

For more information please contact:

Sisters Housing Enterprises Inc.

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Front L to R – Kirrily, Alex & Janice
Back row L to R - Tammy, Brooke, Belinda, Reebeka & Norma
June 2018



SISTERS HOUSING ENTERPRISES INC ANNUAL REPORT 2018-2019



**SISTERS HOUSING ENTERPRISES INC.
BOARD OF DIRECTORS 2018-2019**

Fleur Katsmartin – **Chair** (Leave of Absence, Dec – Jun)
appointed at AGM

Anginette MacKinnon - **Acting Chair** (Dec – Jun) appointed at AGM

Melanie Prout – **Secretary** appointed at AGM

Claire Prince – **Treasurer** appointed Oct 2018 - resigned Mar 2019

Kate Salmon – **Acting Treasurer** (Apr – Jun) appointed at AGM

Ann Baker – **Ordinary Board member** appointed Jan 2019

Jenny Davis – **Ordinary Board member** appointed Jun 2019



Board of Directors - Sisters Housing Enterprises, Inc. (Sept 2018)

Fleur Katsmartin - Chair, Ange MacKinnon - Vice Chair,
Kate Salmon - Ordinary Member and Mel Prout – Secretary

FINANCIAL REPORT

***Sisters Housing Enterprises Inc. Income Statement
For the year ended 30th June 2019***

SHE Inc.	
Total Income	\$741,392
Total Expenses	\$708,618
Net Surplus/Deficit	\$32,774

Sisters Housing Enterprises Inc. Balance Sheet as at 30th June 2019

Total Assets	\$491,415
Total Liabilities	\$146,424
Net Assets	\$344,991
Total Members Funds	

Donations throughout 2018/19 were received from the following organisations:

<i>Hometown Hero's - Wagga Marketplace</i>	<i>South Wagga Anglican Church</i>
<i>Navigate Accounting</i>	<i>Wagga Wagga Blood Bank</i>
<i>A Kukvins</i>	<i>RAAF SGT's Mess</i>
<i>The Grange</i>	<i>Koorlingal Ladies Probus</i>
<i>PayPal Giving Fund</i>	<i>Inner Wheel Club of Wollundry</i>
<i>Smiles Treats & Treasurers</i>	<i>Bernadi's BBQ fundraiser & raffle</i>

Core funding- SHE Inc. receives SHS funding from FACS as part of the Murrumbidgee Housing Alliance through St Vincent de Paul. Sisters Housing Enterprises Inc. also acknowledges the generous support, grants and donations it receives from one off grants, individuals and the community.

A copy of the Audited Financial Statements of SHE Inc. is available on request

CLIENT TESTIMONIALS

Recently the service asked current and previous clients if they would like to provide feedback on their experience with Sisters Housing. The following are some of the comments received.

*"Very caring, Belinda & Bec & Brook very understanding.
Big smiles from all workers and our safety is good."*

Anon

"The Kindness, understanding and genuine care & support from staff. The feeling of being safe, being heard and supported. I cannot name just one thing there are so many moments about this service that I will be forever grateful for. Being able to see my son's progress & smile every day and to be able to check-in with staff when DV is occurring and the reassurance that this is an actual cycle and I'm not crazy."

Chelsea

"The staff are amazing and help guide you through and are there for you all the time and value your privacy while staying. They also helped me find my own house in which I still live."

"Nothing I did not like about Sisters Housing if it were not for Sisters Housing and the beautiful staff I do not know where I would be today without them"

Nicole

CHAIRPERSON'S REPORT

Sister Housing Enterprises Inc. work towards a safe and inclusive community, through empowerment, education and prevention of violence for women.

Over the past financial year Sisters has assisted 313 women and children from all walks of life. Our arms spread far and wide to assist those who are in need of support from domestic and family violence, homelessness, drug and alcohol issues and mental illness.

We have seen a rise in violence towards women headlined in the media these past years. We have a responsibility to raise these issues in our community. We have made intention to make "***Sisters***" more visible in the community, our aim is to introduce Sisters to a group of people who will help to raise awareness and help with fundraising.

We hope to assist with education of clients over a varied field, financial and general life skills. Over the next financial year, the Board will continue to follow the strategic operational plan, to work for the best outcome for the people who are homeless or at risk of homelessness.

This financial year has seen a smooth ship sailing. Belinda McMahon has led the team of dedicated staff with confidence. We have noticed a commitment to a harmonious workplace develop. We thank the staff for their continued support of Belinda.

