

# 2018-19

## ANNUAL

## REPORT

Homelessness NSW



# Homelessness NSW

Annual Report 2018-



# 2018/19

## Annual Report

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# Who we are

**Homelessness NSW is a not for profit organisation that operates as a peak agency for its 120 member organisations to prevent and reduce homelessness across NSW. Our members include small, locally based community organisations, multi-service agencies with a regional reach and large State-wide service providers**



**Katherine McKernan** CEO, **Minister Hazzard** and  
**Anna Bligh**, CEO of YWCA NSW



# Our Vision:

A NSW where no one is homeless or at risk of homelessness.

A NSW where there is affordable and safe housing for all with access to a range of community and support services.

## Our purpose

**To advocate and provide leadership on homelessness issues across NSW and to support effective service delivery to those who are homeless or at risk of homelessness.**

Our strategic goals for 2017-20

Homelessness NSW is committed to working to halve homelessness in NSW by 2025.

Homelessness NSW's priority is to focus on advocacy and campaigning that brings about a commitment to:

- Resource programs and system responses that prevent homelessness including no exits into homelessness;
- Resource programs and system responses that end homelessness such as supportive housing;
- Investing in an expanding available social housing supply;
- Increasing the availability of affordable housing;
- In addition to this, we will also be focusing on supporting the delivery of:
  - A homelessness sector that offers high quality services and delivers outcomes for clients;
  - An increased organisational capacity and profile;
  - A consumer focus as a core element of service provision.

## What we do

**We develop and assess policies that impact on homelessness and its risk.**

We advocate to Governments, business and the broader community to improve policy and program initiatives that affect homelessness;

We provide extensive information and education about the causes of homelessness and the diverse program and service delivery approaches that are taken to tackle it;

We provide significant amounts of support and advice regarding organisational change and development and service delivery design in the homelessness sector;

We work collaboratively with other peak housing, homelessness and broader human services organisations at the NSW and national level.



# 2018/19 highlights

- Relaunched the National Homelessness Conference in Melbourne in partnership with Homelessness Australia and the Australian Housing and Urban Research Institute which was attended by over 800 delegates from around the country;
- Supported the Everybody's Home Campaign to gain 25,000 supporters and convene a Town Hall Assembly which was attended by 2,000 people and featured addresses from key housing and homelessness Federal and State politicians;
- Released a NSW Election Platform on housing and homelessness;
- Provided support to Blackfella films in the production of Filthy Rich and Homeless Series 2 which was filmed in Sydney;
- Participated in the Good Growth Alliance alongside the NSW Property Council, the NSW Business Chamber, Community Housing Industry Australia (CHIA) NSW and Shelter NSW and co-convened a Good Growth conference in partnership with CHIA NSW;
- Supported the development of the national 'Path to Nowhere' research report on issues for women on Temporary Visas;
- Developed a NSW Specialist Homelessness Service Learning and Development Framework;
- Convened a 2 day forum on Redressing Aboriginal Homelessness which was attended by 80 people and was developed from the NSW Redressing Aboriginal Homelessness Accord.
- Homelessness Strategy;
- Convened the Homelessness NSW conference in Newcastle which was attended by over 200 sector representatives;
- Launched the Homelessness Industry and Workforce Development Strategy in partnership with DVNSW and Yfoundations and secured two years of funding for implementation of the Strategy;
- Implemented Inner City Sydney Registry Week and produced the Inner City Sydney Registry Week Report in partnership with the City of Sydney, NEAMI National, Haymarket Foundation, Mercy Foundation and range of other stakeholders;
- Launched A Plan for Change: Homes for Older Women and held a Lady in the Van fundraising viewing night to support older women at risk of homelessness in partnership with a range of stakeholders.



# From the Chair

**Evelyne Tadross** Chair

I was pleased to be elected as Chair by the Homelessness NSW Board following the Annual General Meeting in October 2018. I am honoured to take on this role following Patricia Bramble's strong stewardship over almost four years as Chair and 18 years as a Board Director and was pleased to see that she was able to support me by taking the role of Deputy Chair during my first year in the role.

I was pleased to be elected as Chair by the Homelessness NSW Board following the Annual General Meeting in October 2018. I am honoured to take on this role following Patricia Bramble's strong stewardship over almost four years as Chair and 18 years as a Board Director and was pleased to see that she was able to support me by taking the role of Deputy Chair during my first year in the role.

Board members remained fairly constant during 2018/19 and we were pleased to welcome Tanya Rogers from Tamworth Family Support Service to the Board, although also sad to see Deborah Longhurst from Linking Communities step down after 5 years of service and assistance in steering the organisation through the Going Home Staying Home reforms. I am pleased to say that the Board continues to represent the breadth of our membership including large and small organisations, rural and inner city and youth, Aboriginal, women's and men's services.

Homelessness NSW has had an active year working to advocate strongly on homelessness issues both in NSW and nationally, focusing on the need for broad systemic responses to homelessness via whole of government action and consolidating the organisation so that it can provide the best possible advocacy and support for people at risk of or experiencing homelessness and for services working to prevent and address homelessness.

A major focus of this work during 2018/19 was advocating around both the Federal and NSW elections. Homelessness NSW was a key stakeholder in the Everybody's Home Campaign that garnered 25,000 supporters, convened a Sydney Town Hall Assembly attended by over 2,000 people and was a key influencer in the media narrative around affordable housing and homelessness. Homelessness NSW also produced a state election platform and was active in working with the NSW peaks on campaigning on social justice and housing and homelessness issues in the lead up to the NSW state election.

Homelessness NSW has also worked hard to continue to support the homelessness sector following the Going Home Staying Home reforms of 2014 and was pleased to receive additional funding from the Department of Family and Community Services (now Department of Justice and Communities) to improve the sector focus on redressing Aboriginal homelessness and to develop a sector Learning and Development Framework. It is great to report that the organisation has more than delivered in this area – developing and trialing training on the implementation of the Redressing Aboriginal Homelessness Accord and developing what I believe to be a world class Learning and Development Framework based on the NSW SHS Capability Framework and put together based on extensive consultation with the sector.



With the de-funding of Homelessness Australia, Homelessness NSW continues to take on responsibility for managing the administration of the national organisation and has been key in supporting the organisation to transition from a federated governance structure to a company limited by guarantee. Homelessness NSW was instrumental in the convening of the National Homelessness Conference held in Melbourne during Homelessness Week that was attended by over 800 delegates and brought the sector together to understand that we have common themes and issues. The Homelessness NSW Board has been monitoring the impact of the extra responsibility on the organisation in supporting Homelessness Australia, but remains committed to ensuring that there is a national voice advocating for people at risk of or experiencing homelessness.

2018-19 was a year of growth for the organisation and the Board successfully supported the change from an Incorporated Association to a Company Limited by Guarantee and also undertook a range of planning activities to look at ongoing sustainability, including review of how the organisation can be the best possible homelessness advocacy organisation, as well as better identify its role in the Industry and Workforce Development space.

I would like to thank and congratulate the CEO, Katherine McKernan for her leadership and commitment to policy and systemic changes that we continue to call for, and for her key project achievements during 18/19. I also extend my gratitude to the dedicated HNSW staff, to the Board of Directors and Policy Council for surviving an incredibly busy and challenging year and for working tirelessly to achieve the common purpose of preventing and reducing homelessness across NSW.





# From the Treasurer

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Homelessness NSW supplements its grants from the Department of Family and Community Services with a range of other funding sources. In 2018-19, this included a limited administration fee for the management of Homelessness Australia, a small level of donations and contributions and a slight increase in revenue raised through membership fees due to a small increase in membership. I am pleased to advise that our annual audit for the 2018-19 year produced a satisfactory and unqualified result. Our financial reserves are in a sound position to meet current and future known liabilities. These developments have placed Homelessness NSW in a strong financial position and the organisation will continue to work to consolidate our position whilst providing high quality services to all members and the broader community.



**David Allen** Treasurer

# Our Board

The Board of Homelessness NSW is comprised of 9 members elected by our membership.

In 2018-19, the Board members were:	
Chair	Patricia Bramble (until November 2018) Dr Evelyn Tadros (from November 2018)
Deputy Chair	Dr Evelyn Tadros (until November 2018) Patricia Bramble (from November 2018)
Treasurer	David Allen
Secretary	Deborah Longhurst (until November 2018) Stephanie Oatley (from November 2018)
Directors	Stephanie Oatley (until November 2018)
	Tanya Rogers (from November 2018 to May 2019)
	Brett Macklin
	Laurie Maher
	Jenni Beetson-Mortimer
	David Fisher

**Homelessness NSW would like to thank the  
2018/19 board for their service and support**



# Policy Council

A Policy Council, comprising some Board members and several other members of Homelessness NSW operates to provide advice and assistance to the Board and staff.

