




Women's
Hornsby Kuringgai Shelter

Annual Report

2021-22

Supporting women and children facing domestic
and family violence and homelessness



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Acknowledgement of Country

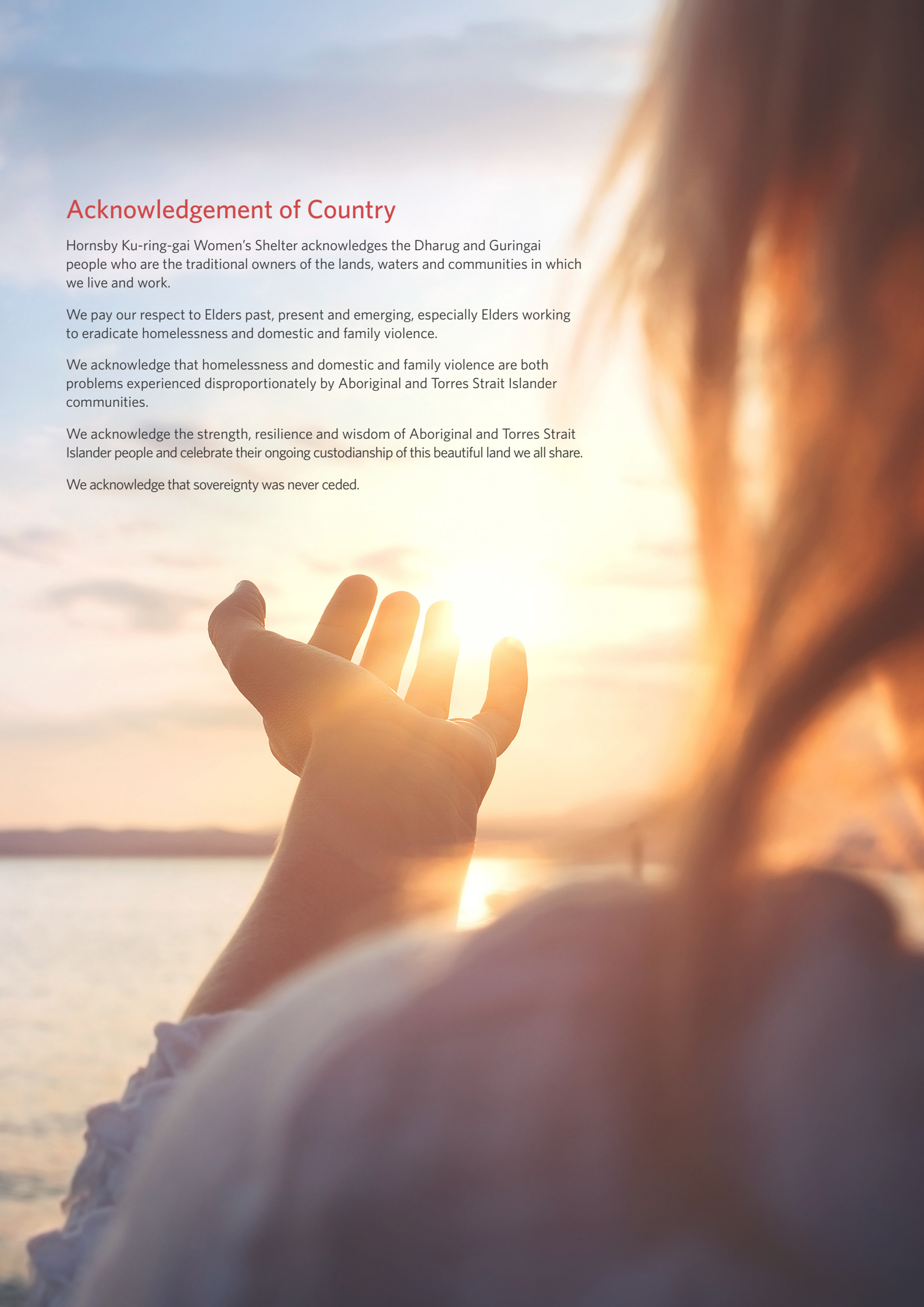
Hornsby Ku-ring-gai Women's Shelter acknowledges the Dharug and Guringai people who are the traditional owners of the lands, waters and communities in which we live and work.

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.

We acknowledge that sovereignty was never ceded.



In 2021 we achieved great outcomes for our clients at HKWS. While we still experienced the impact of covid, almost 60% of clients were provided with secure housing, both private rental and social housing upon exit and 35% exited into emergency accommodation and medical hotels in this period, due to COVID guidelines. We are proud of the impact that has been made this year despite the challenges.



30

clients were supported through a mix of outreach and transitional housing programs at HKWS.



43

women were assisted by HKWS to start a new life free from the danger of domestic abuse and homelessness.



14 12

women and children were provided with comprehensive access to critical services through our HKWS outreach program.



38

women were assisted by HKWS to secure employment, ensuring income security and independence.



46.5%

of shelter clients identified as coming from a culturally and linguistically diverse background, and 4.7% identified as Aboriginal.



41

different cultures. Shelter clients identified as coming from 41 different cultures and 8 different languages were spoken.



916

short-term and emergency accommodation bed nights were provided by HKWS.



21

nights was the average stay for a woman at HKWS.

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.

A message from our Chair



Catherine Knox

“Our amazing team of passionate and dedicated staff and volunteers continues to rise to the challenges and respond with care and compassion. It has been my privilege to serve with such an inspiring group of people.”

Hornsby Ku-ring-gai Women’s Shelter continues to grow and evolve, and despite the uncertainties we face, we will always offer a warm welcome and a safe home for women and children escaping domestic abuse and homelessness.

The past year of covid lockdowns and restrictions, has been a challenging time for our shelter services. Our amazing team of passionate and dedicated staff and volunteers continues to rise to the challenges and respond with care and compassion. It has been my privilege to serve with such an inspiring group of people.

