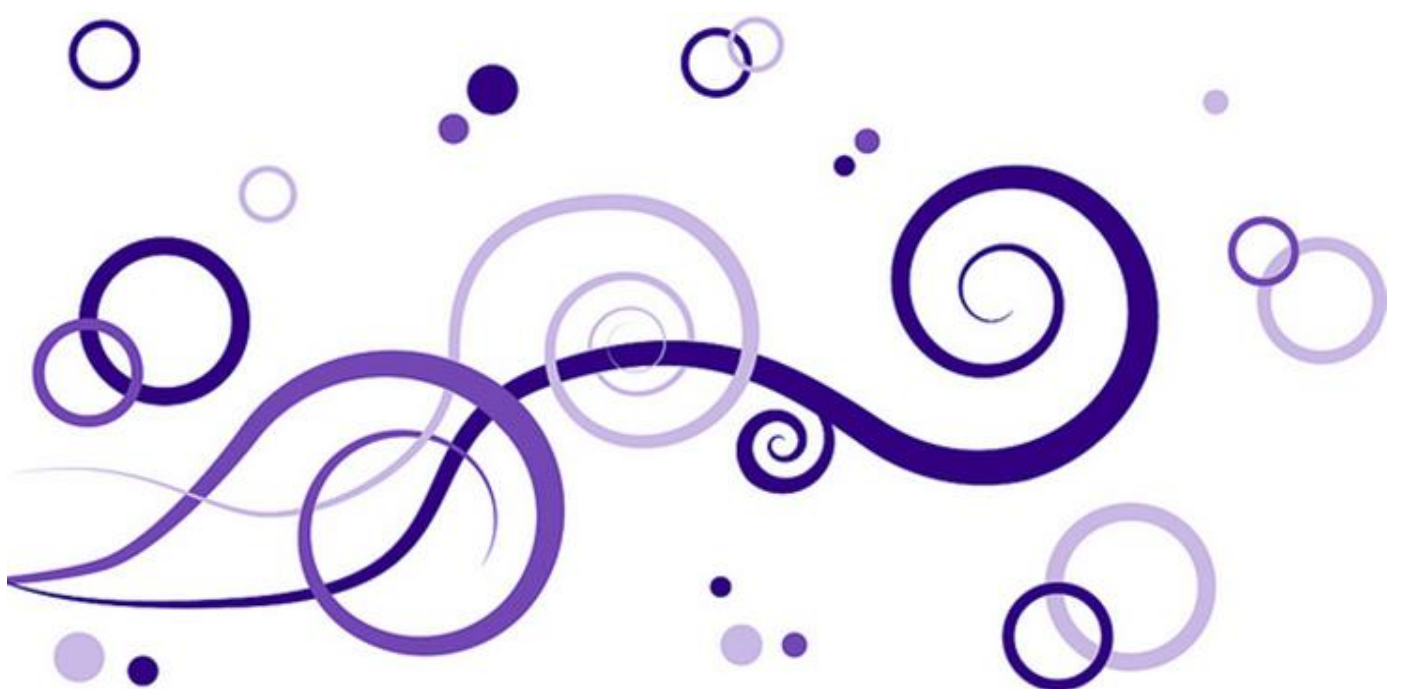


SISTERS HOUSING ENTERPRISES INC

ANNUAL REPORT

2020-2021



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Sisters Housing Enterprises Inc. holds an authority to fundraising

undersection 13A of the Charitable Fundraising Act 1991 - CFN 24157



OUR ACKNOWLEDGEMENT

Sisters Housing Enterprises Inc. acknowledge the Traditional Custodians of this land and pay our respect to Elders, both past and present and extend our acknowledgment to all Aboriginal and Torres Strait Islander people.



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OUR SERVICE

VISION

Sister Housing Enterprises Inc's vision is to reduce homelessness amongst women and children by empowering them to make changes in their life as they move forward, whilst valuing a woman's choices.

MISSION

Our mission it to provide safe and secure housing and practical support for women and children that are disadvantaged or homeless in a respectful and ethical environment in the Wagga Wagga & surrounding regions.

VALUES

Our values serve as a compass for our actions and are vitally important to our organisation. SHE Inc. Management and staff are will at all times uphold these values.

Compassion - We are sensitive, understanding and caring in a non-judgmental service of all people.

Integrity - We are honest, accountable, and transparent in our work and relationships.

Respect - We treat people as we ourselves expect to be treated and will walk with a client on their journey.

Perseverance - We are dedicated to people and helping them overcome the challenges they face.



2020-21 - COVID-19 STAFF UNIFORM

CHAIRS REPORT

It gives me great pleasure to present this annual report as the Chairman of the Board of Sister's Housing Enterprises Inc. In doing so I would like to firstly congratulate Belinda, Tammy, Kirralee, Mikaela, Janice, and Alison on the completion of yet another year of exceptional service delivery in trying times.

Over the 2020/2021 year we have been able to implement a number of improvements to our crisis accommodation premises, which have added to the comfort and safety of both clients and staff. The hasty installation of tv's and DVD players in each room during the COVID lockdown of March 2020 was complimented in July 2020 with the upgrade of the TV antennae system to have aerial connection to each of these tv's.

The security system, including security cameras, recording equipment and screen for review has also been upgraded. Additional cameras have improved the area which is now monitored. The system also has the capacity for audio recording; however, this option is not currently enabled.

Early this year our building underwent significant refurbishment, with fresh paint and new carpet throughout. In addition, furniture in the lounge and offices has been upgraded, and a new meeting / training room established with video-conferencing facilities installed, and beds replaced.