I would like to thank fellow Board members for the ongoing support and dedication to Sisters. We really do work as a team and I can surely say I am grateful for your support.

Anginette MacKinnon – Acting Chair Sisters Housing Enterprises Inc.

ELIGIBILITY & ATTENDANCE BY BOARD MEMBERS

The Board held ten (10) Ordinary Meetings, a Special General meeting and the AGM in 2018-2019. Our Chair, Fleur Katsmartin was granted 6 months leave from December 2018 until the end of June 2019. During that time Ange MacKinnon filled the roll of Chairperson.

In May, Claire Prince, the Treasurer, informed the Board that she would be relocating to be closer to family, it was with regret that the Board accepted her resignation from the Board. We wish Claire all the best in the coming year.

The Board appointed two new members during the latter part of the year. Ann Baker joined the Board in January and Jenny Davis were appointed to the Board in June. We welcome both Ann and Jenny and look forward to their input and working with them.

Board Member	Eligible to Attend	Attended	Leave of Absence	Apology
Fleur Katsmartin	11	5	6	
Anginette MacKinnon	11	6		5
Melanie Prout	11	8		3
Claire Prince	7	4		3
Kate Salmon	11	10		1
Ann Baker	6	5		1
Jenny Davis	1	1		

FUTURE DIRECTIONS

Sisters Housing Enterprises Board & Staff are keen to recruit Volunteers for both in-house support and for Fundraising activities. Currently our student is developing a volunteer policy and we look forward to having this work completed and volunteers with us in the not too distant future.

Both staff and clients have put forward great ideas for this volunteer program. We are encouraged that women want to share their skills and knowledge. Clients have shown interest in the areas of cooking, sewing, yoga, meditation and gardening to name but a few.

In the coming year the service will be focussing on raising the profile of Sisters Housing Enterprises, we will also further consolidate our partnerships and working collaboratively with other service providers. It is hoped that regular visits to our outlying areas will also occur.

Governance work for the 2019-20 - The Board will commence reviewing the current Strategic Plan with the aim of finalising the direction of the organisation with the implementation of the 2020-23 Strategic Plan carrying the organisation into the future. Whilst "The Outcomes Framework" is still to be rolled out, this will be a major consideration in the 2020-23 Strategic Plan. Along with the Board and management continuing the work to attain ASES accreditation by June 2023. Staff continue to source additional for funding opportunities to enhance services to our community of interest. We will also look to partner with like-minded organisations to work in a collaborative way to attain positive outcomes for clients.



Patriot Motorcycle Members Ron Dobson, Michael & Brett Dixon
with staff members Janice and Tammy

Homelessness week 2019 - Staff will attend a number of functions in the community to highlight the seriousness of homelessness in Wagga Wagga and the services which Sisters Housing provide. Staff have committed to participating in a ***Girls Night In*** whilst this will not be during the actual week.

MANAGERS REPORT

The one certainty in life is change and for Sisters Housing this is always the case. One never knows what the day will bring but on the staffing front we always hope for stability for both clients and service delivery. In the first half of the year we said goodbye to staff member, Clara and welcomed Naomi to the Case worker team. Whilst Naomi's stay at "Sisters" was all too brief, leaving us for more certain pastures as a case worker with Edel Quinn, we were fortunate enough to recruit Reebeka to our team. Reebeka is on a fixed-term contract until June 2020, her position being funded by the DVRE enhancement funding. It is my hope that this funding will be extended into the future and that we will be able to offer Reebeka ongoing employment. Finally, to add to our team on a casual basis, we were fortunate to have Norma join the team. From a staffing perspective I am pleased to say we have a team who come into their roles and the service, offering dedication, support & encouragement to one another through the changes and challenges that we, as a service face daily.

My strong personal commitment along with the Service's desire to ensure a team of dedicated, professional and knowledgeable workers has allowed staff to access a number of professional development opportunities. These opportunities increase the awareness, skills and knowledge in areas such as substance abuse, grief & loss and mental health, enabling staff to deliver services with the best outcomes possible for clients.

As we move into 2020, the focus for the coming year for the Board and myself will include work on the ASES accreditation, the 2020/23 Strategic Plan and the implementation of a volunteer program to assist with fundraising. We will continue to focus on women experiencing Domestic & Family Violence. Whilst not the only driver of homelessness, recognition of the high percentage (almost 40%) of women accessing our service who have experienced DV, staff regularly attend and participate in the Domestic Violence Liaison Committee (DVLC) and the Safety Action Meetings (SAMS) and social action initiatives.