Firstly I would like to acknowledge the women and children who seek our services. Whether at the Hornsby Shelter, at Beecroft House or through our outreach services. Our clients are at the heart of all we do.

We continue to remain true to our mission, providing a safe place for women experiencing domestic abuse and homelessness. Through our outreach services we have provided ongoing assistance to mothers and their children. We treat all women and children with dignity and respect, empowering them to create a better future.

I would like to thank HKWS immediate past chair, Lou McCann for her guidance and leadership, ensuring the shelter was in fine shape at the end of 2021. Lou oversaw the opening of our new shelter, the building upgrades that were required, and the arrival of our first clients in October 2021.

Covid and lockdowns are still a part of life. I’d been in the role for one month when we received our covid Christmas gift at the shelter. Clients, staff and volunteers were infected. We had no choice but to close the shelter for a few weeks over December 2021 and January 2022. It was reopened after a Covid

Deep Clean and we have had no further Covid cases.

Our frontline workers, our case managers, have shown incredible commitment and resilience this year, often under less than ideal circumstances. In particular, I would like to recognise the hardworking Shelter Manager, Hylette Evans. Reliable, conscientious, and always available, Hylette manages the three HKWS services; our Hornsby Shelter, our Beecroft House residence for women over 55, and our outreach service.

I would like to thank our retiring board members, Liane Giuliano, Bernice Redman and Jenny Talbot, for their contributions. Jenny Talbot in particular, through her tireless commitment and IT skills, has been instrumental in creating a strong and secure, yet easy to navigate technology system.

HKWS volunteer board members must be recognised for their time, effort and commitment. It’s a joy to share this journey with such a passionate and skilled group of people, all contributing to the current success of HKWS. New members will be welcomed to the board at the AGM in December 2022.

A sincere thanks to Lianne Bolton, who, after 6 years of dedicated service managing HKWS finances, is sadly departing. We will miss Lianne who is being replaced by a team, including pro-bono support from KPMG.

Our board is supported by volunteer committees and I would like to give a special mention to Jo Moffat, and to volunteers Anita Bruce and Chris Goatley for their ongoing support.

This year saw us hiring our first General Manager, Emily Tweddell. A significant decision, and an investment in our future. Em has proven to be an outstanding member of the team. Emily has been a joy to work with, resourceful, proactive and talented, working closely with the board, committees and HKWS, she’s been responsible for much of what has been achieved this year. And with Administration Officer, Mel Golby,

they've made a super team.

Our strategic plan was reviewed at our planning day in February 2022, and we identified 6 Priorities. They included

- Improvement in our social impact reporting;
- Establishment of a regular giving program;
- Improve support for our Human Resources;
- Regular communication with donors and our community;
- ASES accreditation;
- Core and Cluster Shelter Building Program.

I am pleased to report that all strategic priorities remain front and centre of our business plan.

180 Degrees Consulting partnered with HKWS this year with a brief to improve our social impact measurement and reporting, increase our philanthropic networks, and create a partnership strategy. The consultants produced an outstanding report that will help inform our ongoing strategy, necessary

for capacity building and ensure sustainability of the shelter.

We worked with Turramurra and Lindfield Community (Bendigo) Bank to create a Regular Giving Program, our GEM 'Give Every Month' program.

Improving support for our Human Resources is ongoing. Communication with our community is regular and informative. Our ASES accreditation is on track and our Core and Cluster new building EOI was submitted at the end of the financial year.

We are very grateful to Women's Community Shelters whose support includes strategic, governance, and regular collaborative meetings.

HKWS is a community based organisation, and we're so grateful to receive extraordinary support from many local businesses, community organisations and individuals. In particular I would like to mention Turramurra and Lindfield Community Bank, KPMG, SOS removals, Bunnings Thornleigh, Lifeline, the local rotary clubs and local schools. It has also been a pleasure to welcome our first HKWS Ambassador, Rugby broadcaster and journalist, Nick McArdle.

Domestic abuse and homelessness takes a profound and long-term toll on women's health and wellbeing, on families and communities, and on society as a whole. One in four women will experience abuse from an intimate partner. The need for our shelter is significant.

We are very grateful to everyone in our community. It's heartwarming to know that our local community is actively engaged in raising awareness of domestic abuse and assisting HKWS in our response to the need.

Together, with your kindness and generosity of spirit, we can inspire hope, and bring meaningful change to the lives of women and children escaping domestic abuse and homelessness.



"Together, with your kindness and generosity of spirit, we can inspire hope, and bring meaningful change to the lives of women and children escaping domestic abuse and homelessness."

Shelter Manager's report



Hyllette Evans



Our wonderful HKWS caseworkers

“Our greatest achievements were the success of our clients. Regardless of the challenges the team faced they continued to make sure they did everything they could to ensure the women could achieve their goals.”

Our amazing team

I have always said it's easy to oversee a team when they work with the dedication, commitment and enthusiasm as our Caseworkers do. They are the frontline workers and work tirelessly to get the incredible outcomes they do. I couldn't be prouder of the way our HKWS team rallied around together during what I describe as the most challenging year since we opened.

The Caseworkers at Hornsby Ku-ring-gai Women's Shelter continue to work at a high professional standard and they adapted well to the changes not only with a move to our new shelter but during the pandemic. We had to change the way we worked but I'm proud to say that due to the commitment of the team we continued to keep our doors open.

Our team work with all the clients on a comprehensive Case plans which covers mental health, medical, education, court support, outreach, employment, immigration, management of eating disorders,

dental, and most importantly safe and affordable housing. The staff worked strongly as a team to empower our clients in making positive changes to improve their safety and well-being. They actively listen to every client who walks through our door, we embrace diversity, they continued to work in a non-judgmental, transparent, ethical approach and I wish to thank all of them for their hard work.