As with any organization, our sustainability is dependent on many factors, including vision and planning. Strategic Planning undertaken in April and May of 2020 has been our roadmap for the governance, operational and service delivery of SHE Inc.

As a Board, we have extended the invitation for one staff member to attend each Board meeting. This has been implemented on a rotational roster with all staff. This not only enhances the relationship between staff and the board, but it has facilitated a greater understanding for both board and staff of the governance and operations of the service and the role of our Manager, Belinda as the conduit between governance and operations.

In closing, I thank Belinda and the entire team at SHE Inc for their dedication, commitment, and hard work. I would also like to extend my personal thanks to the members of the Board, David, Mel, Duncan, Simone, and Debbie. Quality governance is only possible with the knowledge, skills, and life experience of each individual member. Lastly to our Association members, thank you for your support of SHE Inc. in whatever small way. Knowing that others share our desire to support Women who are vulnerable gives each of us a little more strength.

Ann Baker - Chairperson



MANAGERS' REPORT

As I sit here writing this report, I think about what a strange 18 months it has been, who would have thought that not only our little patch of the country but the whole world would see such things, as cities in lockdown, social distancing, sanitising, face masks, QR codes, and vaccinations, becoming a part of our everyday life. This has been an extremely anxious & trying time for not only our clients and staff but the whole world. Whilst we hope that this is all over soon, realistically we have no idea how long this will go on. One thing is certain, life will never be the same again, I believe sanitising, socially distancing, masks and QR codes are here to stay. While we all hanker to see and hug our friends and loved ones, for now, we must maintain these new norms to protect not only ourselves but the most vulnerable in our community.

A focus this past year for Management has been to meet the challenges of working remotely and maintaining connectedness and wellbeing, for staff and clients. The team raised to the challenge delivering quality services and, supporting clients whilst keeping themselves and their clients safe working in the virtual space, undertaking assessments & case planning meetings via this medium. This virtual world has extended to '**ZOOM**' meetings and training.

For an all too brief period, we were able to relax a little and recommence our "Tea & Tales" mornings, with the group being mothballed in July of this year. We have experienced an increase in demand for service, as reflected in our statistics. An increase in women facing rent affordability, housing crisis due to eviction and D&FV. Whilst by far our largest group of women seeking services and support are the under 24 (19.45%), 11% of clients during this period were over the age of 50. We continue to work closely with our partners and other organisations in the community to achieve successful long-term housing outcomes for women and children.

We were fortunate enough to have some much-needed work done in our crisis accommodation, with the building getting a face lift. It did mean for a short period we were not able to offer crisis accommodation, but we managed to navigate our way through for those clients who needed this part of our service. We reopened in April to a freshly painted and carpeted building. Utilising donations received over the last twelve months we upgrade office spaces and purchased many new items for the communal areas of the building. It is my hope that this now feels inviting, welcoming and respectful to our clients. Many thanks to all the tradesmen who worked on this upgrade of our building. The staff and I hope that in the near future, we may see upgrades to bathrooms, the kitchen, and the laundry.

Ongoing work into the future includes adoption of the revised Constitution by the membership. The establishment of a fundraising committee, with an entrant in this year's Thomas Bros Group "Wagga Wagga Takes Two" being the first opportunity for fundraising in a long time. Progression towards our ASES accreditation, with the aim of having met accreditation by December 2023.

Finally, my thanks and appreciation to the Board for their continued support of myself, the staff, and the cause for which we all strive. A big thank you to the staff, Tammy, Janice, Alison, Kirrily, Mikaela, Kate, and Sally.

***Belinda McMahon - Bbus (Acc), JP
Manager***

OUR PEOPLE

The Board of Directors 2020 -2021

Ann Baker – appointed at AGM	Chairperson & Treasurer
David Post – appointed at AGM	Vice Chairperson
Duncan Brown - appointed at AGM	Secretary
Melanie Prout – appointed at AGM	Ordinary member
Simone Hyde - appointed at AGM	Ordinary member
Debra Irons - appointed November 2020	Ordinary member

ELIGIBILITY & ATTENDANCE BY BOARD MEMBERS

The Board met regularly with ten (10) Ordinary Meetings, and the AGM this financial year. Since our last AGM, one new member has been appointed to the Board. Debbie Irons joined the Board in November, there remained a casual vacancy for this financial year. It has been a challenging year with nine of the ten meetings being held via videolink or phone. It has been our usual practice over the last 6-7 years to have one member link via video, however we saw a rise in the number of members who needed to utilise this technology due to the COVID-19 pandemic. We look forward to board members meeting in the person in the coming year rather than via videolink. This year also had a nominated staff member attend each Board meeting; staff are attending on a rotational basis. The board welcomes their participation and input into these meetings.

Attendance at Board Meetings

Board Member	Eligible to Attend	Attended	Apology
Melanie Prout	10	7	3
Ann Baker	10	10	0
David Post	10	8	2
Simone Hyde	10	8	2
Duncan Brown	10	9	1
Deb Irons	7	4	3



*Ann Baker – Grad Dip (Community)
Assoc Degree Health Science*

Ann has over 25 years' experience in the community sector working at all levels from direct care work to management. Over these years Ann has worked across homelessness, disabilities, and residential and community aged care. Ann holds a Grad Diploma in Community Management as well as an Associate Degree in Health Science. As a Director of Koorooanda Pty Ltd, Ann is an NDIS Registered Provider, and currently works as a Coordinator of Supports. Ann was elected Chairperson & Treasurer of the Board for the 2020-21 Financial Year.