I take this opportunity to thank those staff who have left us through the year, welcome those who joined our team and to the dedicated staff who have been with me on this journey over the past few years. I sincerely appreciate your dedication and support to myself, the clients and the work that we do. I also thank the Board for their ongoing commitment to the service and myself. I look forward to working with you all in the coming year.

Belinda McMahon - Manager

SISTERS HOUSING ENTERPRISES INC. STAFF 2018/19

Belinda McMahon – Manager

Tammy Marks - Senior Case Worker

Clara Khayat-Nordblom – Case Worker (left September 2018)

Kirrily Shaw – Case Worker

Alex Quarmby – Case Worker

Naomi Speers – Case Worker (left Feb 2019)

Reebeka Button – Case Worker (commenced May 2019)

Brooke Kerin – Accommodation Support Worker

Janice Dixon – Receptionist/Administration Assistant

Norma Halse – Casual worker (Commenced June 2019)

SOCIAL ACTION INITIATIVES

Sisters Housing collaborated with our Eastern Murrumbidgee Alliance Partners to undertake a blanket drive for Homelessness week 2018. Many donations of blankets, pillows, sleeping bags, doonas, coats, beanies & scarves were received prior to Homelessness week, with these generous donations being distributed during that week. The Patriots Australia – Riverina Chapter donated a number of new blankets to the drive and we thank them for their participation in the drive.



Tammy looking over donations received for the blanket drive

Whilst the focus for staff is on delivering services to women, we still managed to participate in a number of activities outside of homelessness. Staff participated in White Ribbon Day, the 16 Days of Activism and International Women's Day.

VISITING PRACTITIONERS

The service provided office space enabling services to provide in-house services to clients during 2018-2019. Clients were able to access appointments for.

- Financial Counselling with Marisol (weekly)
- Centrelink services with Ana (fortnightly)
- Save The Children also provided a supported Playgroup (weekly). Unfortunately, due to very limited numbers attending the service will no longer be offered in the new financial year.

The service works collaboratively with its Alliance partners and other Government and Non-Government agencies to meet the needs of clients and include:

- Edel Quinn Homeless Service (Alliance partner)
- Tumut Regional Family Services (Alliance partner)
- Eastern Murrumbidgee Youth Services – EMYS (Alliance partner)
- Young Crisis Accommodation Services (Alliance partner)
- Brighter Futures - Mission Australia
- SVdP - Alcohol and Other Drugs Coordinator
- Wagga Wagga Family Support Service
- Women's Domestic Violence Court Advocacy Service
- NSW Domestic Violence Liaison Officer (DVLO)
- Family & Community Services (FACS)
- Centrelink
- Housing NSW
- Argyle Housing
- Calvary Drug & Alcohol
- Wagga Mental Health Unit
- LikeMinds
- Wellways
- Relationships Australia
- Family Referral Service

STAFF PROFESSIONAL DEVELOPMENT

Sisters Housing Enterprises Inc. encourages and is committed to supporting professional development and continuous learning of its staff. Staff are provided with a number of opportunities to increase their knowledge and skills enabling them to provide better outcomes to clients. This year staff have attended mandatory training sessions along with professional training & development.

Name of training	No. of Staff
MANDATORY TRAINING	
First Aid	5
CIMS Foundation Training	3
LGBTI CIMS Training	6
Child Protection 1 Training	3
Trauma Informed Practice	2
PROFESSIONAL DEVELOPMENT	
Mental Health First Aid	2
Drug & Alcohol First Aid	5
Accidental Counsellor	2
OTHER	
Domestic & Family Violence training	6
Safety Action Meetings training	2
WD Violence Court Advocacy Program Seconded Worker Training	1

STAFF REPORTS

Senior Case Manager

Maintaining '*Client Focus*' has been a pivotal point of engagement for myself with Case Workers. Consistent engagement with Case Workers ensures clients' needs and priorities are met. Monthly supervision has proved successful and allows for Case Workers to share in a safe space. I enjoy this opportunity for one on one with Case Workers and sharing their case management with key learning conversations and reflection. As a representative for Sisters Housing at The Safety Action Meetings held fortnightly, I am able to share and build strong working relationships with community leaders. We discuss supports and guidance for women who are at significant risk due to Domestic Violence and identify their needs for safety. The opportunities provided by Sisters Housing for professional and personal growth through tailored and identified training is greatly appreciated. It has been a privilege to this year be recognised and registered as a Certified Case Manager (Practising) through the Case Management Society of Australia & New Zealand.

