

# ANNUAL REPORT 2019/20

Homelessness NSW

# **Homelessness NSW**

**Annual Report  
2019-2020**

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## WHO WE ARE

Homelessness NSW is a not for profit organisation that operates as a peak agency for its 130 member organisations to prevent and reduce homelessness across NSW. Our members include small, locally based community organisations, multiservice agencies with a regional reach and large State-wide service providers.



## OUR VISION

A NSW where no one is experiencing homelessness and no one is 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 experiencing homelessness, have experienced homelessness or are at risk of homelessness.

### WHAT WE DO

We develop and assess policies that impact on homelessness and its risk. We advocate to Governments, businesses 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.



## OUR STRATEGIC GOALS FOR 2017-2020

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 and 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.

# HIGHLIGHTS of 2019-20

- ◆ Advocacy and support of the homelessness sector during the COVID-19 pandemic including:
  - Advocacy on a coordinated response to homelessness during the height of the pandemic culminating in \$34 million allocated for Temporary Accommodation and rental subsidies, development of COVID-19 Homelessness Accommodation Guidelines, hotel and motel accommodation provided to 2,200 people experiencing homelessness at its peak, provision of adequate PPE and deep cleaning and a range of processes to support people experiencing homelessness including food security and support for Aboriginal people experiencing homelessness;
  - Advocating for investment in Housing First to help end homelessness, support economic recovery and build on the work undertaken by the sector and DCJ in providing temporary accommodation to people during the pandemic culminating in \$36 million being allocated to Together Home - a two year supportive housing program for people sleeping rough.
  - Advocacy and advice around the \$21 million domestic and family violence announcement, particularly around distribution of funds;
  - Advocacy around international students and non citizens culminating in limited support funding being provided by the NSW Government.
- ◆ The Homelessness NSW biennial conference attended by over 200 delegates
- ◆ The launch of the NSW Specialist Homelessness Service Learning and Development Framework, including 7 induction videos
- ◆ Participation in Housing First Train the Trainer training facilitated by the Housing First Europe Hub
- ◆ The launch of the Specialist Homelessness Service and NDIS Guidelines

# FROM THE CHAIR

This was my second year as Chair and fifth year as a Board Director and I want to thank the Board for their confidence in me and for the continued collaborative efforts of the Board.

This year we welcomed four new Board members Mandy Booker, Kelly Hansen, Tina Reynolds and Rob Seaton and it was lovely to have their energy and insights contributing to Board decisions.

We also farewelled some long standing members of the Board including Trish Bramble and David Allen, former Chair and Treasurer of the Board and an integral part of growing the organisation and providing support during significant periods of change including during the Going Home Staying Home reforms. They are missed but the organisation is the stronger following their direction and succession planning.

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 generalist services. It was also our first year as a Company Limited by Guarantee and I am pleased to say that the Board Directors managed this transition with professionalism so it was a very smooth process.

The financial year began with some disappointment with the Minister announcing a 12 month extension to the Specialist Homelessness Service Program contracts, rather than committing to an expected additional 3 years. Homelessness NSW advocated strongly regarding this decision and continued to provide advice to the Minister regarding the risks associated with this decision.

Little did we know what was to befall us during 2020!

Homelessness NSW did a great job supporting services during the bushfires and advocated strongly around more resourcing and inclusion of homelessness services in emergency and recovery planning, including making submissions to the NSW Bushfire Inquiry and the Royal Commission into Natural Disasters. The organisation then managed to run a fabulous conference at North Wollongong with a highly engaging program with presentations from across the sector and attended by over 200 people less than two weeks before COVID-19 hit and we all went into lockdown.

The advocacy, collaboration and solutions focus of all staff during the COVID-19 pandemic has been an incredible strength for both the organisation and the sector. It was so impressive to see homelessness services supported by the organisation via Accommodation Guidelines (particularly for rough sleepers and congregate care facilities), training and educational resources, advocacy around PPE, deep cleaning and additional staff support, regular, clear and informative communication on relevant issues and strong advocacy for additional funding culminating in an additional \$72 million for rental subsidies, temporary accommodation in hotels and motels and Together Home – a two year supportive housing program for people who have been sleeping rough.

Alongside all this the organisation continued to support Homelessness Australia and the Everybody's Home Campaign, further consolidated its delivery of the Homelessness Industry and Workforce Development Strategy and implemented an organisational review and restructure to improve the management and delivery of all its work.

I would like to thank my fellow Board members for the huge support that they provided to the organisation, particularly when they were also immersed in managing their own service delivery changes and response to the pandemic. I would also like to thank the CEO, Katherine McKernan for her continued leadership and perseverance and to all the staff who have worked so tirelessly to support the homelessness sector and people experiencing homelessness during what has been a tumultuous 2019/2020.

# FROM THE TREASURER

This was my first year in the role of Treasurer after 6 years of steady management by David Allen and I would like to thank him for his guidance in the lead up to my commencement in this role.

2019-2020 was a year of financial consolidation for Homelessness NSW as we were able to receive a second year of funding for an Aboriginal Senior Project Officer and for the development and implementation of an Integrated Learning and Development Framework for the SHS Program, on top of the core funding and the NSW Homelessness Industry and Workforce Development Strategy funding.

And because of our track record in delivering high quality support to the homelessness sector, we were approached in June 2020 to administer the Together Home Program high needs packages funding. As the administering of this funding is not a core element of our organisation, the Homelessness NSW Board took careful consideration of the offer and after much deliberation agreed that the organisation was well placed to administer the funds for this project.

The ongoing and additional funding from the Department of Communities and Justice is a reflection of the delivery of the work of Homelessness NSW and its uptake and support from the sector and I would like to thank the Department of Communities and Justice for acknowledging the expertise and importance of Homelessness NSW's work in supporting the sector.

Homelessness NSW supplements its grants from the Department of Communities and Justice with a range of other funding sources. In 2019-20, 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 2019-2020 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.

# OUR BOARD

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

◆	Chair	Dr Evelyne Tadros
◆	Deputy Chair	Patricia Bramble (until October 2019) David Fisher (from October 2019)
◆	Treasurer	David Allen (until October 2019) Jenni Beetson-Mortimer (from October 2019)
◆	Secretary	Stephanie Oatley
◆	Director	Brett Macklin
◆	Director	Laurie Maher (until October 2019)
◆	Director	Mandy Booker (from October 2019)
◆	Director	Rob Seaton (from October 2019)
◆	Director	Tina Reynolds (from October 2019)
◆	Director	Kelly Hansen (from October 2019)
◆	Director	David Fisher (until October 2019)
◆	Director	Jenni Beetson-Mortimer (until October 2019)



# POLICY COUNCIL

During 2019-2020 the intention was to review and restructure the Policy Council in order to ensure that it included active participation from people with lived experience and provided a valuable forum for members to be engaged with Homelessness NSW activities. However, this work was put on hold due to the COVID-19 pandemic. Consequently, the Policy Council did not meet during 2019-2020.