In 2018-19, its membership was:

In 2015-16, the Policy Council members were:	
Board Directors:	Stephanie Oatley (from November 2018) Owen Atkins (until October 2015) Jenni Beetson-Mortimer Deborah Longhurst (until November 2018)
Other members:	Meena Johnson Helen Silvia Simone Parsons Leigh Smith (until November 2018) Kelly Hansen (from November 2018) Danielle Clark (from November 2018) Talie Star Cathy Serventy (until November 2018)



# Our Staff

In 2018-19, Homelessness NSW employed a mix of Policy, Administration and Project staff. They were:	
CEO	Katherine McKernan
Senior Policy and Research Officer(s)	Digby Hughes Dougie Wells (on extended leave) Chris Hartley (until April 2019) Tamara Pallos (from August 2018)
Administration Manager	Catalina Loyola
On behalf of the SHS Industry Partnership, we also employed to operate the SHS Industry and Workforce Development Project:	
Deputy CEO	Tully Rosen (from October 2018)
Senior Aboriginal Project Officer	Monique Wiseman (from November 2018)
Project Manager(s)	Tamara Sequeira Alison Schiena (from November 2018)
Senior Aboriginal Project Officer	Monique Wiseman (from November 2018)
Project Officer(s)	Lucia Giuffre (on maternity leave from October 2018) Feiyi Zhang (from October 2018) Louise Gardiner (from April 2019)



# CEO's Report

Once again, it has been another busy year advocating to end homelessness. This began with the launch of the NSW Government's Homelessness Strategy and the broadcasting of *Filthy Rich and Homeless* - which was set in Sydney and featured many of our members - and culminated in both the NSW election and a Federal election. Consequently, the focus was very much on raising community awareness of homelessness issues and solutions and this was done largely via the Everybody's Home Campaign in partnership with homelessness and housing organisations across Australia. But, we also had a specific focus on NSW both through our own election platform and a partnership formed with the NSW Property Council, the Committee for Sydney and the NSW Business Chamber (alongside CHIA NSW and Shelter NSW) which focused on influencing the conversation about the future of growth in Sydney – and the need for investment in social housing. And as a result of this advocacy it is good to see the NSW Premier committing to halving rough sleeping by 2025 and the Federal Government establishing both a Minister for Housing and an Assistant Minister for Homelessness and Community Housing.

This was also a really busy and expanding year for the Industry Partnership with three new positions funded via the Department of Family and Community Services to develop and implement a SHS Learning and Development Framework and improve sector responses to Aboriginal homelessness. It is fantastic to see how much has been achieved in less than 12 months in this space – extensive consultation with the sector has culminated in the development not only of a tailored and relevant Learning and Development Framework but also long awaited online CIMS training and 7 sector developed induction videos on issues ranging from disability to working with LGBTQIA+ clients to domestic and family violence. In working to better respond to Aboriginal homelessness too we have also seen training on implementing the Accord developed and a plan to better support Aboriginal workers in the sector.

This year was also one for bringing the sector together on a national level via the National Homelessness Conference held in Melbourne during Homelessness Week 2018. Homelessness NSW partnered with AHURI, CHP Victoria and Homelessness Australia to put together a 2 day conference agenda that encompassed the range of issues clients are facing, but also brought everyone together on the solutions with a particular focus on supportive housing. strengthening partnerships with a range of different organisations.

The Homelessness NSW Board and Policy Council continued to provide key strategic support and direction during 2018/19 including overseeing the move from an Incorporated Association to a Company Limited by Guarantee and through undertaking a sustainability review of the organisation following its growth within the Industry Partnership space. It was also fantastic to continue to include a consumer voice into our advocacy work and I would like to thank Talie and Gina for their huge contribution both in meetings, speaking at forums and providing a consumer voice to our submissions to Government and other stakeholders.

I would like to thank the Board for their support this year, particularly Dr Evelyne Tadros, Patricia Bramble and David Allen. I would also like to thank my colleagues at Homelessness NSW for their wonderful work during this year, we welcomed a number of new staff who quickly picked up the work in a high volume environment and delivered high quality work at all times. There is always far too much to be done and not enough hours in the day and the staff met the high workload challenge with skill, enthusiasm and good humour.

## Consumer participation

Homelessness NSW continues to expand the role of people with a lived experience in our advocacy and program work.

Over the past 12 months, Homelessness NSW continued to support the representation of two people with a lived experience of homelessness on our Policy Council. We also ensured that each advocacy project undertook during this period had the active involvement of people with a lived experience in its design, content and recommendations.

In 2018/19 Homelessness NSW also commenced the Lived Experience Advisory Program (LEAP) to provide a more structured mechanisms to obtain consumer feedback into our advocacy and program work. It is also intended that this program will be available to assist the process of specialist homelessness services in establishing their own consumer participation mechanisms. This included the establishment of an Older Women's Advisory Group and a Culturally and Linguistically Diverse Domestic and Family Violence Survivors Group.

## Advocacy

### Everybody's Home Campaign

Homelessness NSW was instrumental in the implementation of the Everybody's Home Campaign and assisted the Campaign to build to 25,000 followers. The five asks of the Campaign were:

- Changing the tax settings to enable houses to become homes
- Investment in 500,000 new social and affordable homes
- Making renting fairer
- Increasing Commonwealth Rent Assistance
- A National Homelessness Strategy

The Campaign was focused on the May 2018 Federal Election but was also used to advocate for fairer renting laws during the NSW review of the Residential Tenancies Act and in the lead up to the NSW State election.

A major part of the Campaign was a Town Hall Assembly held in Sydney which included speeches from the key Federal and State party representatives responsible for housing and homelessness.

A key outcome from the Campaign was the establishment of a Federal Minister for Housing and an Assistan Minister for Homelessness and Community Housing.

## NSW Election Platform

Homelessness NSW developed and launched a NSW Election Platform outlining what parties could do to end homelessness in NSW. It also worked in partnership with the NSW Council of Social Services and other peaks on a joint election campaign on Building Great Communities.

An outcome of this was the commitment by the NSW Premier to targets to halve rough sleeping across NSW by 2025.

## Good Growth Alliance

Homelessness NSW formed a partnership with the NSW Property Council, the NSW Business Chamber, the Committee for Sydney, CHIA NSW and Shelter NSW to launch a ten point plan for Sydney in supporting good growth. This included investment in 5,000 social houses every year for the next 10 years.

Homelessness NSW also partnered with CHIA NSW to hold a Good Growth Conference in April 2018 which was attended by over 100 delegates and included a demonstration project led by Urbis which modelled how social housing could be incorporated into developments.

## Filthy Rich and Homeless

Homelessness NSW provided extensive advice to Blackfella Films on homelessness in NSW for its Filthy Rich and Homeless Series which featured a number of homelessness services in Sydney and highlighted the issues for people sleeping rough, young people, women and children and people living in boarding houses.

## Policy and Research

### Women on temporary visas escaping domestic and family violence

Homelessness NSW partnered with Domestic Violence NSW (DVNSW) and a number of other organisations on the report 'Path to Nowhere' which provided a snapshot of the number of women on temporary visas accessing Specialist Homelessness Services and the systemic barriers impacting upon women on temporary visas who are escaping violence.

## HOST/HART Position Paper

Homelessness NSW began consultation with SHSs in the inner city Sydney area to elicit their views on the effectiveness and impacts of the Homelessness Outreach Support Team (HOST) and Homelessness Assertive Response Team (HART) which have become key elements of the assertive outreach (AO) response to people sleeping rough in inner-city Sydney.

## Inner City homelessness and policing

Homelessness NSW partnered with the Public Interest Advocacy Centre to undertake consultation with people experiencing rough sleeping and homelessness services on the policing of homelessness following Martin Place.

## People Leaving Custody

In response to the recommendations in the Pathways Home: NSW community housing's role in delivering better outcomes for people exiting corrective services, jointly commissioned by Homelessness NSW and Community Housing Industry Association of NSW (CHIA NSW), Homelessness NSW and CHIA NSW launched two pilot projects to provide social housing and a more integrated service response for people leaving custody in the Mid North Coast and Shoalhaven areas.

## Social Housing Management Transfer (SHMT) program

Under the SHMT program, four NSW Family and Community Services (FACS) districts are transferring the management of tenants in FACS social housing to community housing providers (CHPs). Homelessness NSW has been assisting in this process by bringing relevant stakeholders together to foster an integrated approach to the transfer. In particular, partnerships were formed with the CHPs in the Northern Sydney and Mid North Coast areas and Homelessness NSW assisted in the facilitation and development of collaborative plans and partnerships between the Community Housing sector and the homelessness sector.

## Temporary Accommodation

Homelessness NSW continued to work with services and FACS to develop an improved method of delivering TA to ensure that clients received an enhanced service. This included providing feedback on a draft Temporary Accommodation Framework.

## Boarding Houses



Homelessness NSW continued to advocate for better regulation of boarding houses and improved conditions for residents through the Coalition for Appropriate Supported Accommodation (CASA) and membership of the NSW Government Boarding House Expert Advisory Group.

## Events

### National Homelessness Conference

Homelessness NSW was an active partner alongside Homelessness Australia, the Australian Housing and Urban Research Institute (AHURI) and Council to Homeless Persons (CHP) Victoria in the relaunched National Homelessness Conference. The Conference was held in Homelessness Week in August at the Melbourne Cricket Ground and was attended by over 800 delegates. The conference focused on supportive housing approaches and included a keynote presentation from Juha Kakkinen from Housing First Finland.

