of Warren's business interests have been in areas of home furnishings, renovation and regional property acquisition. Warren supports a number of organisations with a focus on the provision of safe affordable housing for communities both here and abroad.



Community Engagement Subcommittee Chair Marianna Papadakis

Marianna is a communications professional with a strong background in policy and advocacy. With a trained legal lens, Marianna has spent most of her career focusing on justice and legal affairs. Her experience encompasses public relations, campaigning, corporate communications, editing, policy development, project management, media and social media strategy. Marianna is an active community participant providing advice to several not-for-profit organisations.



Patron Carmel Aitken

Carmel is a graduate of the Queensland Conservatorium, A.B.C. correspondent and Actor Queensland Theatre Company. Presently she is working as a Company Director. Carmel has a lifetime commitment to creating a more just society.



Patron Mayor Jennifer Anderson

Mayor of Ku-ring-gai Council, elected to Council in 2006. Jennifer's qualifications are in library and information science with appointments to the University of NSW, University of London and Lane Cove Council. Jennifer was named as the 2014 Davidson Woman of the Year in the NSW Women of the Year Awards.



Patron Hon. Matt Kean MP

Matt has been a strong supporter of the shelter from day 1. Matt is Hornsby Shire born and bred. From Wahroonga where he was born, to Pennant Hills where he bought his first home, to Hornsby Mall where he has his office, Matt is a true-blue local and the Liberal Party Member for Hornsby.

Matt is the NSW Cabinet Minister for Energy and Environment.



Patron Judith Hopwood

Judy has extensive experience working in the area of health and social justice. She is a Registered Nurse, holds a Master of Bioethics (UTS) and is currently a PhD candidate studying homelessness. As the immediate past MP for Hornsby she continues her involvement in committees addressing the issues of youth, domestic violence, homelessness, housing, health and women's issues generally.

Many thanks to our supporters

Thank you to our supporters and volunteers for making our work possible.

Without the many people in our local community, businesses, government and partners who contribute, we couldn't assist the hundreds of vulnerable women and children seeking our shelter, safety and support to escape homelessness and domestic and family violence.

Bendigo Bank Turrumurra and Lindfield community bank branches continue their strong support of HKWS and were instrumental in assisting the Shelter in securing our new home.

Other local organisations which have made vital contributions include:

SOS Removals
Wahroonga Rotary
Lions Club Hornsby
Hornsby Chamber of Commerce
Soroptomists
Lifeline Harbour to Hawkesbury
St Ives Rugby
Zantzoo
Millar Noyce Lawyers
Transurban
Kiplings

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Bryan Moffatt
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Margi Munnings
John and Penny Turner
Peter and Jacqui Landis



**TO DONATE PLEASE VISIT:
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