## OUR STAFF

During 2019-2020 the Homelessness NSW Board oversaw an organisational restructure that repurposed the Deputy CEO position into two Manager positions – Policy and Advocacy and SHS Industry and Workforce Development. It also reallocated positions within the new restructure to reflect the roles and responsibilities of the organisation.

In 2019-2020, Homelessness NSW Staff	
CEO	Katherine McKernan
Manager, Policy and Advocacy (from October 2019)	Tamara Sequeira
Senior Policy and Research Officer(s)	Digby Hughes Dougie Wells (on extended leave, resigned August 2019) Tamara Pallos (until November 2019) Jacqueline McKenzie (from November 2019, maternity leave from May 2019) Feiyi Zhang (from May 2019)
Administration Manager	Catalina Star

**On behalf of the SHS Industry Partnership, we also employed to operate the SHS Industry and Workforce Development Project:**

Deputy CEO (until August 2019)	Tully Rosen
Manager, SHS Homelessness Industry and Workforce Development Strategy (from November 2019)	Gemma Lockett
Project Manager(s)	Alison Schiena Tamara Sequeira (until October 2019) Tamara Pallos (from November 2019)
Senior Aboriginal Project Officer	Monique Wiseman
Project Officer (s)	Lucia Giuffre (from October 2019) Feiyi Zhang (until May 2019) Louise Gardiner (until October 2019)



# CEO's REPORT

What a year 2019-20 has been!

Homelessness services have been worked off their feet supporting people at risk of or experiencing homelessness during bushfires and the COVID-19 pandemic, 40% of services have reported an increase in demand during 2019/20 and this is in the context of already providing services to 28% more clients than funded for.

2019-2020 started off with the disappointing news that the Specialist Homelessness Service Program would have a 12 month contract rollover and a number of milestones to meet prior to negotiating 3 plus 2 year contracts in 2021. Homelessness NSW actively advocated around simplifying this process alongside highlighting the risks associated with 12 months contracts, particularly in terms of maintaining staff and the difficulties in managing the administrative aspects of an organisation within a short term context.

This work was then all put on hold due to the impacts of the bushfires and the COVID-19 pandemic.

Homelessness NSW and the sector has undertaken a huge amount of work to re-orient services and help ensure that people experiencing homelessness are kept healthy and well. The sector led the response in this space and Homelessness NSW worked hard to advocate to ensure that resources were made available, issues were addressed and that there was a co-ordinated response. It is hard to properly outline the achievements and the effort behind these achievements but they ranged from working with gin distilleries to make hand sanitiser available for homelessness services to securing \$36 million for the Together Home supportive housing response for people sleeping rough. A short list of highlights includes:

- ◆ COVID19 Homelessness Accommodation Guidelines
- ◆ Support for more than 60 SHSs in developing business continuity plans
- ◆ Six weekly webinars where Health and DCJ provided updates on responding to the pandemic
- ◆ Creation of a COVID-19 resource website for the sector
- ◆ Establishment of an accommodation register to assist services to source hotels for temporary accommodation
- ◆ Arrangements made with PPE and food suppliers during shortages
- ◆ Funding secured to support SHS continuity of service during lockdown, including deep cleaning
- ◆ Securing \$34 million in funding for rental subsidies and hotel and motel accommodation

- ◆ Establishment of an Inner City Homelessness Taskforce to guide the inner city response to keeping people sleeping rough healthy and well including advocacy on food security, client support and support for Aboriginal people sleeping rough
- ◆ Advocacy on issues related to non-citizens and homelessness
- ◆ Advocacy on the domestic and family violence COVID-19 funding allocation
- ◆ Advocacy on the eviction moratorium
- ◆ Securing a health led response to supporting boarding house residents
- ◆ Securing \$36 million in funding for Together Home supportive housing people sleeping rough

And alongside this we worked to move all existing projects, including all Learning and Development offerings onto online platforms and approaches, continued our advocacy and campaigning work around investing in social housing via Everybody's Home and Homelessness Australia but also in partnership with a number of NSW stakeholders and made what seemed like endless submissions and representations to various inquiries.

I am pleased to say that one of the unforeseen positive outcomes of the pandemic was the stronger working relationship the sector has developed with the Department of Communities and Justice and the Minister. It has been solutions focused and collaborative and the sector is absolutely understood as an essential component of the service system and community and the advice provided by Homelessness NSW, based on sector feedback, has been well respected and well received. This has culminated in Homelessness NSW receiving additional funding to administer the Together Home High Needs packages – a role that doesn't entirely fit with the focus of the organisation but something that uses our expertise and connection with the homelessness sector to ensure a transparent process for the program.







Given all this work, it is hard to remember that we also convened a highly successful conference held in Wollongong in February. The conference was attended by over 200 delegates and included the second year of the Good Practice Awards. The feedback from attendees indicated that almost every session was highly useful and that it provided a fantastic environment for learning, sharing and meeting other people from the sector. It was also fantastic to continue to include a consumer voice into our work, particularly at the conference and I would like to thank the Older Women's Group, the Domestic and Family Violence survivors group and 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 incredible support this year, particularly Dr Evelyne Tadros, Stephanie Oatley and Jenni Beetson-Mortimer. Board members are also service providers so their dedication to supporting Homelessness NSW at the height of the pandemic whilst also managing their own service issues was fantastic and very gratefully received.

And I can't thank my colleagues at Homelessness NSW highly enough for their wonderful work during this year. When the pandemic hit we had just embedded a new organisational structure, all moved to online and at home work and were required to think strategically, respond to a high volume of support requests and problem solve, problem solve, problem solve; also whilst staff moved homes, managed pregnancies, managed injuries, cancelling long anticipated trips and in one case having to abandon a once in a lifetime trip to the UN in New York due to the pandemic. The seamless way in which we worked as a team on all this during this time was amazing and the only reason we have been able to achieve as much as we have. Incredible!

# POLICY AND ADVOCACY

## CONSUMER PARTICIPATION

Homelessness NSW continued to enhance and develop its engagement with consumers in its work. All submissions included consumer input and engagement also included:

- ◆ Continuing to meet with 2 Lived Experience Advisory Groups: older women >55 and a CALD Domestic Violence Survivors Group facilitated by HNSW and a Lived Expertise Consultant.
- ◆ The Older Women's group were supported to attend the annual Older Women's Network event.
- ◆ The Older Women's group regularly met with the Sydney Health District representatives to discuss how to overcome gaps in identifying older women experiencing homelessness during health assessment.
- ◆ The CALD DV survivors group provided a deeper understanding of barriers to accessing services and attended an advocacy and media workshop.
- ◆ CALD DV survivors' group were given the opportunity to share their experience during COVID-19 with the Attorney General. A report of their experiences was collated by a Lived Expertise Consultant who further shared it with DVNSW.
- ◆ HNSW also supported a Lived Expertise Consultant to provide feedback in various collaborative working groups set up to respond to COVID-19.
- ◆ HNSW Conference in February had Lived Expertise representation across most of the breakout sessions, providing exceptional insights into their experiences

## Advocacy

### CAMPAIGNS AND COMMUNICATION

Homelessness NSW continued to be a key member of the Everybody's Home Campaign which was required to ramp up its advocacy around investment in social housing in response to the COVID-19 pandemic.