Mel Prout – RN, RM

Melanie (Mel) is a registered nurse and midwife and has been a part of the Association and the Board since 2009. Mel's passion for women and children's welfare is a perfect meld for the work that Sisters Housing does. Mel served many years as the Secretary to the organisation and this year stood down from that role to enable her to still participate at Board level but also spend quality time with her family.



Simone Hyde

Simone is a degree qualified human resources and coaching professional with industry experience. She is passionate and committed to making the world a better place, by helping others succeed. Outside of the boardroom, she delivers affordable job help through her business Simone Maree Consulting. An accredited Mental Health First Aider, Simone is a current member of:

- *Australian Human Resource Institute*
- *Career Development Association of Australia*
- *Veterans Community Business Chamber*
- *Writing NSW*





*Duncan Brown – BCom (Acc)
MBA MSOL*

Duncan is the CEO of ADHD Australia and is passionate about building community capacity toward an inclusive and cooperative society. Having grown up in South Africa during apartheid, he has experienced the devastating impacts of a society based on inequality and where empowerment, respect and human dignity were not valued. Motivated by the need to embed prosocial behaviours, he is currently doing his Doctorate on the impact of organisational cultures on the moral autonomy of employees. Duncan sits on the executive as the elected Secretary.



David Post - BA, BSW, JP

David is a trained professional – Relationship, Personal & Family Counsellor. Bush born and bred with a massive passion for regional Australia. He has worked for many years in the field of relationship and family counselling so has a deep understanding of how mental ill-health manifests in the bush. Witnessing rural mental health funding drying up and with an understanding of the need for ongoing outreach counselling for rural families and communities. A founding member of Rural Outreach Counselling Inc. (ROC) a not-for-profit, community funded mental health counselling support service was established. Working with rural and remote communities, to reduce suicide, the impact of depression and anxiety. David was elected to the executive and is currently the Vice-Chairperson.



Deborah Irons

Debbie joined the Board in November 2020.

Debbie spent 24 years as a family day care mum, whilst raising her family. In 2018, she retired from her day care business to attend University.

She is in her 3rd year at Charles Sturt University studying Bachelor of Social Work.

Debbie has 29 years' experience with the NSW Homicide Victims Support Group as a member and volunteer and 18 years' experience with the Restorative Justice Unit attached to Corrective Services NSW.

Debbie has recently become involved with Transforming Justice Australia, a unique restorative justice program in Australia that prioritises the needs and perspectives of survivors of sexual and family violence.

Debbie's passionate and committed to women's rights especially around domestic and family violence, rape within marriage and sexual assault.



THE STAFF



Belinda



Tammy



Janice



Alison



Mikaela



Kirrily



Kate



Sally

Belinda McMahon – Manager
Kerrily Shaw – Case Worker
Janice Dixon – Receptionist/Admin Assistant
Kate Salmon – Casual Admin Assistant

Tammy Marks - Senior Case Worker
Mikaela Feltham – Case Worker
Alison Harris - Property Officer/Relief Receptionist
Sally Leggatt – Casual cleaner

Greta Regan – Case Worker *(end of contract June 2020)*
Alex Quarmby – Case Worker *(resigned October 2020)*
Reebeka Button – Case Worker *(resigned September 2020)*
Brooke Kerin – Accom Support/Property Management *(resigned July 2020)*

We acknowledge and thank the staff who left us during 2020-21 for their dedication, care and support of the clients and the organisation during their time with Sisters Housing. We wish them well with their future endeavours and careers.

STAFF REPORT

I recall when submitting my application to Sister's Housing and thinking to myself – this looks like a challenge – and I LOVE a challenge!

Well.....didn't 2020 & 2021 prove to be 2 of the biggest challenge's I could ever have anticipated! COVID-19, staff changes, new staff, lack of face-to-face client meetings, working from home AND building renovations really showed the strength and resilience of our team - one that I am so proud to be a part of.

There is no "I" in TEAM and every day this team continues to pull together to support our clients; and each other, as we navigate the increasing need for homelessness support and many other complex issues that impact the sustainability of housing for so many of our vulnerable women.

As we wave goodbye to the 20-21 debacle that was, I am confident that 21-22 will see more options and positive outcomes for our clients and the Team at Sisters Housing as we tackle more challenges, grow stronger each day, and unite as we continue our work towards minimising homelessness for our fellow women and their children.

Tam – (Senior Case Worker)

Working from home has been good and challenging. I enjoyed the work/life balance working from home allowed, however it could be isolating at times.

We have been lucky to have several training opportunities to keep our skills and knowledge current. I missed the face-to-face training format which provided good opportunities to 'network' with other organisations, however having the trainings in the 'zoom' format allowed us to participate in more trainings as they rarely come to Wagga, and it is not always possible to attend trainings in Sydney.

I have had some clients achieve their goals with securing and sustaining tenancies, both in the private market and with HNSW/Argyle Housing as well as other goals on their case plans such as securing employment.

Kerrily (Case Worker)

I finished University in October 2020 and was the successful applicant of the job advertised for SHE and started in November 2020.

Within days of meeting the team I knew this job was exactly what I wanted. The staff here are so compassionate and knowledgeable it was the perfect place to start.

Throughout my time with Sisters, I have been given every opportunity for my own professional development and have received so much support with learning the ropes of being a case worker. Working for SHE has set me up for a career full of success and I have everyone to thank for that. Within a matter of weeks, I felt like I had been a part of the team for months. I have been empowered to go the extra mile by working with numerous assertive women.

There have been challenges with COVID and working from home. However, never in my life I would have thought I would be begging my supervisors to return to work until I worked at, SHE.

Working at SHE has gave me insight, and I now know my purpose is to help people succeed.