Our new Shelter

Not only did we just move into our new shelter but we went into lockdown soon after we moved. This experience showed the staff and volunteers dedication, their incredible resilience, integrity and loyalty to our clients and shelter. We were greatly supported by our Board and Women's Community Shelters who continued to support and update us with the never ending changes of Covid.

It took us five months to officially get clients into our shelter and this was mainly due to the lockdowns and

restrictions that Covid placed upon all of us. We couldn't get tradesman to complete essential maintenance work and we weren't allowed to have a lot of people who wanted to volunteer their time here due to only being allowed to travel 5km from your home. Our biggest goal was to make the shelter feel like home and that's exactly what we did.

We also had staff and our clients getting Covid on Christmas Eve, some of us were close contacts which meant we couldn't spend Christmas with our families. Regardless of this we still made sure that all of our clients had the best Christmas despite the situation.

Beecroft House

Beecroft House has gone into its fourth year with Caroline Micallef doing a phenomenal job. We currently have eleven women residing at Beecroft House which provides women aged over 55 years old stable and affordable housing for up to two years.

We have housed 9 women during the financial year. They are now in long term affordable housing and doing really well.

Most of the residents who have left Beecroft House have remained in contact and continue to catch up with each other.

Positive sustainable outcomes

Our greatest achievements were the success of our clients. Regardless of the challenges that the team faced during Covid 19 they continued to make sure that they did everything they could to ensure the women could achieve their goals. The team helped several women gain employment, facilitated online DV courses, searched and advocated for properties, they assisted court support via zoom with successful outcomes, they helped mums to gain access to their children, supported clients with

eating disorders and mental health regardless of limited services and they helped clients in need of medical and dental support.

Belle's Story

Belle was referred to us by a domestic violence service after she suffered years of physical, sexual, financial, emotional and psychological abuse, as well as Post Traumatic Stress Disorder.

Belle completed a course with the DV support group "After the Storm". She has made friends through the group who she continues to stay in touch with. Belle decided to report the Domestic Violence and had an AVO in place. As a result of this she had to change her name for safety reasons.

We referred Belle to a GP for a mental health plan. She also saw one of our local GP's who prescribed her medication to help her sleep due to the nightmares she was always having. Belle was given a mental health plan by the GP and was eligible for eight free sessions to a psychologist who she was seeing weekly.

Belle commenced casual employment while working with us and was then offered a full-time job. Our caseworkers assisted her with her resume, support letter and helping to prep for the interview. We also did a lot of role-playing and organised interview and work outfits through Dress for Success.

Belle was assisted by our team in searching for and applying for properties in her affordability. She was accepted into a one-bedroom property close to where she works and loves having the freedom of living independently.

Our team assisted Belle to apply for Victims Services and gathered all the supporting letters that were needed. Belle was granted a Recognition Payment for her Domestic Violence and was given extra sessions for counselling.

Belle became very close with a few of our clients whilst staying with us. They cooked together and went out socially. Belle continued her friendship with other clients 15 months after leaving us. They have attended a camp for DV victims which they really enjoyed.

Looking ahead

Now that Covid 19 has eased we are looking forward to supporting more women and children in crisis, increasing the support with outreach, engaging more with the community through fundraising events and running some programs not only in shelter but in the community.

We are also wanting to bring in a lot more wellbeing activities that our past and present clients are helping us with.

Thank you

The Staff at HKWS would like to thank our HKWS Board which is now led by Catherine Knox and Women's Community Shelters. Thank you to all our volunteers especially Chris Goatley, Richard Babb and Anita Bruce, who continued to be hands on at the shelter from the very beginning.

Finally, thank you to our incredible local community who continue to support DV victims, homelessness and our shelter that we can now call our own.

We couldn't do this without you.

Committee reports

Grants

Grants Committee Chair Marianna Papadakis

The Grants Committee sought many opportunities throughout the financial year to seek funding and assistance to undertake works to our Shelter property and to support ongoing operations and services.

The Committee also undertook an overhaul of its administration to improve efficiency, record keeping and ease for the Committee's volunteer members.

Significantly heightened competition for grant funding among not-for-profit organisations and a strained economic environment has made it a challenging year for the Committee.

However, grant funding was used to successfully acquit a number of important existing projects. Funds from the NSW Government were used to complete a solar installation at the Shelter. This was in line with the board's commitment towards environmental sustainability and reducing our carbon footprint as well as our objectives to save future energy costs. Funds from Rotary were used for paving removal and stormwater improvements.

NSW Government grant funding was also used to complete bathroom refurbishments including the installation of energy efficient hot water facilities and much-needed security at the premises.

Property

Property Committee Chair Warren Waddell

In general, the housing committee maintains a focus on our crisis facility, and the transitional housing that we are responsible for. However, the past year also brought to the committee a further challenge. On the back of a State Government funding announcement, registered housing providers were challenged to apply for "Core and Cluster" grants.

The Core and Cluster model has been developed with a view to provide an even more dignified, independent level of accommodation for women in need of crisis accommodation. The model seeks to provide individual rooms, complete with kitchenette and ensuite for each resident.

We already have plans developed by our generous donor partner, Jago Architects, for additions to our building. However, plans have also been prepared now that would result in our building becoming retrospectively renovated to meet the Core and Cluster objectives.

Another site has since been identified in Clarke Rd, Hornsby that would potentially be a better fit for the Core and Cluster model. That site will remain the priority moving forward.

In the meantime, improvements continue to take place at the HKWS as and when they align with grant conditions and donations. The downstairs area now has a fully ambulant bathroom, family stay bedroom and kitchenette.

Air conditioning is now a feature found throughout the property, along with subfloor ventilation and overall drainage improvements.

Most recently, the roof has been serviced including tile replacements,

re-pointing and gutter cleaning. This work was considered essential and coincided with the recent installation of solar panels approved under an environmental grant received. The work will offer peace of mind given the ongoing wet conditions.