Once again Homelessness NSW provided extensive support to the producers of Filthy Rich and Homeless, including background on the homelessness sector and liaising with services and information about the NSW policy context and service system.

Homelessness NSW continued to use social media as a means of raising awareness of homelessness. During the year over 200,000 interactions on social media were made.

### BOARDING HOUSES

Homelessness NSW did a submission to the review of the Boarding House Act and continued to work with CASA.





## ROUGH SLEEPER TARGETS

Homelessness NSW provided extensive advice to the Minister and the Department of Communities and Justice and to the End Street Sleeping Coalition regarding the implementation and monitoring of the rough sleeper targets and to the roll out of street counts around NSW.

## COVID-19 RESPONSE

Homelessness NSW provided an extensive amount of advice and advocacy regarding supporting people at risk of and experiencing homelessness during the COVID-19 pandemic. This included advocacy for funding to provide hotel and motel accommodation across NSW for people experiencing homelessness, funding to provide rental subsidies for both people experiencing homelessness and people at risk of homelessness and funding to provide long term housing and support for people following their accommodation in hotels and motels.

It also included sourcing food, PPE and available hotel and motel accommodation for the sector so that they could continue to provide safe service delivery to their clients.

Homelessness NSW also provided a high level of advocacy and support around the Inner City response to the COVID-19 pandemic. This included:

- ◆ Successfully advocating for the establishment of an Inner City Homelessness Taskforce to oversee the response and actively participating in this and its working groups.
- ◆ Provided advice and advocacy to various working groups set up in the Inner City to respond to the COVID-19 homelessness response efforts, including the establishment of support pop-ups in the inner city hotels.
- ◆ Oversaw the set up and facilitation of the Food Security working group in the inner city to support people who had experienced homelessness staying in hotels to get better access to food during and following lockdown.

- ◆ Advocated for a culturally safe response for Aboriginal people experiencing homelessness including providing financial and other resources to Innari to support their service delivery.
- ◆ Supported the relocation of clients in congregate care to hotels to ensure social distancing requirements can be met.

## SUBMISSIONS

Despite focusing from March onwards on emergency responses to the pandemic the requests for Homelessness NSW to make submissions continued. During 2019/2020 Homelessness NSW made the following submissions:

- ◆ Pre-Budget Submission to NSW Government
- ◆ City of Sydney Homelessness Draft Action Plan
- ◆ Parliament of Australia House of Representatives Standing Committee on Social Policy and Legal Affairs – Inquiry into homelessness in Australia
- ◆ Independent Expert Inquiry into the 2019-2020 Bushfire Season
- ◆ Inquiry into the Protocol for Homeless People in Public Places
- ◆ Response to the Royal Commission into National Natural Disaster Arrangements
- ◆ DCJ statutory review of section 154D and Section 154G of the Residential Tenancies Act 2010
- ◆ HNSW, DVNSW and Yfoundations position statement on the Audit Office Report on homelessness outcomes.
- ◆ Feedback to the Public Accountability Committee, and in relation to the Inquiry into NSW Government's management of the COVID-19 pandemic
- ◆ Feedback to the City of Sydney Mobile Voluntary Food Service Guidelines

## RESEARCH AND PRACTICE GUIDELINES

Homelessness NSW, in partnership with NCOSS and other housing and homelessness peaks, oversaw the Equity Economics Report: Supporting Economic Recovery in NSW – investment in social and affordable housing is critical to supporting jobs today and families into the future.

Homelessness NSW also developed Practice Guidelines for Specialist Homelessness Services regarding their interface with the National Disability Insurance Scheme. These guidelines assist SHSs to support clients to access and participate in the NDIS and work in a coordinated way with the agencies and services involved in delivering the NDIS, when assisting their clients with NDIS access and participation.

Homelessness NSW was also successful in supporting a staff member, Tamara Sequeira, to participate in the Housing First European Hub Train the Trainer program and participated in the development of Australian Housing First Principles.

## OUR WORK IN SUPPORTING ABORIGINAL COMMUNITIES

Homelessness NSW consolidated its work in this space through the expertise of its Senior Aboriginal Project Officer. Activities included:

- ◆ Provided extensive consultation on the Cox Inall Ridgeway report on the Provision of SHS services for Aboriginal people in NSW.
- ◆ Supported key Aboriginal representation from the NSW SHS Aboriginal Communities of Practice to attend the Aboriginal Outcomes in Housing Working Group.
- ◆ Attended the Aboriginal Housing community engagement session to hear about the Strong Family Strong Communities Implementation Plan, following listen and yarn engagements.
- ◆ Supported the facilitation and set up of the Inner City Aboriginal Outreach and Coordination Group, providing strategic advocacy feedback and workforce cultural support.
- ◆ Visited Northern Territory Peak Homelessness body to better understand responses to Aboriginal housing and homelessness.
- ◆ Participated in the Breaking Silent Codes alliance, including visiting the United States of America with a range of First Nations women to build global relations around ending violence against First Nations women.
- ◆ Provided extensive advice and leadership around Aboriginal cultural safety and implementing culturally safe practices in homelessness services.

Homelessness NSW continues to support and advocate for:

- ◆ SHS service delivery to Aboriginal people.
- ◆ Redressing Aboriginal Homelessness Accord and Cultural Safety.
- ◆ Supporting the Aboriginal workforce.
- ◆ SHS Learning and Development Framework to be culturally inclusive.
- ◆ Development and funding an Aboriginal homelessness sector development strategy.
- ◆ DCJ to reaffirm its commitment to self determination for the Aboriginal community.
- ◆ Adequately fund Aboriginal Controlled homelessness organisations.
- ◆ DCJ to commit to, and resource, further Aboriginal community consultation to inform future decisions regarding specialist homelessness service design and delivery.

# HOMELESSNESS INDUSTRY AND WORKFORCE DEVELOPMENT STRATEGY

## Achievements in 2019/20

The Industry Partnership is a joint working arrangement between the three NSW homelessness peak bodies: Homelessness NSW; Domestic Violence NSW; and Yfoundations. The Industry Partnership has collectively governed and delivered a homelessness sector development project since 2014.

The greatest priority for the Industry Partnership this year was supporting SHS providers during the COVID-19 outbreak, so they could continue to provide safe, high quality support, to people at-risk or experiencing homelessness. Over the last four months of the year, the Industry Partnership: offered approximately 60 homelessness accommodation providers support with their Business Continuity and Infection Control plans; answered a high volume of emails and calls from the sector about COVID-19; instructed DCJ on the development and updates of their Guidelines for Homelessness Accommodation during COVID-19; and consolidated an online collection of SHS COVID-19 Resources.

This year also concluded the Homelessness Industry and Workforce Development Strategy 2017-2020. Under the Homelessness Industry and Workforce Development Strategy 2017-2020, the Industry Partnership has worked towards four goals.