### Ending homelessness in Scotland

Homelessness NSW hosted a forum in November attended by around 50 people which included a presentation by Dr Beth Watts from Heriot-Watt University on her evaluation of elements of the Scottish Homelessness Strategy.

## Submissions

- Office of the Children's Guardian, Regulating Child Safe Organisations: discussion paper for consultation
- National Regulatory System for Community Housing (NRSCH) Review, NRSCH Discussion Paper
- NSW Special Commission of Inquiry into the Drug 'Ice', Issues Paper 3: Health and Community
- Registrar for Community Housing, Repairs and Maintenance Satisfaction Report – Discussion Paper
- The Department of Communities and Justice and the Ministry of Health, Housing and Mental Health Agreement Review Consultation Report
- The Department of Communities and Justice, Rent Choice Program Consolidation: Consultation Report

- Department of Family and Community Services, Housing and Homelessness Client Voice- Annual Action Plan 2018/2019
- Department of Family and Community Services, Sustaining Tenancies in Social Housing – Market Sounding
- Department of Jobs and Small Business' discussion paper, The next generation of employment services: discussion paper

## Achievements in 2018-19

**The NSW Homelessness Industry Partnership is collectively governed by three homelessness peaks - Homelessness NSW, Yfoundations, and Domestic Violence NSW.**

In 2018-2019, the NSW Homelessness Industry Partnership implemented the second phase of the homelessness Industry and Workforce Development Strategy 2017-2020. The Industry Partnership was pleased to receive additional funding from the Department of Family and Community Services to focus on Redressing Aboriginal Homelessness and to develop a Specialist Homelessness Service Learning and Development Framework.

The Industry Strategy aims to increase the capability of homelessness services to contribute to the prevention and reduction of homelessness in NSW, through accessible, quality and sustainable services, to increase the capacity, knowledge and skills of service staff in preventing and addressing homelessness.

The Homelessness Industry and Workforce Development Strategy 2017-2020 has four goals.

### GOAL 1 Service Quality

#### ASES accreditation

In April 2018 FACS confirmed that Specialist Homelessness Services would be required to meet ASES accreditation by June 2023. The IP established an ASES Pilot which included ten organisations to identify and develop resources to support the SHS services to meet the ASES requirements. This included the development of a sector baseline analysis, literature review of other sector approaches to accreditation and how they were supported and intensive support provided to the 10 organisations to better understand how the broader sector could be supported through the process.

Resources developed for the sector as part of the pilot include BNG resources to enable an online unmapped version, a number of webinars that outline the ASES approach and process, a how to guide in undertaking the ASES accreditation and a policy and resources manual that services can tailor to adapt for their own organisations.

Work was also undertaken to scope how resources to include Aboriginal cultural competency might be developed to improve quality for Aboriginal clients.

## Consumer engagement

Targeted training workshops were designed and delivered for pilot consumer groups: rough sleepers, older women and domestic and family violence survivors with a view to adapting this training for the sector.

## GOAL 2 Service Integration

The IP has provided avenues for networking, collaboration and coordination within the homelessness sector and across sectors.

### Aboriginal Homelessness Strategy and Accord

A Senior Aboriginal Project Officer position was established and Monique Wiseman commenced in this position in November 2018. A workplan for the position was developed that includes three components:

- First Nations Women's Alliance/support for Aboriginal women who are workers and have lived experience
- Support/capacity building of Aboriginal workers in the sector
- Embedding the Accord within the SHS sector

A two day forum was held that was attended by over 60 people that looked at embedding the Accord. The first day was for Aboriginal workers only and looked at how the Aboriginal Reference Group and Community of Practice can be improved to support Aboriginal workers in the sector. This resulted in a revision of the terms of reference and a focus on improving access to and expertise in cultural supervision within the sector. Training across the sector on implementation of the Accord was also trialled with a view to this being implemented in individual organisations in 2019/2020.

### Communities of Practice

The Industry Partnership supported seven Communities of Practice comprising practitioners from homelessness services, with the aim of engaging in deep discussion and case based learning about responding to particular client groups.

The seven Communities of Practice included: Aboriginal and Torres Strait Islander People, People from culturally and linguistically diverse backgrounds, LGBTQI+ people, People affected by domestic and family violence, Assertive outreach for rough sleepers, Young people, NDIS

The Communities of Practice met three times over the year and amongst sharing experiences and resources also provided advice on the development of the SHS Learning and Development Framework and worked together to produce some short videos on tips for working with clients as part of the Learning and Development Framework induction approach.

### Sector collaboration

The IP organised two six-monthly combined network meetings for SHS providers in 2018-2019 which were attended by over 80 representatives and also livestreamed to an additional 40 representatives. SHS providers have also collaborated with the IP in reference groups for specific activities: Homelessness Outcomes Implementation Group; Client Survey Reference Group; Homelessness Capability Framework Reference Group and the Learning and Development Framework reference group.

## GOAL 3: Service Outcomes

### Outcomes Capacity Building

The IP trialled a range of outcomes measurement approaches with the DVRE services and from this developed a series of practical universal tools that can be used by the broader sector in both building capacity in understanding and outcomes measurement and applying this.

### Client Satisfaction Survey

An annual sector wide-client satisfaction survey was developed by the IP in partnership with the Federation of Housing Associations and a sector reference group. The Client Satisfaction Survey demonstrated the high level of overall satisfaction from clients with SHS services and impact of housing on the wellbeing of clients.

The client survey was conducted in February 2019. 56 SHSs registered to participate (some large orgs registered more than one office); 1051 surveys were completed. The report was finalised in April 2018 and findings presented to the sector by the Federation at the Sector Network Meeting on 16 May 2018 and are available on the Homelessness NSW website.

## GOAL 4 Workforce development

### Capability Framework

The IP supported 65 organisations to implement the SHS Capability Framework. This included walking alongside organisations as they identified the areas in which they wanted to do this by providing overview and implementation workshops and the development of resources to assist with this.

A project to include skills and attributes for working with Aboriginal communities was also scoped.

## Learning and Development Framework

The IP developed an SHS Learning and Development Framework -

The framework is a customised, integrated training program focused on prioritised subject areas, aligned with capability framework

The framework provides a flexible and targeted approach to learning and development within the SHS Sector. It provides pathways to skills development, succession planning and learning for moving between roles and service types.

The framework provides:

- A staged approach that builds towards qualifications
- Flexible and accessible programs
- Masterclass webinars and recordings
- On line self help tools/just in time
- Access to other funding eg Smart & Skilled where possible
- Training specific for meeting the needs of client groups at different levels, for example induction, intermediate and advanced

The framework is linked to the SHS Capability Framework and provides training courses within the Capability tiers. It also provides a focus on core and specialist training.

The Framework was developed through extensive consultation with the sector undertaken via the Communities of Practice and an Advisory Group.

The Training Needs Analysis (TNA) was also completed by 441 staff across SHS services, with a range of questions to identify workforce planning and

development themes and learning and development needs. Some of the findings that contributed to the development of the L&D Framework included:

- Required skills for roles
- Current qualifications held by staff and the qualification's relationship to SHS service's work (qualifications may not directly relate to SHS required skills)
- Average age of staff and length of time in SHS services
- Barriers for staff attending training (for example travel costs for regional staff)
- Aging workforce and need for succession planning (particularly in management roles in DFV services)

The major themes for training from the TNA included:

- Trauma informed care & practice
- Housing pathways & writing case notes
- Mental health & complex needs
- Management & leadership development
- Succession planning for new managers
- Domestic & family violence
- Case management
- Child protection
- Working with specific client groups, namely Aboriginal and CALD
- Case notes
- Complex drug & alcohol issues
- Complex mental health issues

- First aid
- Sexual assault
- Approaches to advocacy
- Challenges for regional staff accessing Sydney based training without travel subsidy

Alongside the Framework development the IP also developed 7 online induction films in partnership with the Community of Practice as well as CIMS online training.

## Sydney Women's Homelessness Alliance (SWHA) Report

Members of SWHA continued to meet regularly throughout 2018/2019 to have deep discussions about emerging service gaps, segmentation and inequities in service provision for women and women with children. With significant changes happening within SWHA towards the end of last financial year, it was a good opportunity for SWHA to re-focus and undertake a strategic planning day with our members. The below are the working groups we have as our priorities for 2019 and beyond.

### Hoarders and Squalors

SWHA members did a deep dive into the current research and the services available to support clients who have identified problems with hoarding.

### Women with 'Complex' Needs

SWHA have an ultimate goal of advocating towards changing the service system to ensure women with complex needs receive services. The working group developed an advocacy letter addressing the "critical homelessness service gaps: women with complex needs". The working group is currently working on other ways of highlighting this issue.

### Staff Exchange Program

The SWHA Staff Exchange Pilot Project was such a success that we are underway



in implementing the Staff Exchange Program (SEP) for November 2019.

## Temporary Visa Working Group

SWHA members have been developing resources for staff who work directly with clients on temporary visas and we are developing this information into a Good Practice Guideline to share with the sector.