Mikaela (Case Worker)

The past year has thrown up many and varied challenges, COVID, lockdown, staff being again split due to remote working, staff moving on and new staff arriving, and not forgetting the 8 weeks of renovations we went through.

Personally, having been given an additional role, that of Accommodation Support worker, as well as once again assisting Belinda with the transitional properties, I discovered both bring up very different challenges, from which I have learnt a great deal.

Working as Accommodation Support worker has meant that I have had an increase in direct client contact and have found, at times, that very challenging, however with the support of all the other staff, I have developed an increased understanding of the clients we work with.

I look forward to the challenges of the upcoming year and thank all for the opportunities given to me.

Janice – (Reception/Administration/Accommodation Support Worker)

My employment with Sisters Housing started in March 2021, as property officer for our transitional houses. I started towards the end of the renovations so had the first few weeks to get used to my new working environment without in-house clients. Having the range of in-house clients that we have had since I started certainly gives meaning to “you never know what the day will bring”.

Both individually and as a team we have faced many challenges with our clients and the ever-changing COVID19 situation has only increased these challenges.

I have gained a greater appreciation of the work that is done by Sisters Housing and am extremely grateful that I was made to feel part of the team immediately and supported in my new role by everyone involved within Sisters Housing.

Alison (Property Officer)

QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

Sisters Housing Enterprises Inc. supports continuous learning and professional development of its staff. During the 2020/21 financial year, almost all training moved to virtual training, affording staff the opportunity to undertake a wide range of training. Once again, the service supported staff ensuring they are informed, knowledgeable and skilled to support women and children experiencing D&FV.

Two staff members maintain their professional membership with the Case Management Society of Australia. Staff are qualified, or currently undertaking studies for qualifications in various disciplines, including

- Master of Business Administration (Professional Accounting),
- Bachelor Business (Accounting),
- Bachelor of Criminal Justice,
- Bachelor of Human Services
- Bachelor of Social Work
- Diploma of Community Services
- Diploma of Children's Services
- Diploma of Management,
- Diploma in Business Administration
- Cert IV Training & Assessment
- Cert IV Human Resources
- Cert IV Financial Services

Name of training	No. of Staff
• Aboriginal Cultural Awareness, working with clients & communities	7
• Accidental Counsellor	1
• Building resilience, wellbeing & vicarious trauma (for staff)	7
• Building resilience, wellbeing & vicarious trauma (for Managers)	1
• Child protection: Identifying and responding to risk of harm	2
• Collaborative partnerships with other agencies	2
• Domestic & Family Violence: Understanding the impacts on children	1
• DV Awareness training	7
• First Aid Certification	4
• Making partnerships with other agencies work	1
• Managing change in the workplace	1
• Motivational Interviewing	3
• Responding to mental health conditions	7
• Safety planning with D&FV survivors	1
• SHS induction	1
• Time management for Managers	1
• Trauma Informed Practice	2
• Unpacking the complexity of hoarding & squalor	2
• Using communication to engage clients	5

SERVICE DELIVERY – STATISTICS

The service is funded to support and assist women and children who are experiencing homelessness or at risk of homelessness in the LGA's of Wagga Wagga, Coolamon, Junee and Lockhart. This year three hundred and fifty-nine (359) women and children were supported, with assistance to 103 women in either crisis or transitional accommodation. Most women seeking services were residents of NSW, although a number of women have been supported, were from outside our catchment area, including women from Victoria and ACT our nearest neighbours to QLD, WA, and the NT.

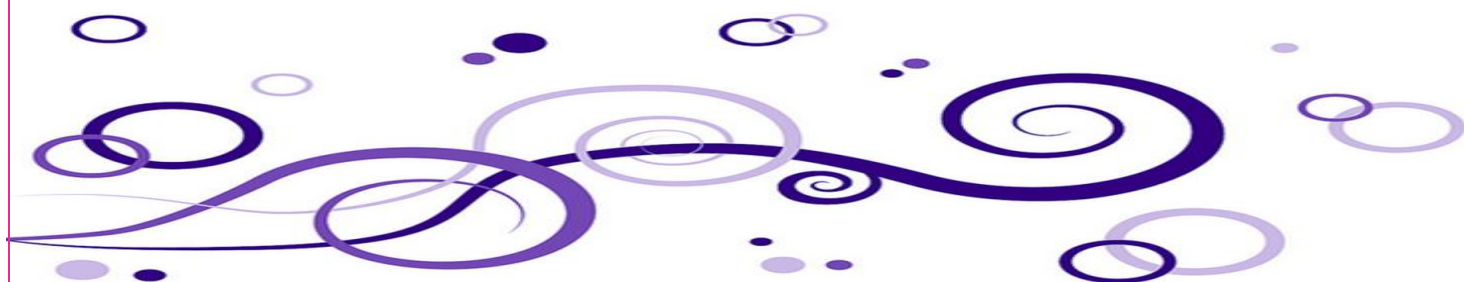
Thirty five percent of our clients identified as Aboriginal or Torres Strait Islander, with clients from culturally and linguistically diverse (CALD) backgrounds accounting for approximately 3% of the client base.

We worked with 47 families during the year, supporting not only the women, but addressing the needs of children who were housed in either crisis or transitional accommodation. There were 30 women with families of 4 or more children in their care, this presents a challenge when faced with not only accommodating in crisis accommodation, but also in sourcing larger properties in their price range. We have been working with two large families for more than a year, who are yet to gain a home for themselves and their children.