## Goal 1 Service Quality

### AUSTRALIAN SERVICE EXCELLENCE STANDARDS (ASES)

The Industry Partnership established an ASES Pilot in 2018, following the DCJ's announcement that ASES will be the required quality accreditation standard for SHS across NSW. We would like to thank the ten organisations that participated in the pilot. The effort and input of these organisations guided the creation of the six SHS ASES Support Modules available to all SHS on the Homelessness NSW website. Their recommendations also spurred the development of the Policy and Procedures Manual, which provides SHS working towards ASES with templates they can adapt and implement.

The Industry Partnership continued to fund subscriptions to the BNG SHS Quality Standards Portal for 100 small to medium sized SHS. We also started supporting SHS generally to achieve ASES through webinars and tailored support sessions.

The Industry Partnership is most proud of the work we did in collaboration with the South Australian Department of Human Services to enhance the cultural inclusion standard within ASES. We would like to acknowledge and thank the NSW SHS Aboriginal Reference Group for developing the Redressing Aboriginal Homelessness Accord. Also, to our teammates

Monique Wiseman and Yatungka Gordon, thank you for your guidance and advice on embedding the commitments of the Accord into the standards of our sector.

## **GOOD PRACTICE**

This financial year started with the announcement of a new NSW Premier's Priority: to reduce street homelessness across NSW by 50% by 2025. This created a renewed interest in assertive outreach. The Industry Partnership responded to this interest by launching two new training courses based on the Assertive Outreach Good Practice Guidelines: Engaging & supporting clients in assertive outreach; and Managers implementing an assertive outreach service.

The Industry Partnership was also enthused to receive the Review of Good Practice Guidelines for the Domestic and Family Violence Sector in NSW. This review, conducted by the Gendered Violence Research Network at UNSW on behalf of DVNSW, was funded under Homelessness Industry and Workforce Development Strategy 2017-2020.

## **Goal 2 Service Integration**

The Industry Partnership has continued to facilitate avenues for services across the homelessness sector to network, collaborate and coordinate effort.

## **ABORIGINAL HOMELESSNESS STRATEGY AND ACCORD**

Last year, Monique Wiseman started the position of Senior Aboriginal Project Officer at Homelessness NSW with a conversation. Mon has continued the conversation, building a deeper understanding of the historic and current atrocities and injustices that cause disadvantage and contribute to homelessness for Aboriginal and Torres Strait Islander people; and inspiring a commitment to act.

As highlighted in the Policy and Advocacy section of this Report, support and advocacy for Aboriginal Community has been resolute over the last year. In this section, we highlight the steps forward in implementing the Redressing Aboriginal Homelessness Accord across the NSW. By the end of the year, across the sector, there were approximately 65 signatories to the Accord. To further support this, the Industry Partnership commenced development of resources to support SHS providers to assess and improve cultural safety within their organisations. This year ended with a feeling of loss, as Homelessness NSW and the Industry Partnership farewelled and wished Mon all the best in her next endeavour. We have all been inspired by Mon, and this is not the end of the conversation!



## GOOD PRACTICE AWARDS

The lead up to the biennial Homelessness NSW Conference in February was abuzz with interest and intrigue. The conference dinner was on everyone's mind - and quite rightly so.

The Homelessness NSW Conference Dinner marked the second SHS Sector Good Practice Awards. These awards celebrate good practice across the sector. This year we had added a few new categories; to recognise the effort and impact of lived experience advocates.





## GOOD PRACTICE AWARDS WINNERS

**Excellence in ending homelessness – adults - Missionbeat Mission Australia**

**Excellence in ending homelessness – domestic and family violence**  
Carrie's Place Specialist Homelessness Services **Carrie's Place Domestic Violence and Homelessness Services**

**Excellence in ending homelessness – groups with specific needs**  
Inner City Service for Women with Complex Needs (ICSWCN) **B Miles Womens Foundation, Community Restorative Centre, Detour House**

**Excellence in ending homelessness – young people**  
Inspire, Motivate, Empower - ending youth homelessness **Mission Australia Canterbury Bankstown Youth Service (CBYS)**

**Leading Aboriginal practitioner**  
Melvyn Samuelsson, Support Worker **Mission Australia**

**Leading practitioner**  
Donina V'aa, Manager-Linking Hearts Multicultural service **Muslim Women Association**

**Consumer achievement award**  
Simon Byrnes  
Gina Faasoula  
Jane Matts  
Gabriela Soares

**Lifetime achievement award**  
Di Glover **Yes Unlimited**  
Hiam Nahas **Muslim Women's Association**

## SECTOR COLLABORATION

The Industry Partnership was joined in Sydney by over 100 representatives from across the sector, for the SHS Sector Network Meeting in November 2019. The outbreak of COVID-19 completely transformed both how we're able, and how we need, to come together as a sector. The Industry Partnership shifted SHS Sector Network Meetings online. Over the last year we hosted 4 webinars attended by over 150 people each session. Most of these webinars focused on providing the sector with relevant public health advice and guidance. We would like to thank all the guest speakers who shared their expertise with us this year. The recordings and supporting materials of all webinars are available on the Homelessness NSW website.

We are all looking forward to the day we can come together in person. Until that time, the Industry Partnership is committed to providing avenues for the sector to network and connect by distance.

## **COMMUNITIES OF PRACTICE**

The Industry Partnership continue to support the Communities of Practice, which include: 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, and young people.

The Communities of Practice adjusted to engaging in discussion via online video-meetings. It was a pleasure to be able to support this, so that people could continue to share experiences and resources during the crisis of the pandemic.

## **Goal 3 Service Outcomes**

### **CLIENT SATISFACTION SURVEY**

The Industry Partnership launched the third annual sector-wide Client Satisfaction Survey in February 2020. The Client Satisfaction Survey measures clients' the overall satisfaction with SHS services, along with client wellbeing and outcomes.

A record 67 organisations providing homelessness services registered to participate. Collection of surveys was placed on hold from end of March to September, as the sector focused on responding to the emerging pandemic.

### **OUTCOMES CAPACITY BUILDING**

Since 2017 the Industry Partnership has worked with the Centre for Social Impact and the NSW SHS sector to develop a shared outcomes framework and tools for the homelessness sector. This year, the Industry Partnership drew on the lessons and outputs from this project to inform DCJ as they designed, implemented and evaluated the pilot of the SHS Outcomes Based Commissioning Pilot.

## **Goal 4 Workforce Development**

### **LEARNING AND DEVELOPMENT FRAMEWORK**

The Industry Partnership launched the SHS Learning and Development (L& D) Framework at the Newtown Dendy Cinema, to an audience of 80 from across the SHS sector. The Understanding Core Client Groups short films were premiered at the launch. For those who prefer their movies streamed, these films are available for viewing on the Induction page of the SHS Learning and Development Framework.

By the end of the year, 80% of courses had been developed and made available to SHS workers through the L&D Framework. This includes both delivered in-class and self-paced online courses.