### Guest Speakers

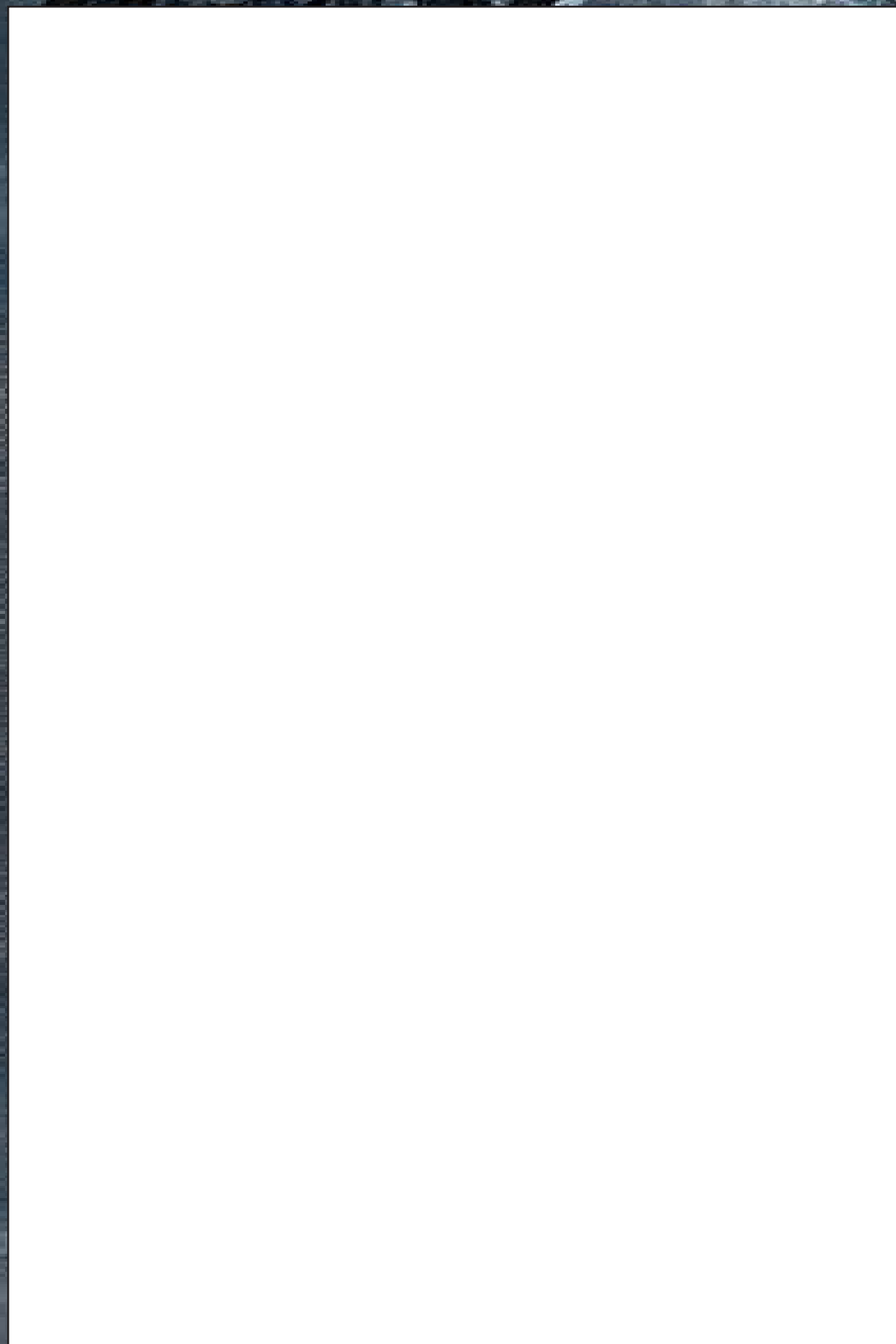
- Leanne Howe – B Miles to discuss NDIS applications
- Janies Denman - Senior Client Service Officer Specialist ICAT FACS Housing Service
- Megan Carhart – Homelessness Health
- Roslyn Cook - PIAC to discuss a Theory of Change
- Linda Wiseham – People with Disability Australia

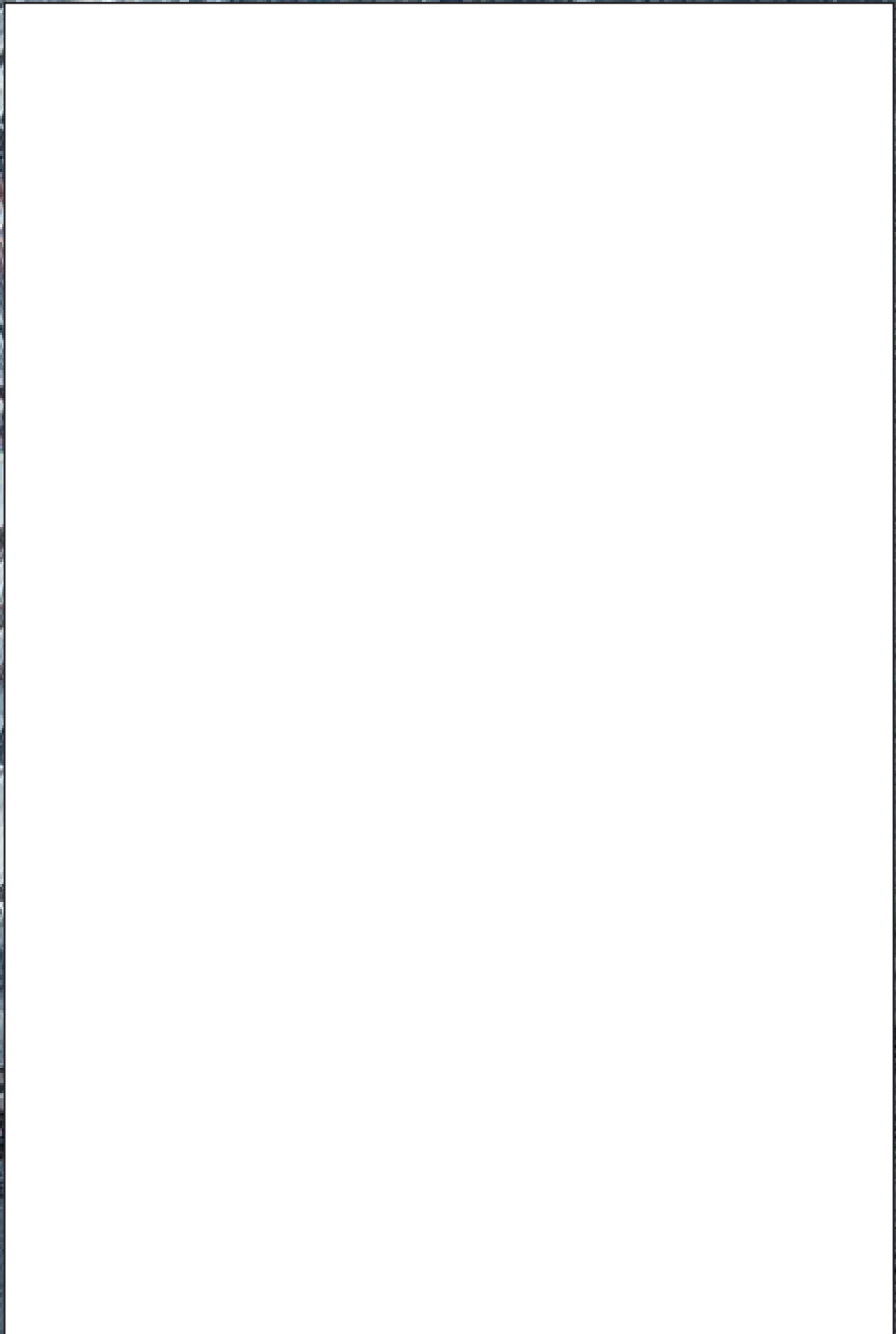
It has been a year of re-grouping and re-focusing on what SWHA can offer to its members, the service sector and ultimately the women and women with children we all support. It has been a year of learning and growth from multidisciplinary approaches and varying services. Which will enable us to enrich our sector and organisations and most importantly our service delivery and practice.