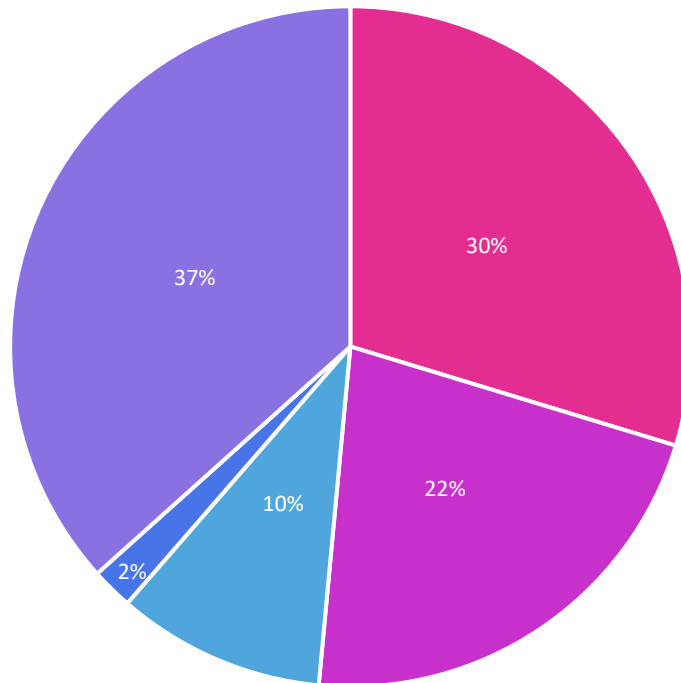
55% of clients have a formal mental health diagnosis with a large proportion currently receiving mental health services, or who have been linked with mental health services within the last twelve months.

Referrals are received from several service providers, with F&DV services accounting for 14%, telephone and crisis referral services 10%, Mental Health and Child Protection services refer women to the service. By far the biggest group (50%) do not have a referral to the service but have presented seeking assistance.

The following graph illustrates the length of time since a client has had a permanent home, the largest client group seeking services is reflective of women who are not homeless but who are at risk of homelessness. Staff work with these women to try to maintain the tenancy. A very small percentage of the client base have been homeless for more than 5 years.



TIME SINCE LAST PERMANENT HOME



■ Less than 1 month ■ less than 1 year ■ Less than 5 years ■ More than 5 years ■ No homeless but at risk

Many women were facing a range of issues including, housing crisis, (eviction, overcrowding, affordability), leaving D&FV, physical & mental health and substance abuse & misuse (alcohol and/or illicit & prescription medication).

Thirty three percent of women faced being evicted from their family home. Eviction notices were issued for rental arrears, property care issues or damage to properties. Increasingly and worryingly, the very low vacancy rate over the past year in the private rental market, pushing up rent, has for our clients translated to unaffordable properties and long wait times for public housing. Putting greater pressure on our already struggling client's. Anecdotally, it was reported that for every rental vacancy there were 20-30 people applying, with agents suggesting to prospective tenants to offer more than list price.

PRIMARY REASON FOR SEEKING ASSISTANCE

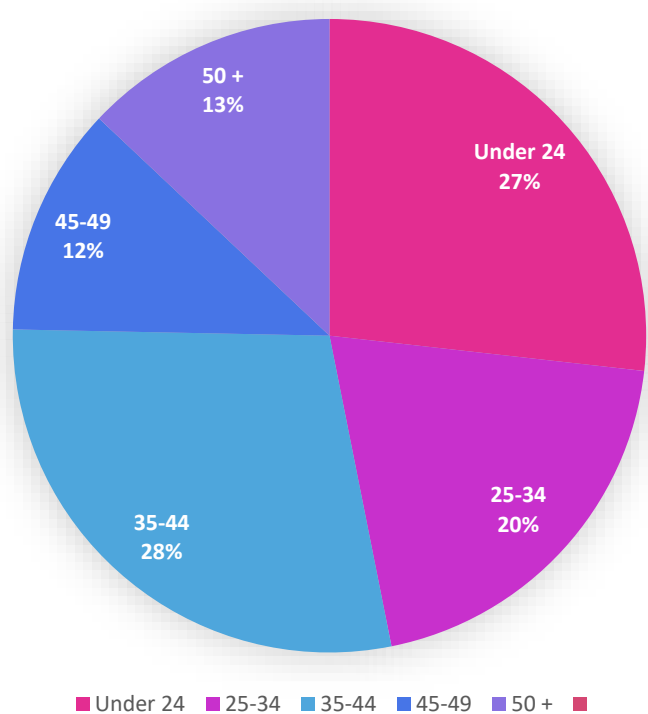
	2018-19	2019-20	2020-21
Housing affordability, Difficulties & Evictions	78	118	131
Domestic & Family Violence and Sexual Abuse	119	105	101
Overcrowding/accommodation ended	59	52	60
Time out or Family/Relationship breakdown	39	43	37
Non-family violence	0	2	5
Mental Health & Physical Health issues	8	6	13
Substance Abuse (Drug & Alcohol)	3	7	0
Unemployment	0	1	1
Leaving care arrangements (<i>incarceration & other care</i>)	2	3	3
Other	5	2	7
Did not identify	0	1	1
Total	313	340	359

Over the past 3 years there has been a decline in women identifying D&FV as their main reason for seeking our support. Even with a decline of approx. 15%, it is an unacceptable number of women and children who are experiencing and leaving the family home to seek a safe space. It is acknowledged that women also experience a higher rate of addiction and mental health, and their children experience trauma which affects their ability to grow and learn, whilst being treated for mental health and other physical health issues. The graph below indicates the status of a client's tenure when presenting for service, with the largest cohort having no safe space to live. Included in this category are those clients who are couch surfing or sleeping rough. Clients in private rentals account for almost one third of the work done by staff. Work in this area includes support and advocacy to Real Estate agents and NCAT tribunal, with staff supporting several clients through tribunal. Women may receive an eviction notice due to rent arrears, nuisance/noise complaints, damage to property or poor property care. There is no distinction between private or public tenancies when it comes to clients receiving an eviction notice.