Over the year, 96 courses were delivered in Sydney and 50 courses were delivered in rural and remote areas of NSW resulting in 1,683 SHS attendances. In March, courses were converted to Virtual Interactive Remote Training (VIRT) with 37 online courses delivered resulting in 425 attendances. Although done as a response to the pandemic, this has



enabled us to offer more courses, especially to workers in rural and remote areas. 199 attendances were made by Aboriginal and/or Torres Strait Islander workers and 156 attendances were made by CALD workers.

Online, the new eLearning course CIMS client records & case management was added alongside the existing CIMS reporting & manager functions. Development also commenced on further induction level eLearning courses.

# SYDNEY WOMEN'S HOMELESSNESS ALLIANCE

2019/2020 continued to be a productive time for SWHA and the Alliance undertook meaningful projects that aim to contribute to the awareness of issues affecting women in the SHS sector.

## STAFF EXCHANGE PROGRAM

The SWHA Staff Exchange Program (SEP) has continued to evolve and has proven to be a successful project.

As this has now officially progressed from a Pilot to a Program the SEP aims to continue achieving the following objectives:

- ◆ Promote cross-sector collaboration, by pairing organisations that deliver distinctive programs.
- ◆ Strengthen partnerships across women's services through knowledge exchange.
- ◆ Match specialist a generalist services to expand sector skills through practice.

Based on the recommendations from the evaluation report a second staff exchange program was held at the beginning of 2020. This was highly successful and evolving from this the Alliance decided to produce a promotional video to be viewed by organisations in the sector who might be interested in the program and SWHA as a whole.

## STAFF EXCHANGE PROGRAM VIDEO

On the back of the success of the SEP it was decided that the Alliance should produce a promotional video outlining the benefits of participating in this program. We also used this opportunity to promote SWHA as a highly successful Alliance. Participants in the video included Grace Rullis, Katie Young, Jan Christie, Maddy Humphries and Michelle Apschner. SWHA enlisted Laundry Lane Productions to produce the video which has now been completed and is on the Homelessness NSW website.

## NATIONAL REMEMBRANCE DAY

As a result of the Covid-19 restrictions, SWHA were unable to have a face to face acknowledgement of Remembrance Day this year. However, Katie Young and Michelle Apschner did send out emails to all NSW Ministers and Shadow Ministers calling on them to feature this on their social media feeds on 10th May. It is hoped that in 2021 we will again be able to hold this event outside Parliament House in Sydney.

## TEMPORARY VISA WORKING GROUP

After the working group completed their research the Alliance recruited Consultant Grace Leotta to complete a best practice guideline for front line staff. However due to personal circumstances Grace was unable to complete this and this project has unfortunately been shelved in the interim.

## **PRIORITIES FOR 2020 AND BEYOND INCLUDE A FOCUS ON:**

- ◆ Undertaking a rebranding project for SWHA including developing a new logo.
- ◆ Continuing to promote SWHA with the aim of recruiting new members
- ◆ Ensuring that SWHA continue to advocate around emerging issues impacting women who are experiencing homelessness or are at risk of homelessness in the Inner City.

While SWHA continues to evolve and grow it must be acknowledged that 2020 has been a huge year of change and uncertainty and has really forced the Alliance to develop and adapt to a new way of working. The beginning of 2020 saw Katie Young step down as SWHA Chair and Michelle Apschner nominated for this role with Karina Chalouhi nominated as Deputy Chairperson. I would like to thank Katie Young for her contribution to SWHA as the Chairperson and acknowledge the continued support of Katherine McKernan, Feiyi Zhang and the Homelessness NSW staff. With Covid-19 and the subsequent lockdown response SWHA meetings have been held remotely over Zoom. This will continue into the foreseeable future and the consequences of this have been less attendance each month compared to this time last year, however, as an Alliance we have continued to support each other in this time of uncertainty. It has also meant that we have unfortunately not had any in-services from other organisation's as it was decided this should be put on hold until we can once again meet face to face. Despite this, the Alliance remains committed to action-oriented advocacy for women experiencing homelessness.

**Michelle Apschner,  
Chairperson**

## HOMELESSNESS NSW MEMBERS

Aboriginal Corporation for Hom YWCA Homeless Program
2Connect Youth & Community
Aboriginal Corporation for Homeless and Rehabilitation Community Services
Aboriginal Women & Children's Crisis Service
Adele House Ltd
B Miles Women's Foundation
Barnardos Temporary Accommodation Program
Blue Mountains Family Support Service Inc.
Bonnie Support Services
Bridge Housing LTD
Broken Hill Adults & Families Homelessness & Housing Support Service
Broken Hill Young People's Homelessness and Housing Support Service
Bungree Aboriginal Association Inc.
Byamee Proclaimed Places Inc.
CARRIE'S PLACE DOMESTIC VIOLENCE & HOMELESSNESS SERVICES INC.
CatholicCare Diocese of Broken Bay
CATHOLICCARE SOCIAL SERVICES HUNTER-MANNING
Challenge Community Services
Coast Shelter
Compass Housing Services Co Ltd
CRC Accommodation Service
Detour House Inc
Domestic Violence NSW Serv Management
DV West
Elizabeth Robertson
Eurobodalla Homelessness Support Service
Flourish Australia

Georgina Faosootavloa
Goulburn Homelessness Support Service
Great Lakes & Manning Youth Homelessness Service
Gunnedah Family Support
HammondCare Darlinghurst
Hastings Accommodation Solutions (McCosker House)
Haymarket Foundation
Homelessness Youth Assistance Program (HYAP)
Houses to Homes
Housing Plus
Howard Bell
Hume Community Housing Association Co Ltd
Innari Housing Inc
Inner City Homeless Men's Service
Jenny's Place
Jesus Cares Ministry Inc.
Linking Communities Network Ltd
Lithgow Community Projects Inc
Lou's Place
MA - Northern Sydney District Homelessness Early Interv & Prevention Services
Macarthur Case Management Services
Manly Warringah Women's Resource Centre Ltd
Men 2 Home Program
Mid Coast Communities Inc
Milk Crate Theatre
Mission Australia - Brewarrina Homelessness and Housing Support Service
Mission Australia - Canterbury Bankstown Youth Service