Planned work includes balcony tiles to the upstairs outdoor area, the lifting of loose pavers at the front of the property and a considered approach to future hardstand areas. This work commenced care of Rotary St Ives providing the start-up funding.

Our insurers and their contractors are attending to a water breach that has impacted the office area and the reception ceiling. This work has been instrumental in not only correcting the damage but providing insight into the moisture related issues generally.

An upgrade to the operation and access arrangements of our entry gates at the property has now concluded. The gates function correctly and access is via a coded key pad. This resolved the issue of keeping track of remote-control devices.

Our team of trades continue to provide on-call services and regular scheduled maintenance as and when required. Our volunteers continue to provide attention to minor house improvements and our gardens. The recent delivery of mulch to the site has ensured the good work of past volunteer activity continues to be maintained.

As a final initiative, a risk analysis has been performed as it relates to the property, and a building inspector has been engaged to provide a report. This feedback should provide us with a pathway moving forward.



IT

Our IT and digital landscape continued to mature and develop this year. Former IT Committee Chair Jenny Talbot was instrumental in transforming IT systems at HKWS, ensuring best-practice functioning for our operations, fundraising and security. Thank you Jenny.

Digital reliance remained a priority this financial year as COVID-19 continued to restrict face-to-face meetings.

The IT Subcommittee focused on the following key goals in FY22;

- Simplification - Simplifying the IT landscape to only applications and systems that are used.
- Security - Ensuring security is applied consistently and appropriately across the systems and applications we use to safeguard HKWS assets and information.
- Sustainability - Ensuring that there are no single points of failure in the IT framework and that the operations can continue regardless.
- Optimisation of the Intranet - Optimising the Intranet to hold all the relevant information required to ensure that HKWS Board and Staff can find information easily.
- Leveraging SEO and Google Ads - Optimising the HKWS website, shop and Google Ads and analytics.

Significant progress was made to achieve these strategic goals.

Our Customer Relationship Management System is working well and providing us with increased security, reporting and supporter engagement. Our database has grown by 55% in the last financial year and we are utilising a range of CRM functions to ensure supporters are being communicated with accordingly and information is being stored correctly.

We use digital forms, appeal and event pages and most recently an online raffle function to easily engage with our supporters and to streamline event management and fundraising.

Strong social media has been a focus this year. We have substantially increased our reach on both Facebook and Instagram and significantly increased our engagement rates on Instagram. Huge thank you to Imogen Roach who has volunteered her time to help with social media creation this year, and thank you to all of our supporters who have engaged with us online!

Community Engagement

Our community were incredible this year; banding together to raise funds and host events to support women and children escaping domestic abuse and homelessness in our local area.

Fundraising initiatives were held by individuals, corporates, Rotary clubs (Wahroonga, Turramurra and St Ives), Soroptimists, schools and churches. The services we provide at HKWS are only able to continue thanks to this support.

“HKWS is a community based organisation, we're so grateful to receive extraordinary support from many local organisations and individuals.”

- Catherine Knox.



Our wonderful volunteers

Special thanks to all of our fabulous volunteers who support HKWS both in shelter, on committees and at community events.

Thank you to the ongoing and tireless support of Dick and Dot Babb, Chris Goatley and Anita and Steve Bruce, who all continue to undertake a huge amount of work helping to maintain the shelter as well as assist with the collection and drop off of physical donations.

This year Chris Goatley was formally recognised in Parliament by HKWS Patron Matt Kean MP who commented on his seven years of tireless commitment to support the staff and clients at Hornsby Ku-ring-gai Women's Shelter.



Chris Goatley, Hylette Evans and Dick Babb

Thanks also to the ongoing contributions of many local organisations including but certainly not limited to Bunnings Thornleigh and SOS Removals.

Some words from long-time volunteer Jo-Ann Moffat

I have had a relationship with HKWS since 2016 through my family business SOS Removals & Storage and since 2017 through the Rotary Club of Wahroonga as a Rotarian.

Over the years we have provided financial assistance, storage and man hours supporting what I believe to be one of the most important charitable services in my local community.

I love my association with HKWS because I thrive when engaging with volunteers, knowing that our community takes ownership over the need for emergency shelter due to domestic violence against women and homelessness.

My most recent role with HKWS is as a member of the Community Engagement Committee. Putting COVID aside, this past year we have found ways to continue to bring community together to support the fundraising for HKWS services.

I was involved in managing volunteers for a range of activities this year, including the Christmas Gift wrapping station at Westfield Hornsby and our second book launch, this time at Barker College, celebrating Maryanne O'Connor's latest novel, Dressed by Iris.

"My heart sings to see so many local volunteers who like me choose HKWS as their charity to support." - Jo Moffat



Jo-Ann Moffat and her daughter Jemima



"I believe our purpose in life is to help others and what a great way to spend your time than with an amazing charity, one which aims to help women who are having life tough and who have faced the unimaginable." - Montana, HKWS Volunteer

City2Surf

The annual City2Surf was back in full swing this year. Our community came together to run, walk, dance and raise awareness of domestic abuse and homelessness. A significant amount was raised to help fund shelter support services. Thanks to our Ambassador Nick McArdle who helped to promote the event far and wide.



Christmas Wrapping

Thank you to our wonderful community of volunteers who once again helped out with Christmas Wrapping at Hornsby Westfield, where funds are donated in exchange for gift wrapping. Despite some COVID-19 challenges in the last few days, our wrapping stations were a great success.