With more than thirty percent of women identifying that they have no tenure, advocacy is undertaken to assist them to gain housing within the private rental or social housing market. Support is also provided to clients when they acknowledge debts and negotiate repayment of these debts either with private, social or community housing providers. Whilst clients may be listed with social housing as unsatisfactory, staff work closely with Housing NSW (social housing) on the client's behalf to resolve these issues and their homelessness. Almost half the client's identified on presentation to the service that they were couch surfing or living with relatives rent free. Inferences can be made from these statistics that women are placed at greater disadvantage due to low income.

Women Assisted in 2020/21 By Age Grouping



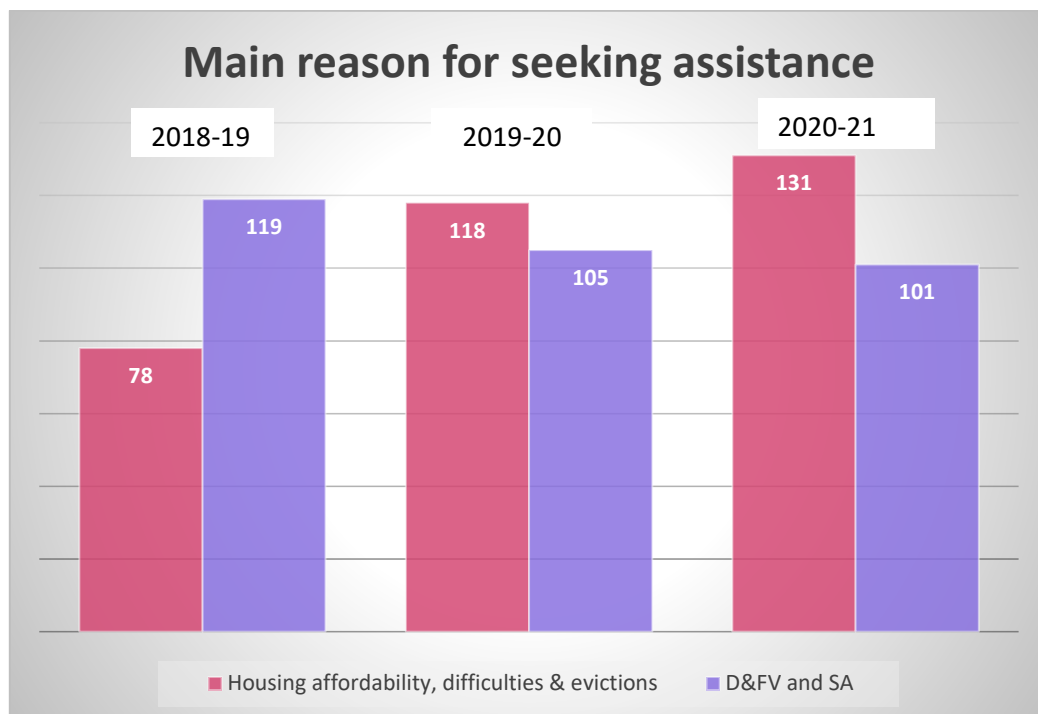
Above is an indication of the age groups seeking assistance. The over 50 age group represents 13% of the client base. By far the highest group of women is the 35-44 (28%) closely followed by the under 24 age group (27%).

Whilst Sisters Housing is funded to work with women and children, alarmingly we are witnessing an increase in young single women between the ages of 18 – 24 seeking assistance. Referrals are made to our partner service (EMYS) for case management, although unfortunately, there is a notable gap for crisis accommodation for women in this age bracket. This gap is creating pressure on our crisis accommodation for our target group of women and children and single women over 24 years of age.

COVID-19 statistics

This year's review of statistical information includes data from 2018/19 to 2020/21. This data enabled us to view trends in the two major areas identified by clients as reasons for seeking support. This overall picture supported the training & development calendar for staff to ensure that they continued to be skilled and knowledgeable, meeting the needs and demand professionally, both prior to and during the COVID-19 pandemic.

Overall, in the three-year period to 30 June 2021, there has been a 12% increase in services provided to our clients. Women identify two main categories for seeking assistance. Below the graph indicates the primary presenting issue over three separate time periods, these have been grouped as financial difficulties & affordability and Domestic & Family Violence (including Sexual Abuse), together they account for more than 60% of the clients.



WORKING COLLABORATIVELY

VISITING PRACTITIONERS

During the first half of the year, service providers met with clients who are housed in crisis or transitional properties face to face at the service. This allowed clients to access appointments for.

- Financial Counselling (Anglicare)
- Centrelink services

Both our Financial Counsellor and Centrelink Engagement Officer have been unable to attend in person due to COVID protocols from both their respective employers and the COVID safety plan in place at Sisters Housing. We look forward to the return of services to our building soon, which will enable all women who are working with the service to access these vital services.

MEETINGS & SERVICE VISITS

The service engages & 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 Centre (Alliance partner)
- Argyle Housing
- Department of Communities & Justice (DCJ) - Housing NSW
- Department of Communities & Justice (DCJ) - Child Protection unit
- Department of Communities & Justice (DCJ) – Community Corrections
- TEND (formerly Wagga Wagga Family Support Service)
- Riverina WDVCA – Women’s Domestic Violence Court Advocacy Service
- NSW Domestic Violence Liaison Officer (DVLO)
- Services Australia (Centrelink)
- Drug & Alcohol - Government & NGO services (Calvary Rehabilitation, Marathon Health)
- Mental Health - Government & NGO services (LikeMind, Wellways)
- Mission Australia – Brighter Futures
- Relationships Australia
- Family Referral Service
- Wagga Women’s Health Centre (WWHC)
- Community groups such as CWA & Innerwheel
- Anglicare

We look forward to the year ahead and our continued work with these services to support our clients.