## HOMELESSNESS NSW MEMBERS

Mission Australia - Cooma & Bega Homelessness Support Services	NSW Community Housing Industry Assoc (CHIA)
Mission Australia - Early Intervention and Tenancy Support Service	Oasis Youth Support Network
Mission Australia - Inner City Homelessness Services - Womens Services	Orana Support Service
Mission Australia - Lightning Ridge Homelessness and Housing Support Service	Our Lady of the Way
Mission Australia - Northern Sydney East and West Youth Homelessness Solutions	Penrith City Council
Mission Australia - Northern Sydney HSS – Lower North Shore and Northern	Platform Youth Services Inc
Mission Australia - SHS	Positive Life NSW
Mission Australia - South Eastern NSW	Positive Life NSW
Mission Australia - Support Services Common Ground	Project Youth Inc.
Mission Australia - Walgett Homelessness and Housing Support Service	Rainbow Lodge Program
Mission Australia - Warrumbungle Homelessness and Housing Support Service	San Miguel Family Life Centre
Mission Australia Centre (MAC)	Settlement Services International
Mission Australia-Western Sydney	Shelter NSW
MNC Supporting Supporting and Securing Tenancy Service	Shoalhaven Womens Resource Group - Rosa Coordinated Care
Molonglo Support Services Ltd	Sisters Housing Enterprises Inc
Monaro Crisis Accommodation Service	Social Futures
Murrumbidgee Accommodation & Housing Service	Soul Cafe
Narrabri Homelessness Support Service	South Eastern Sydney Local Health District, Adahps
Natalie Star	Southern Youth And Family Services
NCOSS	St Benedict's Community Centre
NEWTOWN NEIGHBOURHOOD CENTRE	St Vincent de Paul Society NSW
North Shore Women's Benevolent Association Ltd	SVDP NSW - Edel Quinn Support Services
Northern Rivers Community Gateway	Sydney Homeless Services
Nova for Women and Children Inc	Taldumande Youth Services Incorporated
	Tamworth Homeless and Housing Support Service
	Tenants' Union of NSW Coop. Ltd
	The Footpath Library
	The Gender Centre Inc.
	The Healing House Network
	The Northern Centre
	The Salvation Army NSW - Property Trust
	The Station Limited
	Third Sector Australia
	Tumut Regional Family Services Inc.

## HOMELESSNESS NSW MEMBERS

Uniting Care Ageing
Uniting Doorways SHS
Uniting Hope
Vincentian House
Way2home
Wayside Chapel
Wentworth Community Housing - Community Services
Wesley Edward Eagar Lodge
Wesley Families Accommodation Support - Central Coast
Wesley Families Accommodation Support - Fairfield Liverpool
Wesley Families Accommodation Support - Parramatta Holroyd Hills
Wesley Inner City Accommodation Support
Wesley Mental Early Intervention Accommodation Support

Wesley Post Crisis Accommodation Support
Wesley Youth Accommodation Support - Coffs, Bellingen, Nambucca
Wesley Youth Accommodation Support - Inner West
Western Sydney and North Coast Region
Wollongong Emergency Family Housing Inc
Women & Families Services- The Samaritan House
Women & Girls Emergency Centre
Women & Girls Emergency Centre
Women's Community Shelters
Women's Housing Company
Wyong/Gosford Community Legal Services Inc.
Yass Homelessness Support Service
Yes Unlimited
Young Crisis Accommodation Centre Inc.





# AUDITOR'S REPORT

## HOMELESSNESS NSW

*{ABN 37 596 554 677}*

FINANCIAL REPORT

30 JUNE 2020

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# AUDITOR'S REPORT

## HOMELESSNESS NSW Responsible Persons' Report

The Responsible Persons present their report together with the annual financial report of Homelessness NSW for the year ended 30 June 2020 and the auditor's report thereon.

### Responsible Persons

The Responsible Persons of the company in office during the financial year and until the date of this report are:

Name	Occupation	Appointed	Resigned
Evelvne Tados	Responsible Person/Chair	11/07/2019	
Jenni Beetson-Mortimer	Responsible Person	11/07/2019	
David Fisher	Responsible Person/Treasurer	11/07/2019	
Bretton Phillip Macklin	Responsible Person	11/07/2019	
Stephanie Oatley	Responsible Person/Secretary	21/10/2019	
Mandy Booker	Responsible Person	21/10/2019	
Kelly Hansen	Responsible Person	21/10/2019	
Tina Reynolds	Responsible Person	21/10/2019	
Rob Seaton	Responsible Person	21/10/2019	
Patricia Bramble	Responsible Person	11/07/2019	21/10/2019
David Kenneth Allen	Responsible Person	11/07/2019	21/10/2019
Tanya Maree Rogers	Responsible Person	11/07/2019	21/10/2019
Laurence Maher	Responsible Person	11/07/2019	21/10/2019

### Responsible Persons' meetings and executive committee meetings

During the financial year, the Board Members met on ten (10) occasions, the attendance at the board meetings was as follows:

Name	Meetings Eligible to Attend	Meetings Attended
Evelvne Tados	10	10
Jenni Beetson-Mortimer	10	8
David Fisher	10	10
Bretton Phillip Macklin	10	10
Stephanie Oatley	10	8
Mandy Booker	8	6
Kelly Hansen	8	8
Tina Reynolds	8	7
Rob Seaton	8	7
Patricia Bramble	2	2
David Kenneth Allen	2	2
Tanya Maree Rogers	2	-
Laurence Maher	2	-

# AUDITOR'S REPORT

## HOMELESSNESS NSW *Responsible Persons' Report (continued)*

### Principal Activities of the Company

The object of the Company is to provide support, resources and assistance to homeless people and people vulnerable to homelessness in NSW, including by:

1. acting as the peak industry and advocacy body for homelessness services in NSW;
2. working to end homelessness through leadership in policy development, advocacy and capacity building;
3. promoting and fostering the participation of people with experience of homelessness in the development and improvement of homelessness service delivery, the development and implementation of policies and programs to address homelessness, and research, debate and education about homelessness;
4. promoting and contributing to the development and implementation of policies and programs to address homelessness including prevention, early intervention and response;
5. promoting and fostering the development and improvement of homelessness service delivery;
6. promoting and contributing to research, debate and education about homelessness;
7. promoting and fostering co-operation, collaboration and communication within and between homelessness and other human services; and
8. doing all other things which are necessary or expedient to further the objects of the Company.

### Significant Changes in the State of Affairs

There have been no significant changes in the business affairs of the Company during the year other than as disclosed in the 2019 audited financials whereby the entity changed its structure from an Incorporated Association to a Public Company Limited by Guarantee. This took effect 11 July 2019.

### Results

	2020	2019
	\$	\$
Operating Profit for the year	21J.M	

### Dividends

No dividend was paid or declared during the year ended 30 June 2020 as the Company's Constitution does not allow for the payment of dividends.

### Events subsequent to balance date

At the date of this report there is no matter or circumstance which has arisen since 30 June 2020 that has significantly affected or may significantly affect:

- (a) the company's operations;
- (b) the results of those operations; or
- (c) the company's state of affairs,

in financial years subsequent to 30 June 2020.

2.

## AUDITOR'S REPORT

### HOMELESSNESS NSW Responsible Persons' Report (continued)

#### Likely Developments and Expected Results of Operations

Disclosure of information regarding likely developments in the operations of the company in future financial years and the expected results of those operations is likely to result in unreasonable prejudice to the company. Accordingly, this information has not been disclosed in this report.

Whilst there has been an unprecedented disruption to society and the general economy as a result of the evolving and uncertain nature of COVID-19, the Company continues to lobby Government Agencies and Departments for continued financial assistance with its programmes to assist the homeless and destitute.