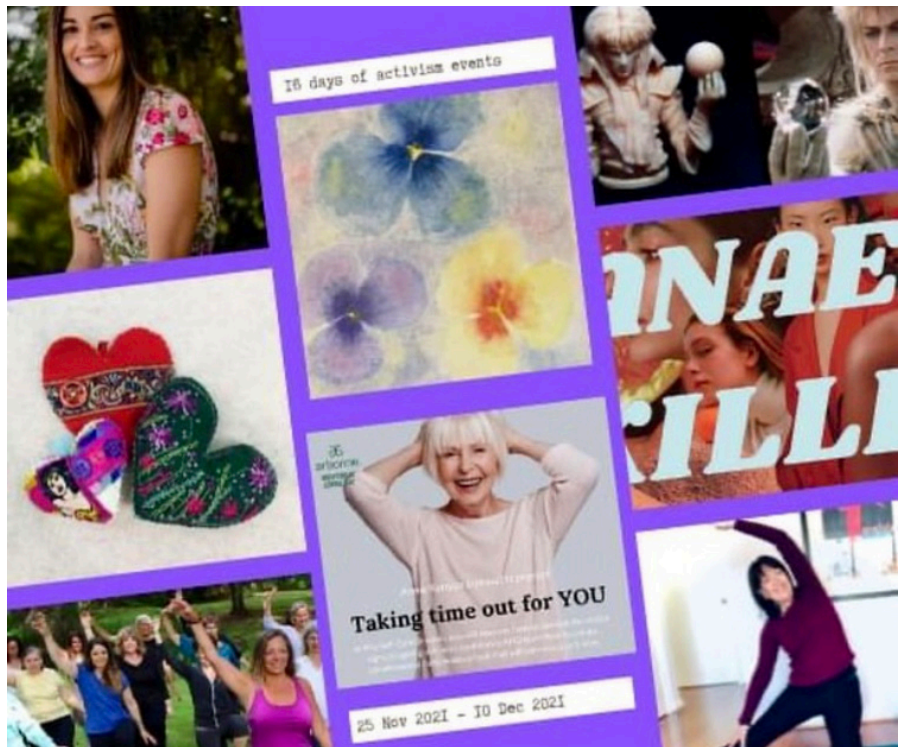


16 Days of Activism

Each year, from 25 November - 10 December, the 16 Days of Activism campaign calls for action against one of the world's most persistent violations of human rights, violence against women.

Hornsby Ku-Ring-Gai Women's Shelter partnered with a range of local businesses, artists and creators to release content over the 16 Days of Activism. This included a mix of pre-recorded content and live activities over zoom to encourage community participation, activism, empowerment and connection.

Special thanks to our collaborators Kathy Lee, Annie Kenyon, Isa's Haven, Ku-ring-gai Yoga, Gemma Clarke, Mardi, Jenny and Neale Talbot, Merrill Paton, Tina Brown & Michelle Redman.



Berowra Community Groups Supporting HKWS

Berowra local businesses, community organisations, politicians and police took action once again to support our vital work in May by hosting a fundraising fete at Berowra Christian School. Ann Leslie of Ann Leslie's Music Studio organised the event and her son Charley Leslie-Aspey rode his bicycle 8km to raise money for the shelter. The day was full of community spirit, fun activities, a raffle, food and craft stalls.

"It is heartbreaking to me that there are women in our local community that are struggling in abusive relationships. It is so important that they know that at HKWS, there is a safe place to go to get practical help and emotional support. And for these women to know there is a future for them beyond what they are experiencing now that is beyond anything they can imagine."

- Ann Leslie



Ann Leslie of Ann Leslie's Music Studio with the Federal Member for Berowra Julian Leeser MP and Principal of Berowra Christian School Steven Dodd.



Lutanda Village Support

Lutanda Village residents continued to support us again financially this year. We are so grateful to all residents for their ongoing support of HKWS. Community support like this is what enables us to continue caring for and providing a safe space to women in our area experiencing domestic abuse and homelessness.

Lindfield Fun Run

The Lindfield Fun Run was a successful event held on a beautiful morning in May, an initiative of Ku-ring-gai Rotary Club. The fun run raised vital funds to enable our shelter to maximise the services we provide and sustain our work. An estimated 1,300 participants of all ages, ran and walked throughout sunny Lindfield.



Running for HKWS: Gayna Major and Julia McKinnon

Dressed by Iris Book Launch Soirée

Many partners joined us to create a beautiful Soirée held at Barker College during Domestic Violence Awareness Month in May.

The glamorous Soiree was also a book launch for 'Dressed by Iris', written by local author Mary-Anne O'Connor.

Thanks to SOS Removals, \$30 from each book sold directly supported HKWS, enabling us to assist women in our community. This event was only made possible through the wonderful collaborative efforts of many local organisations.



HKWS Ambassador Nick McArdle

HKWS was proud to welcome respected sports journalist Nick McArdle as our Ambassador this year.

Community leaders and allies like Nick shine a spotlight on domestic abuse in our community. They use their voice and their platform for change.

Nick's career in Australian media spans more than three decades, hosting cricket, tennis and his beloved sport of Rugby. His long stint as the anchor of Fox Sports Rugby earned him the moniker as 'the face of rugby.'

Nick has established credibility in this traditionally male dominated environment, so this is a great way for our shelter to reach male audiences.



"More men need to play an active role in creating change. Don't let poor behaviour slide. Speak up. Make a difference. It's not being self-righteous or holier than thou... it's simply doing what's right."
- Nick McArdle

Women We Know Appeal

Our end of financial year saw hundreds of supporters and businesses come together to donate to our 'Women We Know' fundraising appeal.

We were overwhelmed by the generosity of our community, who collectively raised over \$180,000 to help hire a caseworker and fund essential support services. Funds raised achieved both of these things.

The women we support at HKWS have complex needs, often having experienced trauma, and require specialised care which can only be provided by highly trained and empathetic caseworkers.



Women We Know

Annual Giving Appeal



Local schools standing with women in our community

Our connection with local schools continues to strengthen.

Pymble Ladies' College named HKWS as their charity for 2022, providing professional support and many awareness and fundraising activities that included whole school events.