Tammy



MEETINGS, PRESENTATIONS & VISITS FROM SERVICES

Sisters Housing staff attended a number of meetings and presentations this year. These included fortnightly Safety Action Meetings (SAMS), Monthly DVLC representation, participation as the seconded worker in the Women's Domestic Violence Court Advocacy Service, Monthly Brokerage Co-Ordination meetings, Quarterly Alliance Governance meetings, and external Professional Supervision.

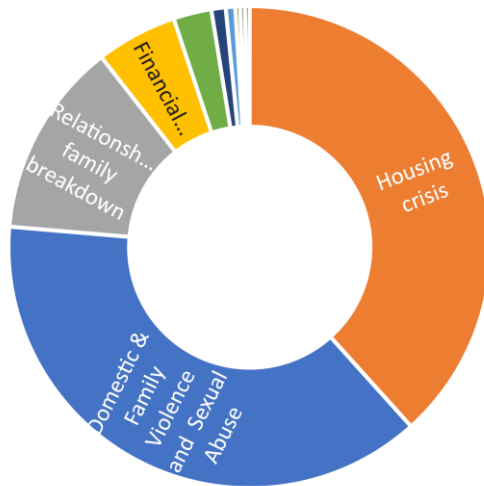
Case Workers continue to access a range of Legal Aid webinars as offered, as well as Management accessing a CIMS webinar. Presentation of donations to the service included; Patriots MC Club – blanket drive donation, Wagga Rural Referral Hospital, Maternity Ward Christmas donation, Cash donations were received from Wagga Blood Bank, RAAF Officers Mess, Hometown Heroes & finally a successful ClubGrants grant. These funds purchased new curtains for the bedrooms of our Crisis Accommodation.

Meetings/Forums/Workshops attended include: Management attend a meeting with Pru Goward (Minister for Family and Community Services, Minister for Social Housing & Minister for Prevention of Domestic Violence & Sexual Assault), the Ageing & Disability Forum, Victims Services Roadshow, SHS Sector Network Meeting, Employsure - WHS workshop, Industry Partnership - Workforce Capability Forum. Staff also attended, a White Ribbon day event at Wagga Women's Health Centre, International Women's day breakfast at Coolamon and Ladies day at Wagga NRL "Kangaroos" Football club

Management also met with two SBS documentary makers re: a proposal to film a new series on homelessness. An initial meeting was held in December 2018, with a follow up one in January. There has been no further interaction.

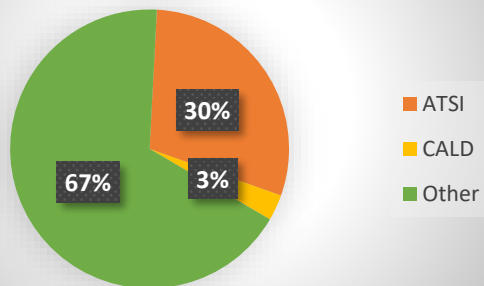
SERVICE STATS

Primary Presenting Issues



The above chart identifies the four major presenting issues for women accessing the service. Both Housing stress and Domestic & Family Violence were the leading cause for women to request assistance. Ninety-six women and children were accommodated in crisis accommodation the past twelve months.

Client Ethnicity



STAFF REPORTS CONT'D

Case Workers

This year has brought its challenges and its triumphs. The year saw a major technology change and with it a world of convenience and access to provide better service delivery to ultimately benefit service users. Sisters Housing continued to be represented through the local Domestic Violence Liaison Committee, which provided knowledge as well as interagency understanding and connection. Sisters Housing was also represented through the local court, in providing support for victims navigating the Apprehended Violence Order process. Sisters Housing has supported and guided countless women and children this year to bring change to their lives, giving them the resources and encouragement that would see them sustain successful tenancies, build stronger relationships with family members and reintegrate into community involvement. All this would not have been possible without the guidance and support given to the staff by the leader of the organisation. The understanding of the emotional impact of the type of 'work' we undertake and prioritising staff mental health, maintaining open and positive communication and just a simple "Thank you" at the end of every day. 2019 was a year of unity and skill building, may, 2020 bring more knowledge and joy. **Alex**

I have had the pleasure of working as Case Worker with Sister's Housing for 2 months and it is extremely rewarding to be able to assist many women and their children from diverse backgrounds in securing a stable and positive future. **Bek**

I've been working at Sisters Housing for 2 years. I started my employment at Sisters as the Accommodation Support Worker. I was invited to work as a Case Worker at the start of 2018. I enjoy the challenges that come with this role. I enjoy supporting the Clients of Sisters Housing and assisting them to reach their goals. This role is very rewarding, and I am happy to be working at Sisters Housing. I believe Sister has a great team of ladies who support each other very well. **Kirrily**

STAFF REPORTS CONT'D

Accommodation Support Worker

Over the past 12 months I feel privileged to have sat in the role of the Accommodation Support Worker and also Property Manager with Sisters Housing Enterprises. I have had the pleasure of meeting many women & children whom have entered our accommodation, sat with them through the tears and then cried with them through tears of laughter acknowledging every woman and their own personal journey.