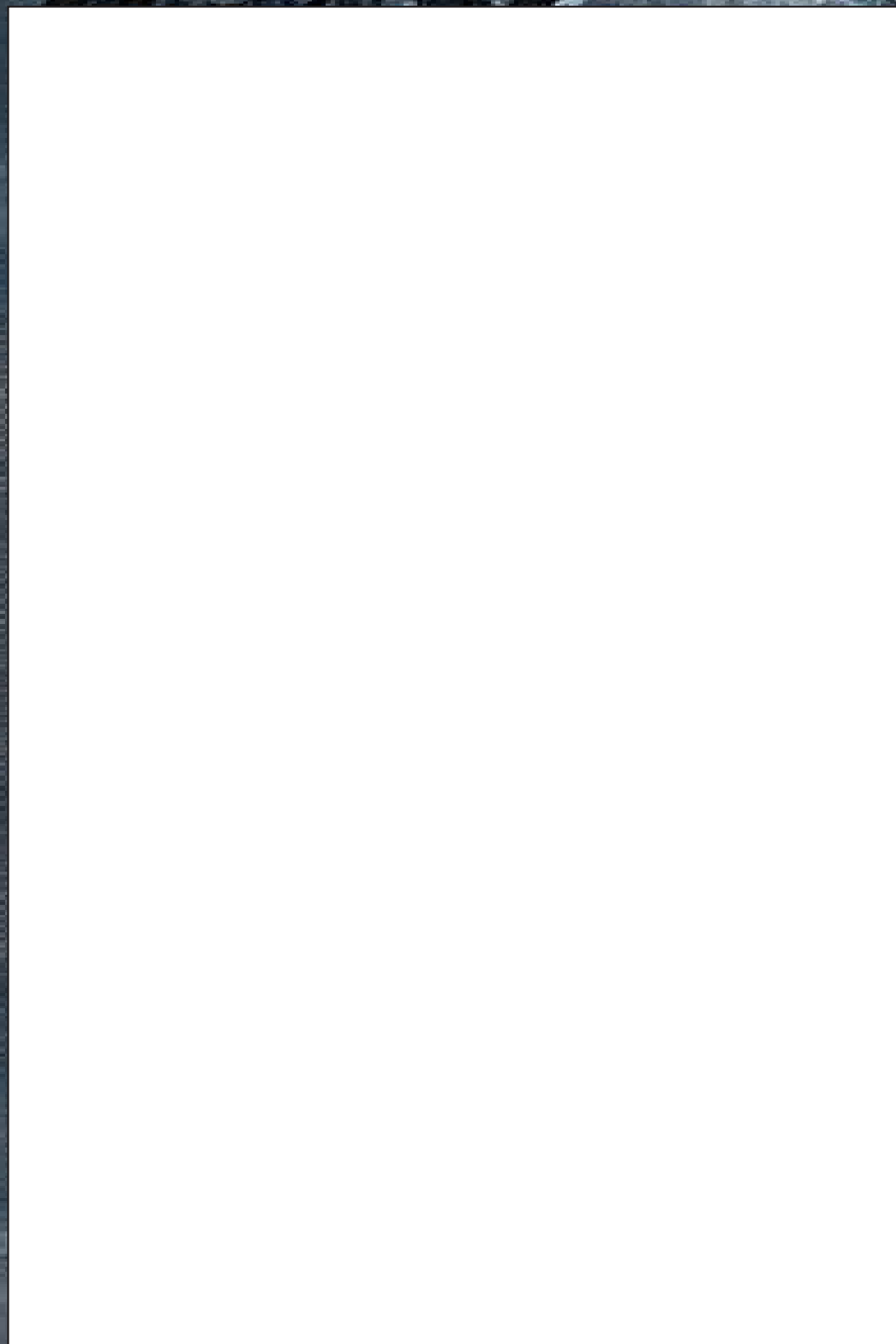
I would like to give a huge thanks to all our members of SWHA, for their continued support to our vision and to their ongoing advocacy and support for women experiencing homelessness or at risk of. I would like to acknowledge the input from Homelessness NSW staff highlighting the contribution of Katherine McKernan and Tamara Pallos. SWHA will continue to grow and progress, striving to continually identify current and emerging issues. It has been such a great experience working alongside our members and I am constantly inspired and invigorated by their ideas and passion.