Barker College also held fundraisers and whole school events to support the Shelter. School support was also received from Berowra Christian School, Northholme, Abbotsleigh, Knox Grammar and Turramurra High School.



Return and Earn

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 making an impact to women and children in our community experiencing domestic abuse and homelessness. We are also 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 made up of the Shelter Secretary, Treasurer, volunteers, General Manager, and with a standing invitation to the Chair to be involved. The committee meets monthly and present back to the Board on progress against deliverables.

This year we saw a transition in some of the activities of the finance function and FAR committee. On recruitment of Emily Tweddell as our General Manager she has taken on a variety of areas relevant to the FAR committee including:

- Progressing our ASES accreditation
- Banking approvals
- Monitoring and recording of Management Committee, subcommittee and volunteer police and working with children checks, terms of reference, confidentiality agreements and code of ethics
- Insurance renewals

We have also had changes in the broader finance function since the last annual report, with Lianne Bolton scheduled to step down as the Shelter's bookkeeper post this year's AGM. As former treasurer to the Shelter, Lianne has devoted many years to supporting the shelter and we have benefited hugely from her professionalism and expertise, keeping the finances in top condition without exception. On behalf of the Board I would like to extend our deepest thanks for her contribution.

The finance functions have now been handed over as follows:

- Our new Administration Officer, Melissa Golby undertakes the daily maintenance of the books and records.
- Melissa is generously supported by a pro-bono team from KPMG's Newcastle Enterprise unit, under the leadership of Stephanie Loadsman. They assist with
 - Tax accounting and lodgements
 - Monthly reconciliations and management / treasurer reports
 - Maintenance and reconciliation of the fixed asset register
 - Employee super guarantee lodgements, wages declarations for work cover insurance and STP finalisations for FBT
 - Preparation of the annual financial statements and liaison with the year end auditor
 - Preparation of annual info statement for ACNC

Areas that the FAR committee continue to oversee include:

- Review of the financial reporting including monthly management accounts and annual financial statements
- Ongoing review of board composition, skills and succession planning
- Ongoing review and updating of compliance register.
- Periodic, scheduled reviews of the risk register with both the FAR committee and the Board.
- Fundraising licence renewal

- Periodic lodgements and returns to NSW Department of Trade and ACNC.
- Budget setting
- Review of insurance submissions
- Involvement in the WCS treasurer's and ASES forums.
- Review, tailoring and introduction of policies to the Shelter
- Managing banking arrangements and payment approvals.

I thank all the members of the FAR committee, our Shelter team and KPMG for their many achievements this year, and for keeping the Shelter's finances so well maintained.

Treasurer's report

Treasurer Chania Rodwell

Financial summary

2022 was another financially stable year for the shelter, as operations slowly resume to a new post-COVID normal.

Financial position

The shelter remains in a strong financial position with debt on the property now fully cash backed, with sufficient funds to meet its prudential objectives of running operations for 12 months in the absence of other income.

Income

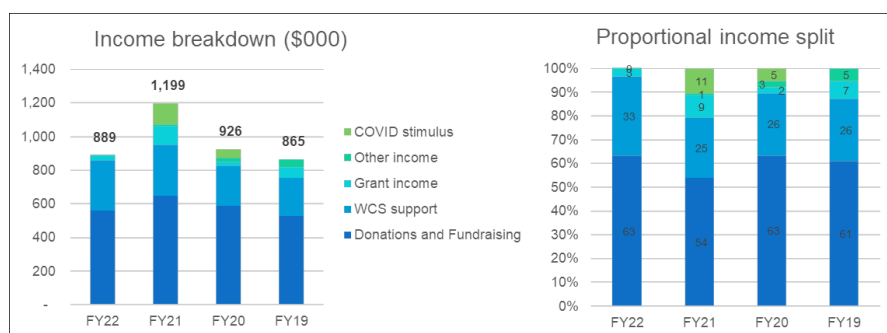
Income in 2022 of \$889k returned to pre-COVID levels, absent the COVID stimulus of the past couple of years.

With a lower level of Grant income for the year and no direct COVID stimulus funding, support from WCS represented a third of the shelter's income as compared to a quarter in previous years. WCS funding of \$297k continued at a similar level to the prior year, with both years being 26% higher than FY20 due to the ongoing benefit of COVID related initiatives, such as the Domestic and Family Violence Commonwealth Funds and Social Sector Support Funds Grants.

The shelter continues to be very grateful for the level of community support that has continued in 2022, which resulted in \$561k of fundraising and donation income in the year. This strong result is down on the previous couple of years as they were boosted our two highly successful end of year campaigns associated with buying the shelter property and making it a home for our clients. We still heavily rely on this income stream, which represented 63% of total income in FY22.

We expect the fundraising environment to become more challenging in FY23 with rising inflation and costs of living experienced in the community. Fundraising and donation income continues to be highly seasonal, with 57% of FY22's income received in June 2022 and July 2021, which illustrates the importance of our end of year campaign.

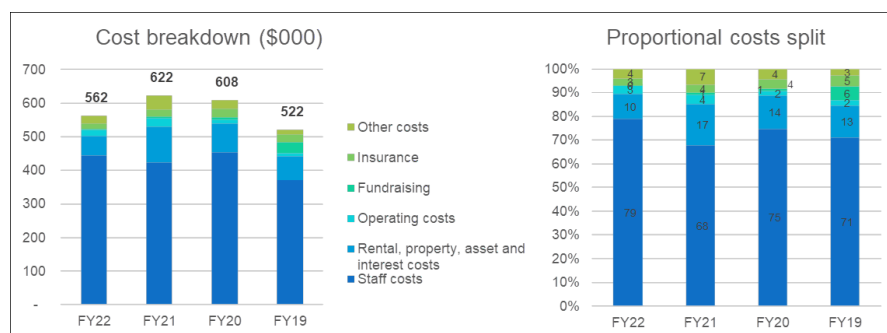
Grant income of \$29k was well down on the higher level of grants that were available in FY21 due to various COVID related initiatives such as the \$50k COVID-19 Sexual Domestic and Family Violence Infrastructure Grant.