INTERAGENCY MEETINGS AND LAUNCHES

Staff of the service attended the following launches and interagency meetings during 2020/21

- "Thread Together" & Anglicare partnership launch
- Hotels have Hearts - cheque presentation

Staff attend and participate in a range of meetings, these include:

- Fortnightly Safety Action Meetings
- Monthly EMA Brokerage Coordination
- Monthly DVLC
- Quarterly Alliance Governance Meetings
- Quarterly Triple H Meetings
- Homelessness Sector Network Meetings

One off meetings, service visits & presentations enable staff to remain up to date with the wider network of services which their clients may be eligible to access: Staff have moved from face-to-face meetings to utilizing technologies including video links with external stakeholders. All staff will be grateful to resume face to face contact with not only their clients but their networks and other organisations in our community.

SOCIAL ACTION INITIATIVES

Staff participated in the "Rough sleeping" street count in February 2021, this overnight count in Wagga Wagga and its suburbs was coordinated by DCJ with several department staff and NGO's participating. It is a very early start to the day for those participating.

Street count February 2021

Pictured L – R Back Michelle & Candy (Vinnies), Belinda (SHE Inc.), & Tracey (DCJ), **Front** Lee (DCJ)



OUR CLIENTS

CLIENT REFLECTIONS

Each year we invite clients to contribute to our Annual Report, this year, a past client has put pen to paper, it is with much pleasure that I include some of our past & present client's experiences, in their own words. It is most humbling to witness our clients move forward in their journey knowing that we have played a small part in it. Congratulations and well done to all the women who have the courage to walk through our doors and ask for help. We look forward to sharing many more successes.

My name is Wendy. I became homeless after my rental was sold and prior to surgery for rectal cancer. I was lucky enough to be taken in and given a home to live in.

I had nobody, no family, and no friends but my case manager Tammy was amazing. Sisters Housing Enterprise staff supported me through everything. I'm very grateful for their support and advocacy on my behalf to help deal with organisations, Centrelink, Dept of Housing, etc and Tammy was there to support me.

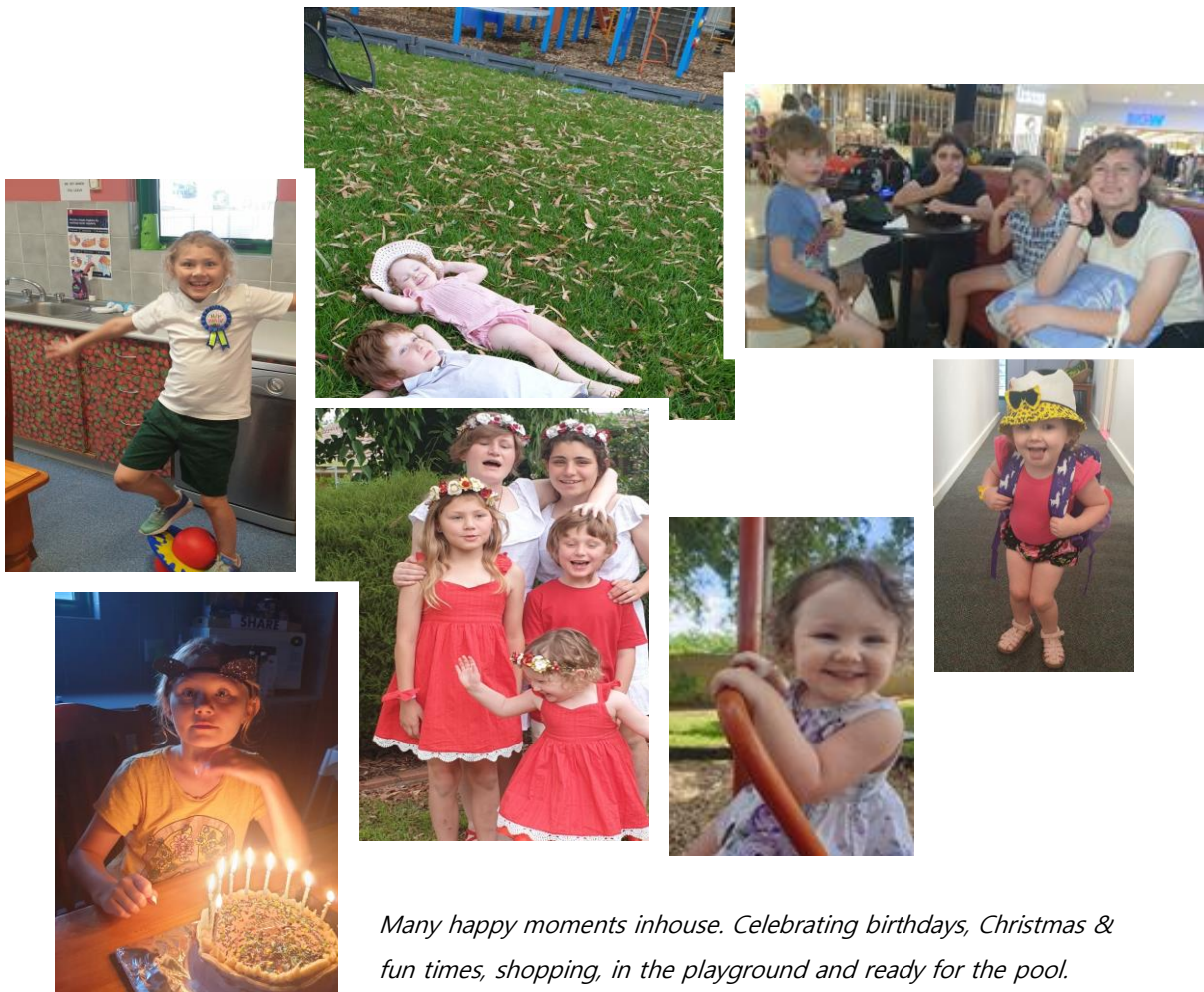
I learnt quite a lot about myself whilst I attended short self-help courses provided by SHE, I met some amazing women there, ate the best scones that Tammy cooked and learned how to do crafts I've never done before.