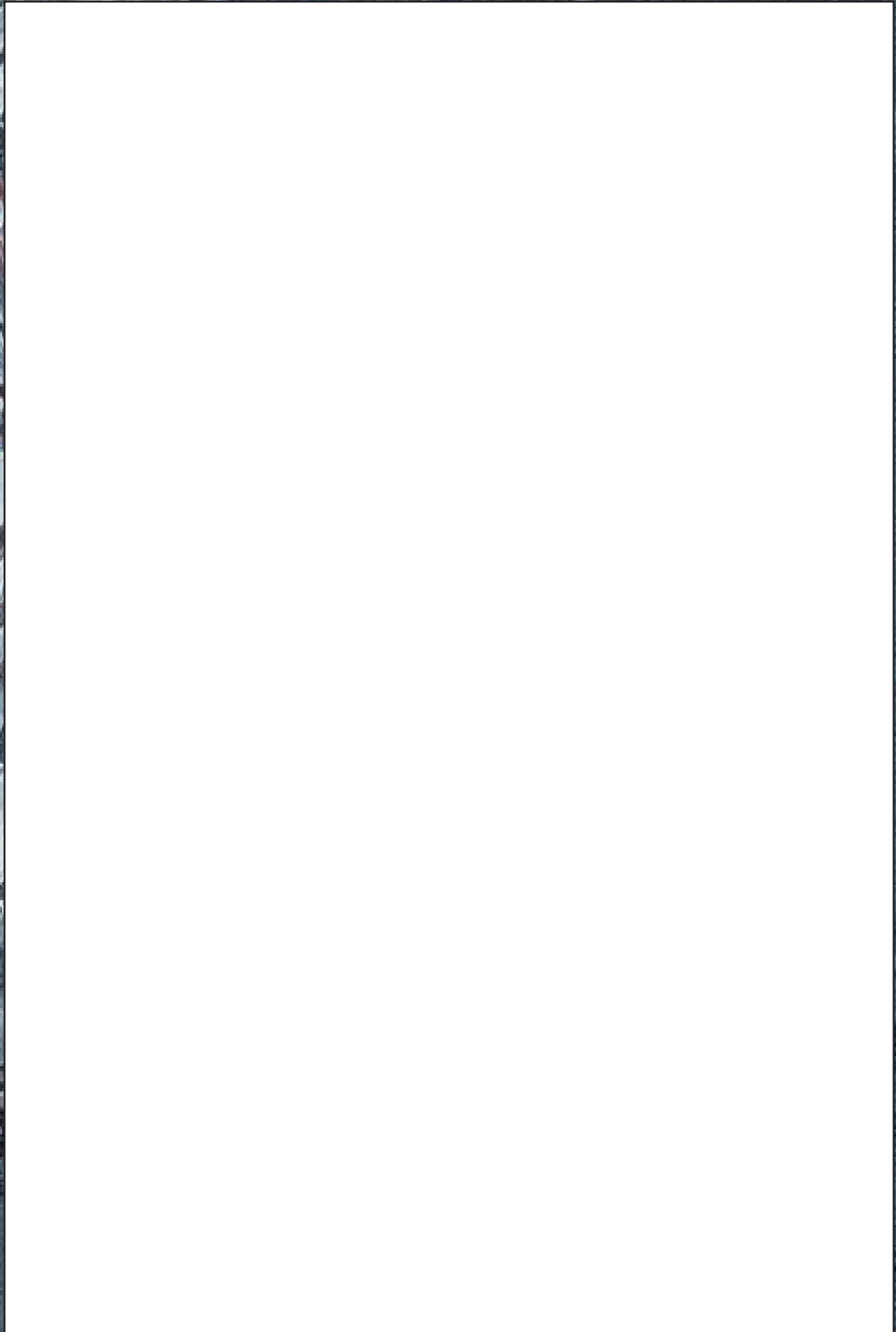
Katie Young,

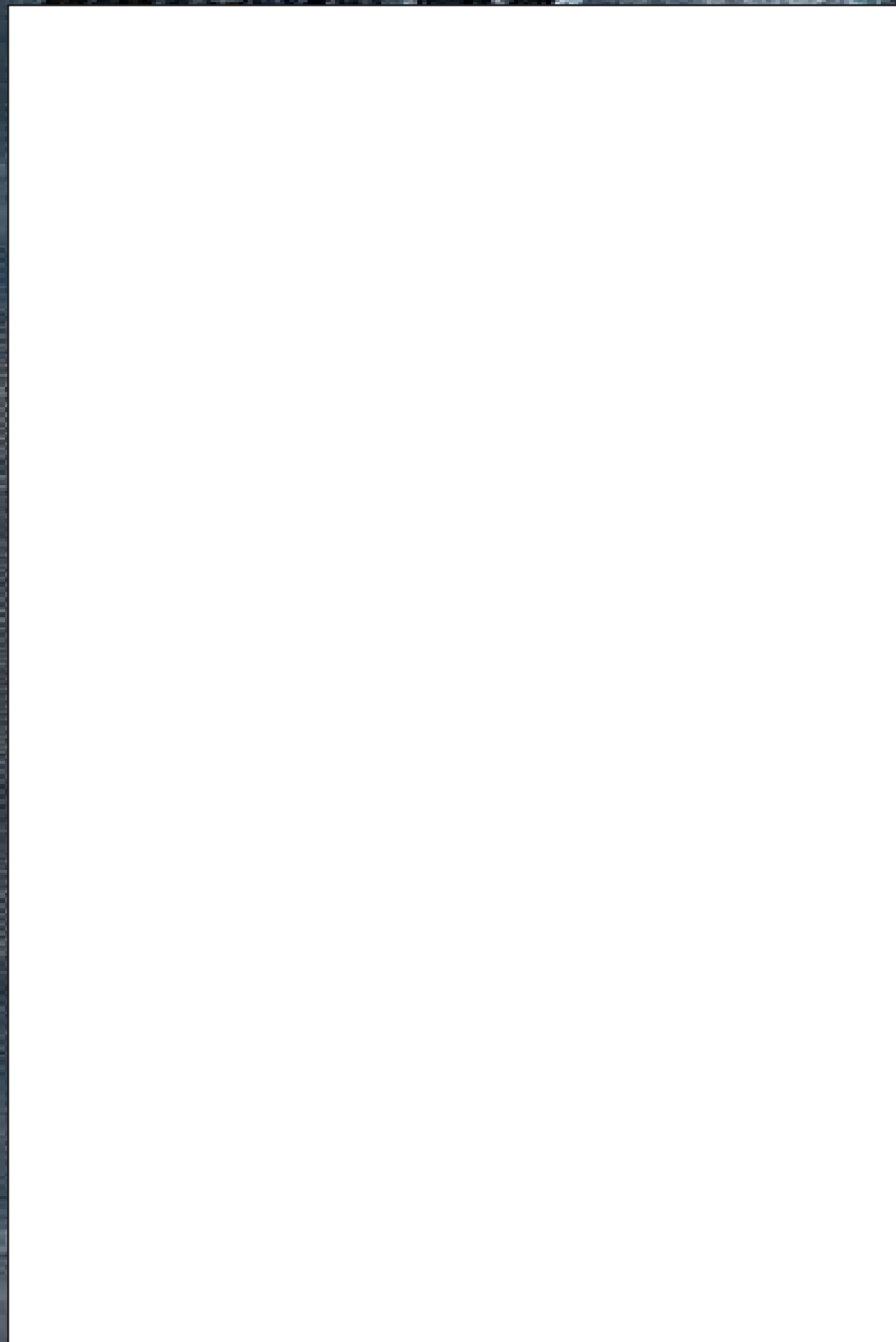
Chairperson



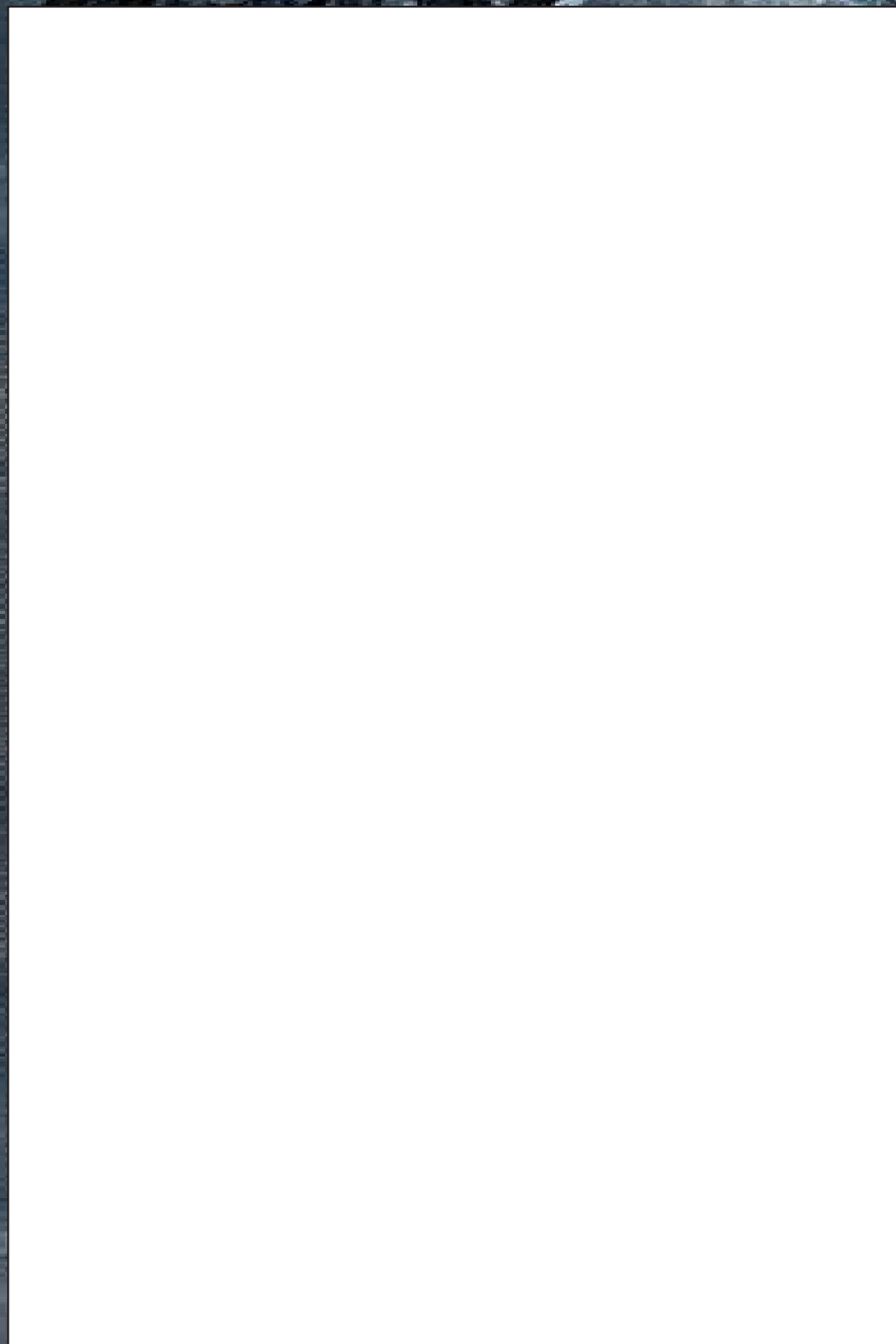




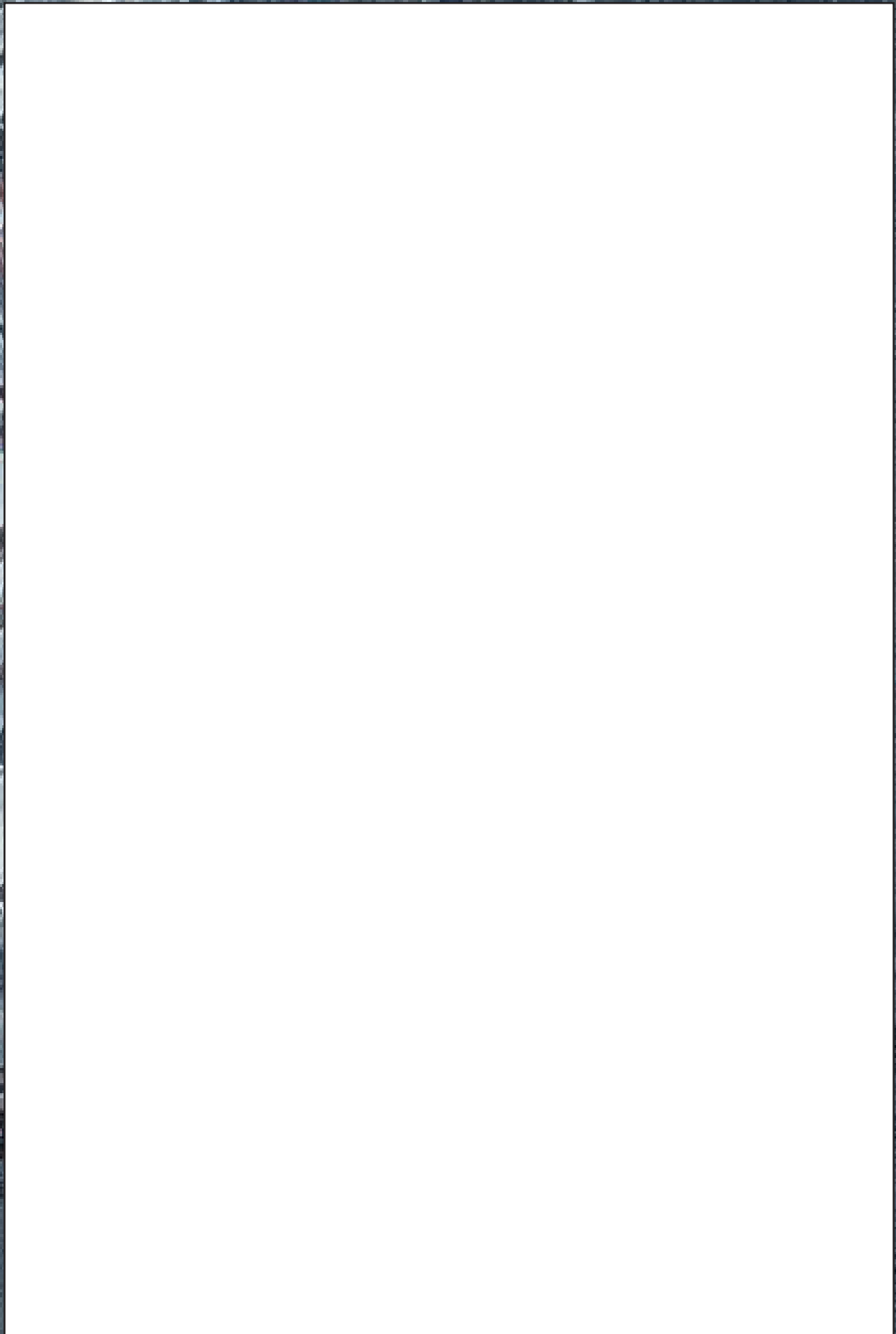












## Homelessness NSW's members

Homelessness NSW is primarily comprised of small, medium and large sized not for profit organisations working to prevent and reduce homelessness across NSW. The list of members includes:

Aboriginal Corporation for Homeless and Rehabilitation	Catholic Community Services - Waterloo
Adele Dundas Incorporated	Centacare New England North West
Anglicare NSW South, NSW West and ACT	Catholic care Diocese of Broken Bay
Anglicare Queanbeyan Youth Refuge	Centacare South West NSW
Armidale & District Women's Centre	Central Coast Community Legal Centre
Ashfield Independent Living Program	Central Coast Emergency Accommodation Services Inc
B Miles Women's Foundation	Central Coast Independent Living Program
Barnardos Temporary Accommodation Program	Challenge Community Services
Bathurst Women's Housing	Coast Shelter
Betty's Place - Albury Wodonga Community Network	Coastal Sydney Aboriginal Tenancy Support
Newtown Neighborhood Centre Boarding House Outreach Service	Compass Housing Services Co Ltd
Bonnie Women's Refuge Ltd	Cooma and Bega Homelessness Support Services
Bridge Housing Ltd	CPSA
Bungree Aboriginal Association Inc	CRC Accommodation Service
Byamee Proclaimed Places Inc	Dalmar Child & Family Care
Byron Emergency Accommodation Project	Detour House
Carinya Cottage	Domestic Violence NSW Services Management
Carrie's Place Domestic Violence and Homelessness	Drug and Alcohol Women's Network DAWN
Catherine Haven Women's Refuge	Dubbo Emergency Accommodation Project Inc
Catholic Community Services	

Dubbo Women's Housing Programme	Assistance Co.
Edel Quinn Hostel	Liverpool Youth Refuge
Foster House	Lotus House
Freeman House	Lou's Place
Mission Australia - Gateway and Marss	Macarthur Gateway Resource Services
Gender Centre	Manly Community Centre & Services Inc.
Gorman House	Manly Women's Shelter
Gunnedah Family Support	Mary's Place - SVDP
HASI East and North Sydney	Matthew Talbot Hostel
Hastings Accommodation Solution	McArthur Ozanam Centre
Haymarket Foundation	McCosker House - SVDP
St George Youth Services - Helping Hand	Mid Coast Communities Inc
Hillsong	Mid North Coast Supporting and Securing Tenancies
Hope Hostel	Milk Crate Theatre
Hornsby Homelessness Task Force	Mission Aust HAP Program Sth East NSW
Houses to Homes	Mission Australia - South West
Illawarra Retirement Trust (IRT) (ACHA)	Mission Australia Centre (MAC)
Innari Housing Inc	Mission Australia
Jenny's Place	Mission Australia -Goulburn
Jesus Cares Ministry Inc	Mission Australia- Kingswood
Jetty Bunker Youth Service	Mission Australia- Miller
Linking Communities Network Ltd.	Missionbeat
Links For Women	Monaro Crisis Accommodation Service
Lismore Neighbourhood Centre Helping Hand Program	Murrane Women's Housing
Lithgow Community Projects Inc	Neami - Way 2 home
Mission Australia - Liverpool Centre	
Liverpool Youth Accommodation	

Nepean Youth Accommodation Services	South Eastern Sydney Local Health District
NESH Family Scheme Inc	South West Womens's Housing Inc
New Horizons Enterprise - North Coast Accommodation	St Benedict's Community Day Centre
Newcastle Adult Accommodation	St Judes Refuge & Proclaimed Place-SVDP
Ngura Homeless Persons Hostel	St Louise Lodge Womens & Childrens Refuge
Northern Rivers Social Development Council	St Vincent de Paul Coniston House
Nova for Women and Children Inc	Sth East Women and Childrens Services Inc
NS District Homelessness Early Intervention & Prevention Service	Sturt House
Oasis Youth Network	SVDP - Bathurst Central Council
OTCP	SVDP NSW Support Services
Orana Support Service	SVDP Support Services Inner City Case Mngmt Team
Orange Community Accommodation Service	Swags for Homeless Ltd
Platform Youth Services Inc	Sydney District West Family Homelessness Services
Rainbow Lodge	Sydney Homelessness Early Intervention Services
Refugee Support Services	Taldumande Youth Services
Regional Development Australia	Tamworth Family Support Service
Richmond PRA	Taree Women and Children's Refuge
SAHSSI: Supported Accommodation & Homelessness	Tenants' Union of NSW
Samaritans Foundation	The Cottage Narrabri Family Crisis Centre Inc
San Miguel Family Life Centre, Boystown	Mission Australia - The Fairlight Centre
Sector Connect	The Footpath Library
Settlement Services International Inc	The Rawson Outreach Service - Mission Australia
Sisters Housing Enterprises Inc	
Southern Youth And Family Services	

The Salvation Army (NSW) Property Trust

Thomas Austin

Tiny Homes Foundation

Tumut Regional Family Services Inc.

Uniting Care Ageing

Uniting Care NSW/ACT

Uniting Hope

Upper Hunter Accommodation Support Service

Vincentian House

Vinnies Youth Housing

Warilla Womens Refuge

Wayside Chapel

Wentworth Community Housing

Wesley Community Services Inc (Central Coast)

Wesley Community Services Inc (Parramatta, Hills)

Wesley Community Services Inc (South East & South)

Wesley Early Intervention Accommodation Service

Wesley Edward Eagar Lodge

Wesley Mission Community Housing

Wesley Newcastle Supported Accommodation

Wesley Youth Accommodation Service

Western Housing for Youth Ltd

Wimlah Women's & Children refuge

Wollongong Emergency Family Housing Inc

Women & Girls Emergency Centre

Women in Prison Advocacy Network

Women's Community Shelters

Womens Housing Company

Womens Transitional Housing (WISH and Yaralla)

Yes Youth and Family Services

Young Crisis Accommodation Service

Youth Off the Street

YWCA NSW Homeless Services

# Auditor's statements

## HOMELESSNESS NSW INCORPORATED

ABN 37 596 554 677

### FINANCIAL REPORT

30 JUNE 2016

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Partners:  
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### **Independent Audit's Report to the Members Homelessness NSW Incorporated**

#### **Scope**

We have audited the financial report of Homelessness NSW Incorporated set out on pages 2 to 10 for the financial year ended 30 June 2016.

The members of the committee are responsible for the true and fair presentation of the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the Association.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with the accounting standards and other mandatory professional reporting and statutory requirements so as to present a view which is consistent with our understanding of the Association's financial position and performance as represented by the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

#### **Independence**

In conducting our audit, we have complied with the independence requirements of the Corporations Act, 2001.

#### **Audit Opinion**

In our opinion, the financial report of Homelessness NSW Incorporated for the year ended 30 June 2016 presents fairly the Association's financial position and the result for the year ended on that date.

**FOSTER RAFFAN**  
Chartered Accountants

**G D Wood (Reg'n # 4479)**  
Partner

North Sydney 15 September, 2016.




Liability limited by a scheme approved under Professional Standards Legislation

**HOMELESSNESS NSW INCORPORATED**  
*Statement by the Committee*

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In the opinion of the Committee the financial report as set out on pages 3 to 10:

- (i) presents a true and fair view of the financial position of Homelessness NSW Incorporated as at 30 June 2016 and its results and cash flows of the Association for the year ended on that date in accordance with Australian Accounting Standards, and
- (ii) at the date of this statement, there are reasonable grounds to believe that Homelessness NSW Incorporated will be able to pay its debts as and when they fall due.

  
Trish Bramble  
Chairperson

  
David Allen  
Treasurer

Woolloomooloo, 15 September, 2016.



3.

**HOMELESSNESS NSW INCORPORATED**  
*Statement of Comprehensive Income*  
*For the year ended 30 June 2016*

	2016 \$	2015 \$
<b>Income</b>		
Revenue from grants	2,189,249	1,525,540
Conference income	93,400	-
Membership fees	19,629	18,984
Interest income	24,661	38,442
Campaign income	37,364	-
Donations	3,568	1,822
Other	13,002	2,591
<b>Total Income</b>	<b>2,380,873</b>	<b>1,587,379</b>
Less:		
<b>Expenses</b>		
Auditors remuneration	2,300	2,300
Salaries and on-costs	674,971	593,979
Occupancy	26,919	26,330
Conferences & Forum	130,625	40,580
Professional services	761,061	491,045
Depreciation	2,428	4,535
Project Materials	8,129	-
Grants paid	555,000	324,500
Loss on disposal asset	-	7,904
Other	104,134	95,835
<b>Total Expenses</b>	<b>2,265,567</b>	<b>1,587,008</b>
<b>Operating Surplus for the year</b>	<b>115,306</b>	<b>371</b>
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>\$115,306</b>	<b>\$371</b>

This Statement should be read in conjunction with the accompanying notes.