Costs

FY22 staff costs of \$444k represented a 5% increase in FY21, with the shelter welcoming a General Manager and Administration Officer to support the day to day running of operations. \$55k of leave provisions were also recognised in the year. Total staff costs were nonetheless lower than budget with a number of vacancies experienced during the period. People remain the shelter's greatest asset, but also our most significant expense at 79% of total costs in FY22.

Property and asset costs of \$58k were 45% down on the prior year as due to savings from owning the property. A further \$68k was nonetheless spent on property improvements, which have been capitalised on the balance sheet. Our strong income for the year has enabled us to pay down the debt on the property, thus minimising interest costs.



VISION & VALUES

Women's Community Shelters (WCS) is a DGR1 charity, registered with the Australian Charities and Not-for-Profits Commission. We work with local communities to establish new crisis accommodation shelters for women and children who are homeless or leaving domestic and family violence.

WCS operates a 'hub and spokes' model, where the WCS Hub (Head Office) works with communities to establish each shelter, provides funding and intellectual property support, expertise in governance, project management and adds each shelter to a growing network.

Once operational, WCS continues to provide best practice shelter management support to help shelters achieve positive outcomes for women and their children, whilst remaining cost efficient.

We currently have eight shelters across NSW, a growing portfolio of transitional properties and are working with the community in Camden to open shelter number nine in 2022.

Our shelter funding model is based on tri-partite funding. Each shelter is governed under a Funding and Support Agreement with WCS, and is funded through a mix of community fundraising, philanthropy/business contribution, and government funding.

WCS is unique as a social franchise model of shelter establishment in Australia.

Our Purpose

Our vision to build an Australia where women and children are safe, secure, supported and equal.

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

Our work incorporates the following key areas:

- Domestic and family violence
- Homelessness
- Meanwhile Use and Transitional Housing
- Community education and wellbeing programs.

WCS works with local communities to support women of all ages, at all stages of their journey. Our programs include outreach-based case work, child support, employment, education and training pathways and delivery of wellbeing programs to the women and children in our shelters.

WCS has expanded our core work to include significant 'Transitional Housing' projects, which provide the all-important next step of affordable housing for women and children leaving our shelters.

We also offer our 'Walk the Talk' respectful relationships education to high schools and corporates. Walk the Talk is an important early intervention and prevention work around domestic and family violence.

Through our education program, corporate volunteering opportunities, media engagement and community advocacy, we seek to influence personal, community and social change.

We Believe

The key to solving the pressing social issue of women's homelessness and domestic and family violence is building the local community capacity to respond to women's homelessness and domestic violence.

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

Future Plans

In November 2021, the NSW Government announced it will make its single largest investment in tackling domestic and family violence in the State's history, spending almost \$500 million on around 75 extra shelters for women and children leaving domestic and family violence.

More than \$464 million will be spent over four years on a model focused on self-contained accommodation to support women and children escaping domestic and family violence.

Following the historic announcement, WCS has been hard at work developing a domestic and family violence investment strategy that focuses on the consolidation and growth of our current model to ensure we secure:

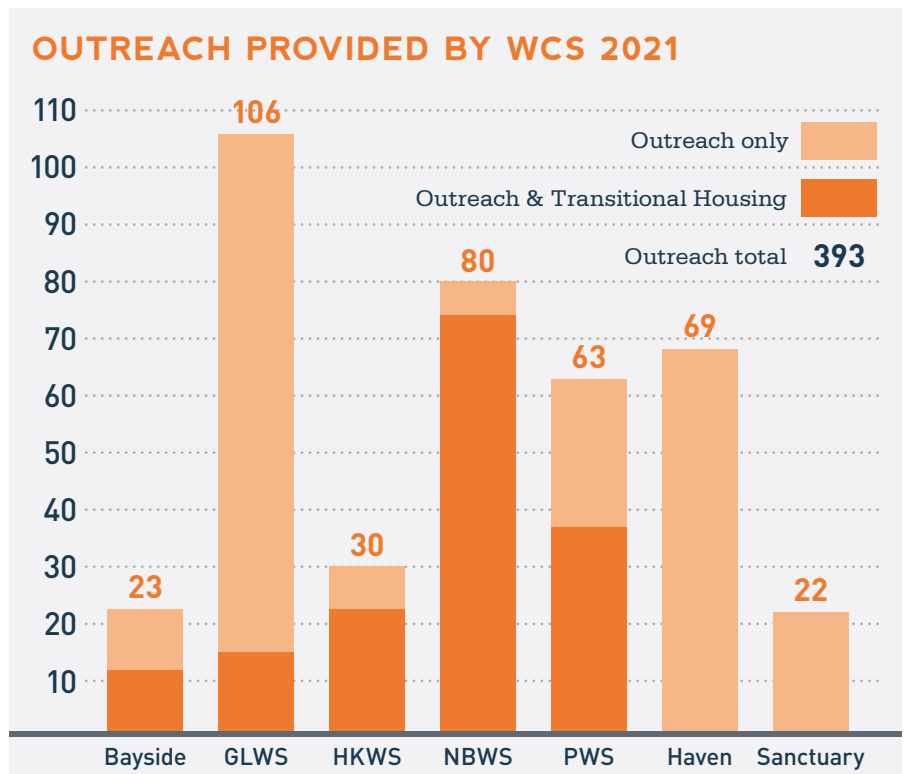
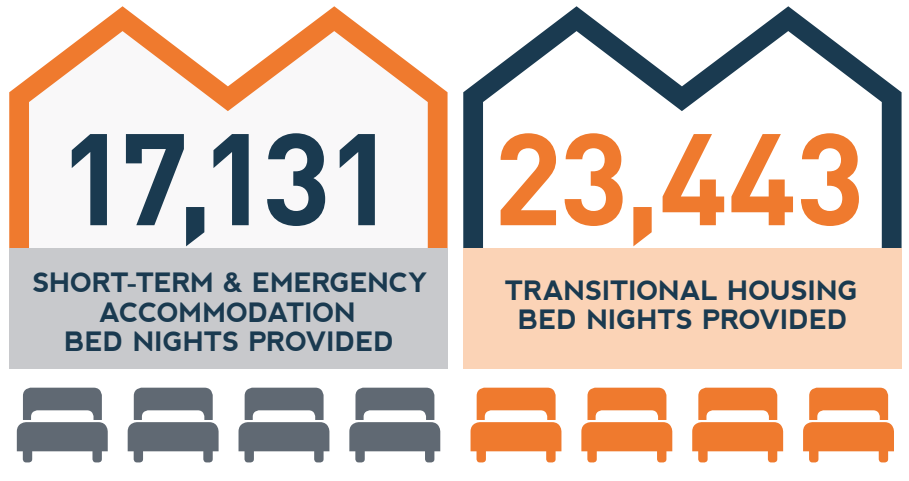
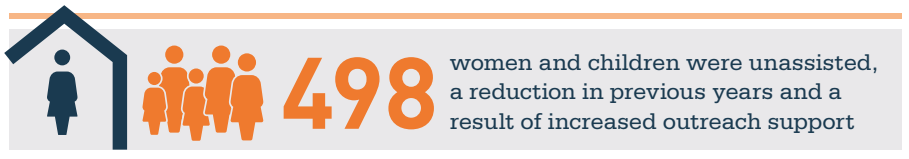
1. Investment in our existing network
2. Explore options for expanding our existing model
3. Research new partnerships
4. Extend our network into new areas of designated need
5. Pursue additional accommodation for older women
6. Continue to encourage community mobilisation, participation and response.