I no longer live in SHE Housing, but I am blessed to still be able to access advice etc if necessary. I can't thank them all enough.

Wendy D 😊

My family & I stayed at Sisters Housing for almost 4 months. During one of the most difficult times of my life, all of the staff went above & beyond in giving me the assistance I needed to secure suitable housing. In my time working with them every client was treated with kindness & respect, regardless of their situation. I look forward to continuing to work alongside my caseworker Tammy for the foreseeable future. She has been a huge help, not just with housing but other areas I needed support in including enrolling my daughter in preschool, referrals to Headspace for 2 of my siblings that are also in my care, finding courses that will help me get my license, & offering advice as needed. If it weren't for the lovely ladies at Sisters Housing, I honestly don't know what we would have done. So, to Belinda, Janice, Tammy, Makayla, Kirrily & Greta, thank you. You've had a huge influence on my life & my family as well, & I'm so incredibly grateful to have had your help. It was definitely the silver lining to an otherwise challenging time.

Sam B & family



Many happy moments inhouse. Celebrating birthdays, Christmas & fun times, shopping, in the playground and ready for the pool.

Photos supplied by Sam B.

TEA & TALES

Teas & Tales continues to give women an opportunity to connect socially with other women in our crisis and transitional accommodation, all women who attend groups have been or are currently being assisted & supported by Sisters Housing. Whilst due to COVID restrictions this has made it difficult to provide this group. The staff did manage to provide opportunities for the women to come together with several fun activities.

The group had a small break while we underwent some renovations early in 2021, with it restarting in April. Several women in the community volunteered their time to facilitate different activities on the Friday morning. These included, Hoola Hooping with Julia, Rent it Keep it, Sewing with Vanessa (heat packs), and Craft with Vanessa, Cooking with Kristy (Vegetarian), and Bingo.



THE YEAR THAT WAS IN PICTURES

SOCIALLY DISTANCING & A COVID SAFE AGM



A COVID SAFE AGM - Pictured L- R
Board members, David, Duncan Ann & Mel



The Board made time to socialise a the meeting – Dinner at the Mercure
L to R - Mel, Ann, David, Duncan and Simone.



Christening the new Board room after the reno's
L to R – Alison, Tammy, Kirrily, Belinda, Janice & Mikaela



CHRISTMAS 2020

Above L– Look at my Christmas present, Wendy & Tammy

Above R - Client Christmas Party on the back patio

Below L & R– Ingenia Gardens Christmas donation Donations for

Bottom - Christmas from National Audits Group



OUR FINANCES

FUNDRAISING

Generous donations given during 2020/21 include the following groups, organisations & individuals. Without the generous support, grants, and donations it receives, Sisters Housing Enterprises Inc. would not be able to offer clients that extra level of support.

A Hinklemann

J Karsten

Ingenia Gardens

The Grange

N&R Fisher

National Audits

Oura CWA

OzHarvest

The Riverina Anglican College

Tank world

Wagga CWA

Wagga Wagga Base Hospital
(Maternity Ward)

Sisters Housing Enterprises Inc. would like to acknowledge and thank all donors, large and small, who have contributed to the service. Including the various community donations made via 'PayPal Giving' & anonymous donations received throughout the year.

A BIG THANK YOU TO:

Our entrant in the "***Thomas Bros Group Wagga Wagga Takes Two***" for 2019/20 & 2020/21.
Cassandra Nicholson.

Cecil & Kathleen Toy Memorial Trust for their kind donation towards our solar panel installation.

Australian Hoteliers Association (AHA) Hotel have Hearts donation



The cheque presentation
Cecil & Kathleen Toy Memorial Trust



Recipients of the Hotel have Hearts Donation

FINANCIAL REPORT

Profit & Loss and Other Comprehensive Income

For the year ended 30 June 2021

Total Income	\$883,521
Total Expenses	\$756,330
Net Surplus/Deficit	\$127,191

Assets & Liabilities as of 30 June 2021

Total Assets	\$657,238
Total Liabilities	\$145,026
Net Assets	\$512,212
Total Members Funds	\$512,212

Statement of Changes in Equity for year ended 30 June 2021

Opening Balance	\$385,021
Total Increase for the period	\$127,191
Total Equity	\$512,212

Statement of Cash Flows for year ended 30 June 2021

Cash Flows from Operating Activities	\$120,114
Cash Flows from Investing Activities	(\$50,729)
Net increase in cash held	\$69,386
Opening Cash Balance	\$473,535
Closing Cash Balance	\$542,921
Movement in Cash	\$69,386

A full set of Audited Financial Statements are available on request.

*SHE Inc. receives funding from DCJ as member of the **Eastern Murrumbidgee Alliance**.
These SHS funds are provided to enable work to be undertaken in Wagga Wagga, Junee,
Lockhart & Coolamon.*