This wouldn't have been possible in such a high demanding role without the continuing support and guidance from management and other staff here at Sisters Housing, also being encouraged and supported by management with personal growth and self-care when faced with many challenges throughout the year.

Brooke

Receptionist/Admin Worker

I have had the pleasure of working for Sisters Housing Enterprises Inc, since 6 June 2017. My role consists primarily of "**Front of House - Reception**", with both over the phone and face to face contact with Clients. At this time, I have the chance to make the very best impression to the ladies coming to us, and that is something I pride myself on. I also provide Administrative Support to Belinda as Manager and other Staff members as required, as well as ad hoc duties as needed.

Janice

SERVICE STATISTICS AND INFORMATION

Number of clients to the service:

During the 2018/19 financial year 313 women and children received assistance and support from SHE Inc. Two Hundred and sixty-one women presented to the service for assistance. Support was offered to these women and 52 children in their care.

Geographical areas covered:

Eastern Murrumbidgee:

227 – Wagga Wagga, Lockhart, Coolamon & Junee

13 - Tumut, Gundagai & Batlow

7 – Young & Temora

Western Murrumbidgee

1 – West Wyalong

5 – Leeton

1 – Narrandera

2 – Griffith

Southern Murrumbidgee

8 – Albury

1 – Corowa

Within NSW but not in funded area

2 - Central Western NSW

2 - Northern NSW

4 – Queanbeyan

5 – Sydney Metropolitan

8 – South Coast

Out of State

6 – Victoria

(Metropolitan & NE Victoria)

3 - Queensland

1 – Australian Capital Territory

1 - South Australia

1 – Western Australia

Pictures previous pages from left to right.

Top - ClubGrants Cheque presentation. Patriots Motorcycle group- donation of blankets for the blanket drive. Staff attending opening night of Indigenous Art exhibition, pictured with local artist Wendy. Christmas donation of toys from Wagga Rural Referral Hospital Maternity Ward. Group

Middle – Gears Workshop – Miss H (Heather Ward). Alex & Brooke preparing for Tea & Tales (cooking). Tea & Tales – Drumming group. Tea & Tales – craft day.

Bottom - Hometown Heroes cheque presentation – Kirrily, Clara, Alex & Tammy. Tea & Tales – cooking group. Sisters Housing Staff- Tammy, Janice, Brooke, Kirrily & Alex. 2nd prize winner of the Easter Raffle with Kirrily

TEA & TALES

It was with great excitement that Tea & Tales was born this year. Taking on board client's needs, we started by holding budget cooking groups with ladies of our service. This quickly evolved into informal and formalised group work, sewing, crafting, pamper sessions, drumming, essential oils, wellbeing and personal strengths groups. Our ladies have had many kitchen conversations, reflection on their families as young children, sharing favourite family recipes and building respectful and positive social connections. Many thanks to those women who took time to share their knowledge and skills. The ladies with the assistance of Ann Baker (Board member) made aprons for themselves and the staff for use in the cooking group. Staff proudly wore their aprons at the fundraising BBQ.



Tammy & Bethany modelling the aprons made by clients of the Tea & Tales group



Janice & Alex – Drumming

BERNADI'S BBQ & EASTER RAFFLE

On Saturday the 13th April staff participated in their first fundraising activity with a BBQ at Bernadi's Tolland. An Easter raffle was also held at this time. It was a great opportunity to meet the local community, promote the service and the work we do. Many past & present clients stopped by for a chat and a sausage. Whilst we didn't raise a significant amount of money, the team certainly had a fun day bonding over the BBQ. Bernadi's were very supportive and have offered us another date for the BBQ later in the year. It is hoped that we will take them up on the offer in the warmer months.

I take this opportunity to thank the Community, Board & Associate members who supported our first venture into fundraising. A big thank you Trina and Bernadi's whom without their support this would not have been possible. Also, a special thank you to Jenna Roberts (Director Wagga Wagga Family Support) for her enthusiastic support of us on the day, encouraging her staff to come along also.



Staff at Bernadi's BBQ



Easter Raffle draw - Alex Kate