**HOMELESSNESS NSW INCORPORATED**  
*Statement of Financial Position*  
As at 30 June 2016

	Notes	2016 \$	2015 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	979,745	1,278,224
Trade receivables	3	52,555	-
Other	4	9,189	12,289
<b>Total Current Assets</b>		<b>1,041,489</b>	<b>1,290,513</b>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	5	15,263	6,647
<b>Total Non- Current Assets</b>		<b>15,263</b>	<b>6,647</b>
<b>TOTAL ASSETS</b>		<b>1,056,752</b>	<b>1,297,160</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	333,565	58,260
Employee provision	7	71,783	43,847
Income received in advance - memberships		14,222	-
Income received in advance - grants		249,595	924,780
<b>Total Current Liabilities</b>		<b>669,165</b>	<b>1,026,887</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee provision	7	13,072	11,064
<b>Total Non-Current Liabilities</b>		<b>13,072</b>	<b>11,064</b>
<b>TOTAL LIABILITIES</b>		<b>682,237</b>	<b>1,037,951</b>
<b>NET ASSETS</b>		<b>\$374,515</b>	<b>\$259,209</b>
<b>ACCUMULATED FUNDS</b>			
Accumulated surplus		259,209	258,838
Current year surplus		115,306	371
<b>TOTAL FUNDS</b>		<b>\$374,515</b>	<b>\$259,209</b>

This Statement should be read in conjunction with the accompanying notes

5.

**HOMELESSNESS NSW INCORPORATED**  
*Statement of Cashflows*  
*For the year ended 30 June 2016*

	Notes	2016 \$	2015 \$
<b>Cash flows from operating activities:</b>			
Receipts from funders, donors and customers		2,480,425	813,933
Payments to suppliers and employees		(2,794,261)	(1,844,627)
Interest received		<u>26,399</u>	<u>29,827</u>
<b>Net cash (used) in operating activities</b>	2a	<u>(287,437)</u>	<u>(1,000,867)</u>
<b>Cash flows from investing activities:</b>			
Payments for office equipment	5	(11,042)	(5,590)
Sale of motor vehicle		<u>-</u>	<u>19,090</u>
<b>Net cash inflow/(used) in investing activities</b>		<u>(11,042)</u>	<u>13,500</u>
<b>Net (decrease) in cash and cash equivalents held</b>		<u>(298,479)</u>	<u>(987,367)</u>
Cash and cash equivalents – 1 July 2015		<u>1,278,224</u>	<u>2,265,591</u>
<b>Cash and cash equivalents – 30 June 2016</b>	2	<u>\$997,745</u>	<u>\$1,278,224</u>

This Statement should be read in conjunction with the accompanying notes.

**HOMELESSNESS NSW INCORPORATED**  
*Notes to the Financial Report*  
30 June 2016

---

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board.

The financial report is prepared on an accrual basis and is based on historical costs and does not take into account changing money values, or except where stated, current valuations of non-current assets. Cost is based on fair values of the consideration given in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

The financial statements were approved by the committee on 15 September 2016.

The following is a summary of the material accounting policies adopted by the Association in preparation of the financial report:

**(a) Income Tax**

Homelessness NSW Incorporated is a recognised not-for-profit Association and is therefore exempt from paying income tax. No provision for income tax is made in this financial report.

**(b) Plant & Equipment**

Plant and equipment is carried at cost less any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated on a straight line basis over the useful lives of the assets to the association commencing from the time of the asset is held ready for use.

The depreciable rates used for each class of depreciable asset are:

Class of Fixed Assets	Depreciation Rate
Furniture & Fittings	10%
Office Equipment	33.3%

The carrying amount of fixed assets is reviewed annually by the committee to ensure it is not impaired. There is no indication impairment existed at balance date.

**(c) Leases**

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

**(d) Employee Entitlements**

Provision is made for the Association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled including wages and salaries, annual leave and long service leave have been measured at their normal amounts based on current remuneration rates.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when they are incurred.

**HOMELESSNESS NSW INCORPORATED**  
*Notes to the Financial Report*  
30 June 2016 (continued)

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**(e) Grants Income**

The Committee recognises grants income on an accrual basis; as such all grants committed for a financial year have been recorded as income for that year.

Any funds which have not been committed or expensed at the end of the financial year have been recorded as a liability in the statement of financial position and recognised as revenue at a future date.

**(f) Cash**

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

**(g) Revenue**

Revenue from fees for service is recognised upon the invoicing of customers. Any such revenue which relates to future services is taken up as a liability in the statement of financial position and recognised as revenue at a future date.

Interest revenue is recognised when credited, taking into account the interest rates applicable to the financial assets.

Membership subscriptions are recognised as income received in advance and recognised over the year.

**(h) Goods and Services Tax**

Revenues, expenses and assets are recognised net of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

**(i) Comparatives**

Where required for Accounting Standards or to correct disclosure, comparative figures have been adjusted to conform with changes in the presentation of the current financial year.

**(j) Statement of Compliance**

The financial report complies with applicable Australian Accounting Standards, which include Australian equivalents to International Financial Reporting Standards (AIFRS). Compliance with AIFRS ensures that the financial report, comprising the financial statements and notes thereto, complies with International Financial Reporting Standards (IFRS).

**(k) Impairment of Assets**

The carrying values of receivables are reviewed for impairment annually where a change in circumstances indicate that the carrying value may not be recoverable. The committee members are of the opinion that no such impairment indicators exist.

**HOMELESSNESS NSW INCORPORATED**  
*Notes to the Financial Report*  
 30 June 2016 (continued)

	2016 \$	2015 \$
<b>2. CASH AND CASH EQUIVALENTS</b>		
Bendigo cheque account	224,507	738,677
Bendigo petty cash account	1,040	2,104
Bendigo term deposit TD2504	29,454	28,661
Bendigo term deposit TD 2506	724,826	508,696
Petty cash	(82)	86
	<u>979,745</u>	<u>1,278,224</u>
(a) Reconciliation of net cash from operating activities to surplus:-		
Surplus	115,306	371
Depreciation	2,428	4,535
Increase/(Decrease) in provision for employee entitlements	<u>29,944</u>	<u>3,050</u>
	<u>147,678</u>	<u>7,956</u>
Changes in Assets and Liabilities: -		
Decrease/(Increase) in receivables	(52,555)	8,058
Decrease/(Increase) in other current assets	3,100	(8,780)
Increase/(Decrease) in trade and other creditors	125,305	(122,225)
Increase/(Decrease) in income received in advance	<u>(510,965)</u>	<u>(885,876)</u>
	<u>(287,437)</u>	<u>(1,008,867)</u>
Net Cash (used) in operating activities (page 5)	<u>(287,437)</u>	<u>(1,008,867)</u>
<b>3. TRADE RECEIVABLES</b>		
Trade receivables	<u>52,555</u>	—
<b>4. OTHER</b>		
Prepayments	1,339	2,701
Refundable deposit	500	500
Security bond	200	200
Accrued interest	<u>7,150</u>	<u>8,888</u>
	<u>9,189</u>	<u>12,289</u>

**HOMELESSNESS NSW INCORPORATED**  
*Notes to the Financial Report*  
 30 June 2016 (continued)

9.

	2016 \$	2015 \$
<b>5. PLANT AND EQUIPMENT</b>		
Office equipment and furniture - at cost	60,512	49,469
Less: Accumulated depreciation	<u>(46,099)</u>	<u>(43,987)</u>
	<u>14,413</u>	<u>5,482</u>
Plant and equipment - at cost	6,273	6,273
Less: Accumulated depreciation	<u>(5,423)</u>	<u>(5,108)</u>
	<u>850</u>	<u>1,165</u>
	<u>15,263</u>	<u>6,647</u>
<b>6. CREDITORS AND BORROWINGS</b>		
Trade & other creditors	239,664	12,690
Accrued expenses	42,434	6,389
PAYG Withholding	11,786	10,900
GST Payable	<u>39,681</u>	<u>28,281</u>
	<u>333,565</u>	<u>58,260</u>
<b>7. EMPLOYEE PROVISIONS</b>		
Annual leave	<u>71,783</u>	<u>43,847</u>
Long service leave	<u>13,072</u>	<u>11,064</u>



**HOMELESSNESS NSW INCORPORATED***Notes to the Financial Report**30 June 2016 (continued)*

10.

**9. MEMBERS LIABILITY**

In accordance with The Rules of Association the members shall have no liability to contribute towards the payments of debts and liabilities of the Association or the costs, charges and expenses of winding up of the Association except to the extent of any unpaid membership fees.

**10. ASSOCIATION DETAILS**

The principal place of business of the Association is Level 1, 99 Forbes St, Woolloomooloo NSW 2011.

The principal activity of Homelessness NSW is to represent its members and contribute to homelessness policy analysis and communications.

**11. SUBSEQUENT EVENTS**

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of Homelessness NSW Incorporated, the results of those operations or the state of affairs of the Association in future financial years.