2021 YEAR IN REVIEW:

WCS NETWORK STATISTICS 2021

- In 2021, Women's Community Shelters supported **746** women and children in crisis with a support period.
- We accommodated **363** women and children in our crisis accommodation shelters.
- We provided outreach support to **393** women and children.
- We accommodated **141** women and children in Transitional Housing.
- There were **958** support periods opened for our clients, **585** women and **373** children.
- There were **498** women and children who were unassisted.
- We provided **17,131** short-term and emergency accommodation bed nights and **23,443** Transitional Housing bed nights.
- We provided **67,560** support period days.
- **94%** of shelter clients had completed some of their case management goals at exit.
- **31.2%** of our clients exited into long-term housing, and **20.39%** of clients exited into medium-term housing.
- Compared to 2020, there was a **22.26%** increase in the number of clients we were able to support in an outreach capacity.
- Compared to 2020, there was a **16.5%** increase in the number of clients we provided with Transitional Housing and a **38.4%** increase in the number of Transitional Housing bed nights we provided.
- Compared to 2020, there was a **16.7%** decrease in the number of women we accommodated in shelter.



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.



Catherine Knox - Chair, Human Resources Committee Chair



Tracey Sigler - Deputy Chair, Secretary, Human Resources Committee



Jenny Talbot - Deputy Chair, IT Committee Chair

Resignation, May 2022



Chania Rodwell - Treasurer, Finance Audit Risk Committee Chair



Warren Waddell - Property Committee Chair



Marianna Papadakis - Grants Committee Chair



Liane Giuliano - Community Engagement Committee Chair

Resignation, June 2022



Bernice Redman - Volunteers Committee Chair

Resignation, June 2022



Elyse Morgan - Property Committee



Simone Parsons - Board member



Nick McArdle - Ambassador



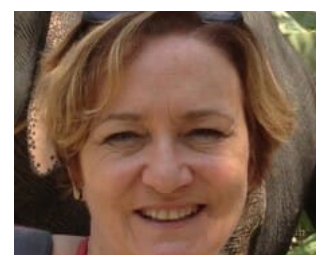
Carmel Aitken - Patron



Jennifer Anderson - Patron



Hon. Matt Kean MP - Patron



Judith Hopwood - Patron

Many thanks to our supporters

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

Many people in our local community, businesses, government and partners contribute to HKWS. Without their support we would not be able to assist the hundreds of women and children seeking our shelter, safety and support to escape domestic and family violence. Many more women in our community would find themselves homeless.

Sincere thanks to the following businesses, community organisations and schools who provided significant support this year:

Barker College

Bendigo Bank - Community Bank
Turramurra and Lindfield

Brady Marcs Buyers Advisory

Bunnings Thornleigh

Hornsby Chamber of Commerce

Hunter's Hill Quilters

Kiplings Garage Bar

KPMG

Ku-ring-gai Rotary

Law Ensure

Lifeline Harbour to Hawkesbury

Lions Club Hornsby

McGrathNicol

Millar Noyce Lawyers

Pymble Ladies' College

Robertson & Greenwood Chartered
Accountants

Soroptomists

SOS Removals

SP Garrett Lawyers

St Ives Rotary

St Ives Rugby

Transurban

Wahroonga Rotary

Zantzoo

We also thank the following individuals for their amazing support:

Adrian Fellows

Anita and Stephen Bruce

Anne Sheehan

Brady Yoshia

Chris Goatley

Des Sheehan

Dick and Dot Babb

Jo-Ann and Bryan Moffatt

John and Penny Turner

Julie Griffin

Julie Shaw

Lianne Bolton

Margi Munnings

Mathew George

Matt Macoustra

Olivia Smith

Raj Ladher

Sallianne McClelland

Sarah Rouhan

Sharon Franke

Sauna Britton

Vijay Roach



**To learn more and donate, please visit:
Hornsby Ku-ring-gai Women's Shelter**

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www.hkws.org.au