#### Responsible Persons' Benefits

No responsible person of the company has received or become entitled to receive a benefit because of a contract made by the company or a related body corporate with the responsible person or with a firm of which they are a member, or with a company in which they have a substantial financial interest.

#### Environmental Issues

The Company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

#### Auditor's Independence and Non-Audit Service

The auditor's declaration of independence as required under s60-40 of the *Australian Charities and Not-for-Profits Commission Act 2012* appears on page 4 of this financial report and forms part of the Responsible Person's Report for the year ended 30 June 2020.

#### Auditors

GNV Accountants & Business Advisors replaced Foster as auditors and will continue to act as auditors in accordance with ACNC Act & Regulations. The independence declaration is set out on page 4 and forms part of this Responsible Persons' Report.

This report is made in accordance with a resolution of the responsible persons.



Responsible Person - Dr Evelyne Tadros



Responsible Person - Brett Mcklin

Woolloomooloo

17 September 2020.

## AUDITOR'S REPORT



**GNV Accounts & Business Advisors**  
ABN: 57 159 078 869  
PO Box 344  
OATLEY NSW 2223  
Tel: (02) 9585 9406  
Mobile: 0402 919 792  
Email: [george@gnvaccountants.com.au](mailto:george@gnvaccountants.com.au)

### *Independence Declaration by the Auditor*

As the auditor of Homelessness NSW, I declare that, to the best of my knowledge and belief, during the year that ended 30 June 2020 there have been:

- (i) no contraventions of the auditor independence requirement as set out in the Australian Charities and Not-for-profits Commission Act 2012; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

**GNV Accountants & Business Advisors**  
Chartered Accountants

**G Vourantonis, CA**  
Director

Oatley, NSW, 17 September 2020.



# AUDITOR'S REPORT



## **GNV Accounts & Business Advisors Pt Ltd**

ABN: 57 159 078 869

PO Box 344

OATLEY NSW 2223

Tel: (02) 9585 9406

Mobile: 0402 919 792

Email: [george@gnvaccountants.com.au](mailto:george@gnvaccountants.com.au)

### *Independent Audit Report to the Members*

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#### **Scope**

I have audited the financial report of Homelessness NSW (the "Company") set out on pages 7 to 13 for the financial year ended 30 June 2020.

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

#### **Basis for Opinion**

I have conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of this report. I am independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### **Emphasis of Matter - Basis of Accounting**

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

#### **Information Other than the Financial Report and Auditor's Report Thereon**

The responsible persons are responsible for the other information. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

#### **Responsibilities of Responsible Persons for the Financial Report**

The responsible persons of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible persons' responsibility also includes such internal control as the responsible persons determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

## AUDITOR'S REPORT

In preparing the financial report, responsible persons are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intends to liquidate the Company or to cease operations or has no realistic alternative but to do so.

The responsible persons are responsible for overseeing the Company's financial reporting process.

### **Auditor's Responsibilities for the Audit of the Financial Report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of my responsibilities for audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Horne.aspx>. This description forms part of my auditor's report.

### **Audit Opinion**

In my opinion, the financial report of Homelessness NSW for the year ended 30 June 2020 presents fairly the Company's financial position and the result for the year ended on that date.



**GNV Accountants & Business Advisors**  
Chartered Accountants



**G Vourantonis, CA**  
Director

Oatley, NSW, 17 September 2020.

## AUDITOR'S REPORT


### HOMELESSNESS NSW Responsible Persons' Declaration

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In accordance with a resolution of the responsible persons of Homelessness NSW in the opinion of the responsible persons:

- (a) the financial report of the company is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:-
  - (i) giving a true and fair view of the company's financial position as at 30 June 2020 and of its performance for the year ended on that date, and
  - (ii) complies with Accounting Standards and the Australian Charities and Not-for-profits Commission Regulation 2013, and
- (b) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

On behalf of the Board.

  
.....

Responsible Person - Evelyne Tadros

Woolloomooloo

17 September 2020.

  
.....

Responsible Person - Bretton Macklin

## AUDITOR'S REPORT

HOMELESSNESS NSW  
Statement of Comprehensive Income  
For the year ended 30 June 2020

	2020	2019
	\$	\$
<b>Income</b>		
Revenue from grants	1,770,214	1,715,466
Conference income	120,572	60
Membership fees	26,750	21,927
Interest income	11,884	19,823
Donations	30,627	280
Other	466	5,379
Management fees	20,000	30,000
Cash flow boost	50,000	-
Total income	<u>2,030,513</u>	<u>1,792,935</u>
Less:		
<b>Expenses</b>		
Auditors remuneration	3,204	2,600
Salaries and on- costs	1,092,246	1,008,320
Occupancy & Telecommunications	96,414	48,279
Conferences & Forum	87,643	55,620
Professional services	434,985	404,973
Depreciation & Amortisation	11,115	8,204
Project Materials	-	1,688
Subscriptions and Memberships	142,626	104,946
Other	65,136	105,363
	<u>1,933,369</u>	<u>1,739,993</u>
Operating Surplus for the year	97,144	52,942
Other comprehensive income	-	-
Total comprehensive income for the year	<u>\$97,144</u>	<u>\$52,942</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

# AUDITOR'S REPORT

## HOMELESSNESS NSW Statement of Financial Position As at 30 June 2020

	Notes	2020 \$	2019 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	4,997,632	992,251
Trade receivables	3	21,940	17,525
Other	4	<u>6,829</u>	<u>9,694</u>
Total Current Assets		<u>5,026,401</u>	<u>1,019,470</u>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	5	<u>38,570</u>	<u>26,086</u>
Total Non- Current Assets		<u>38,570</u>	<u>26,086</u>
<b>TOTAL ASSETS</b>		<u>5,064,971</u>	<u>1,045,556</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	501,373	234,662
Employee provision	7	78,256	68,554
Income received in advance - grants		<u>3,806,859</u>	<u>161,544</u>
Total Current Liabilities		<u>4,386,488</u>	<u>464,760</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee provision	7	<u>21,623</u>	<u>21,080</u>
Total Non-Current Liabilities		<u>21,623</u>	<u>21,080</u>
<b>TOTAL LIABILITIES</b>		<u>4,408,111</u>	<u>485,840</u>
<b>NET ASSETS</b>		<u>\$656,860</u>	<u>\$559,716</u>
<b>ACCUMULATED FUNDS</b>			
Accumulated surplus		559,716	506,774
Current year surplus		<u>97,144</u>	<u>52,942</u>
<b>TOTAL FUNDS</b>		<u>\$656,860</u>	<u>\$559,716</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.



## AUDITOR'S REPORT

### HOMELESSNESS NSW

#### *Statement of Changes in Equity for the year ended 30 June 2020*

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	Retained Earnings \$	Total Equity \$
At 30 June 2018	506,774	506,774
Profit for the year	<u>52,942</u>	<u>52,942</u>
At 30 June 2019	559,716	559,716
Profit for the year	<u>97,144</u>	<u>97,144</u>
At 30 June 2020	<u>\$656,860</u>	<u>\$656,860</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

10.

## AUDITOR'S REPORT

### HOMELESSNESS NSW Statement of Cashflows For the year ended 30 June 2020

	Notes	2020 \$	2019 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		6,122,310	1,778,829
Payments to suppliers and employees		(2,105,214)	(1,627,252)
Interest received		<u>11,884</u>	<u>21,927</u>
Net cash generated in operating activities	2 (a)	<u>4,028,980</u>	<u>172,804</u>
Cash flows from investing activities:			
Purchase of fixed assets		<u>(23,599)</u>	<u>(40,398)</u>
Net increase in cash and cash equivalents held		4,005,381	132,406
Cash and cash equivalents - 1 July 2019		<u>992,251</u>	<u>859,845</u>
Cash and cash equivalents - 30 June 2020	2	<u>\$4,997,632</u>	<u>\$992,251</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

# AUDITOR'S REPORT

## HOMELESSNESS NSW Notes to the Financial Report 30 June 2020

### 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 the Australian Charities and Not-for-profits Commission Act 2012. The Company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. Homelessness NSW applies Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements.

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 in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

Accounting Standards issued but not yet effective and have not been adopted early by the company

None of the new standards and amendments to standards that are mandatory for the first time for the financial year beginning 1 July 2019 affected any of the amounts recognised in the current period or any prior period and are not likely to affect future periods.

The financial statements were approved by the Board on 17 September 2020.

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

#### (a) Income Tax

Homelessness NSW is a recognised not-for-profit entity and is therefore exempt from paying income tax. It is exempt from the payment of income tax under sub-paragraph 23 (e) of the Income Tax Assessment Act 1936, as amended. 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 Company 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%
Leasehold Improvements		20%

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.

# AUDITOR'S REPORT

HOMELESSNESS NSW  
*Notes to the Financial Report*  
30 June 2020 (continued)

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**(d) Employee Entitlements**

Provision is made for the Company'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 Company to an employee superannuation fund and are charged as expenses when they are incurred.

**(e) Grants Income**

The Responsible Persons recognise grants income on an accrual basis; as such all grants committed for a financial year have been recorded as income for that year and the Company will comply with all attached conditions.

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.

Donations and grants received, which at balance date are for a specific project not yet completed, are only recognised as income when the project occurs, as these amounts are repayable if not fully utilised on the specific project unless directions are received to utilise on another specific project.

**(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) Impairment of Assets**

Assets with an indefinite useful life are not amortised but are tested annually for impairment. Assets subject to annual depreciation or amortisation are reviewed for impairment whenever events or circumstances arise that indicates that the carrying amount of the asset may be impaired. An impairment loss is recognised where the carrying amount of the asset exceeds its recoverable amount. The recoverable amount of an asset is defined as the higher of its fair value less costs to sell and value in use.

**(k) 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).

# AUDITOR'S REPORT

## HOMELESSNESS NSW Notes to the Financial Report 30 June 2020 (continued)

	2020 \$	2019 \$
<b>2. CASH AND CASH EQUIVALENTS</b>		
Bendigo cheque account	4,378,115	388,077
Bendigo petty cash account	77	1,989
Bendigo term deposit TD2504	32,091	31,530
Bendigo term deposit TD 2506	581,534	570,505
Bendigo debit card	5,742	-
Petty cash & Paypal	<u>73</u>	<u>150</u>
	<u>4,191,632</u>	<u>1,192,251</u>
(a) Reconciliation of net cash from operating activities to surplus:-		
Surplus	97,144	52,942
Depreciation & Amortisation	11,115	8,204
Increase/(Decrease) in provision for employee entitlements	<u>10,245</u>	<u>9,810</u>
	118,504	70,956
Changes in Assets and Liabilities: -		
Decrease/(Increase) in receivables	(4,415)	(17,150)
Decrease/(Increase) in other current assets	2,865	(1,976)
Increase/(Decrease) in trade and other creditors	266,711	137,049
Increase/(Decrease) in income received in advance	<u>3,645,315</u>	<u>(15,711)</u>
	<u>4,028,980</u>	<u>172,804</u>
Net Cash generated in operating activities (page 10)	<u>4,028,980</u>	<u>172,804</u>
<b>3. TRADE RECEIVABLES</b>		
Trade receivables	<u>21,940</u>	<u>17,525</u>
<b>4. OTHER</b>		
Prepayments	3,368	3,753
Accrued interest	<u>3,461</u>	<u>5,941</u>
	<u>6,829</u>	



# AUDITOR'S REPORT

## HOMELESSNESS NSW Notes to the Financial Report 30 June 2020 (continued)

	2020	2019
	\$	\$
5. PLANT AND EQUIPMENT		
Office equipment and furniture - at cost	101,274	77,676
Less: Accumulated depreciation	(71,210)	(62,768)
	<u>30,064</u>	<u>14,908</u>
Plant and equipment - at cost	6,273	6,273
Less: Accumulated depreciation	(6,108)	(6,083)
	<u>165</u>	<u>190</u>
Leasehold Improvements	13,235	13,235
Less: Accumulated amortisation	(4,894)	(2,247)
	<u>8,341</u>	<u>10,988</u>
	<u>48,570</u>	<u>26,186</u>
6. CREDITORS AND BORROWINGS		
Trade & other creditors	79,364	199,836
Accrued expenses	36,588	23,324
PAYG Withholding	17,580	12,480
GST Payable/(Refund)	367,841	(978)
	<u>501,373</u>	<u>234,662</u>
7. EMPLOYEE PROVISIONS		
Current		
Annual leave	73,440	65,683
Long Service Leave	4,816	2,871
	<u>78,256</u>	<u>68,554</u>
Non-Current		
Long Service Leave	21,623	21,111
8. LEASING COMMITMENTS		
Current		
Operating Lease Commitments		
Non-cancellable operating leases contracted for but not recognised in the financial statements: -		
Not later than 12 months	-	38,520
Between 12 months and 5 years	-	-
	<u>-</u>	<u>38,520</u>

the current lease expires 30 June 2020 with negotiations to renew on-going.

## AUDITOR'S REPORT

HOMELESSNESS NSW  
*Notes to the Financial Report*  
*30 June 2020 (continued)*

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**9. MEMBERS LIABILITY**

The company is limited by guarantee. In the event of the company being wound up, the liabilities of each member (both during the time of membership and for one year thereafter) is limited to \$10 (Constitution clause 3).

The number of members as at year end was 139.

**10. COMPANY DETAILS**

**ABN:** 37 596 554 677

Homelessness NSW is a company limited by guarantee (effective 11 July 2019) and domiciled in Australia.

The registered office and principal place of business of the Company is:

Level 1, 99-133 Forbes Street,  
Woolloomooloo NSW 2011

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

**11. REMUNERATION OF RESPONSIBLE PERSONS**

The responsible persons do not receive any remuneration for their work as officers of the company other than as disclosed in the Responsible Persons' Report.

**12. 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 the Company, the results of those operations or the state of affairs of the Company in future financial years.

