ARMIDALE WOMEN’S HOMELESSNESS SUPPORT SERVICE.

ANNUAL REPORT

2017
# TABLE OF CONTENTS

History ................................................................................................................................. 4  
Early History Of Women’s Shelter Armidale ................................................................. 4  
Recent History .................................................................................................................. 5  
The Objectives of the Women’s Shelter Armidale Inc .................................................. 7  
The Management Committee ....................................................................................... 8  
AGM 2017 Agenda ......................................................................................................... 9  
AGM 2016 Minutes ......................................................................................................... 10  
   Women’s Shelter Armidale Inc .................................................................................... 10  
   Operating as Armidale Women’s Homelessness Support Services ......................... 10  
   AGM Meeting Minutes 21st October 2016 12 midday ............................................. 10  
2016-2017 President’s Report ......................................................................................... 12  
Manager’s Report .......................................................................................................... 14  
   The Women’s Shelter ................................................................................................ 14  
   The Beardy Street Office ......................................................................................... 15  
   Staffing .................................................................................................................... 15  
   Community Engagement Activities ........................................................................ 16  
   Acknowledgment of other services ........................................................................ 19  
   Acknowledgment of community ............................................................................ 20  
   Volunteers ............................................................................................................... 20  
AWHSS Groups ............................................................................................................ 21  
   Shark Cage Support Groups ................................................................................. 21  
   Women’s Support Group ....................................................................................... 22  
   The Children’s Support Group ............................................................................. 22  
   Walcha Young Women’s Group ............................................................................ 23  
Groups run with other agencies. .................................................................................. 23  
   Rent it Keep It ........................................................................................................... 23  
Transitional Housing ..................................................................................................... 24  
Service Planning ........................................................................................................... 25  
WSA Inc Client service Statistics ............................................................................... 26  
   Main presenting reasons for seeking assistance ..................................................... 26  
   Accommodation ...................................................................................................... 27  

Armidale Women’s Homelessness Support Service.
As part of the 16 Days of Activism the Domestic and Family Violence Steering Committee (DFVSC) ran an art competition for children in year 10 and under with the theme of “Peace Is...”. A selection of these wonderful artworks are featured throughout this annual report.

Above: “Peace is ....Family” By Jessica Weatherall aged 9.
One day in early 1976 two veterinary surgeons, Mrs. Judith Grieve and Mrs. Betty Hall, were deep in conversation while performing a caesarean section on a pregnant ewe. The topic of conversation was the need for appropriate support services to assist women in crisis. They had both been approached by women in need and were appalled by the lack of services available. As the operation progressed the two vets decided to act to address the problem of women in crisis. They conducted research into the numbers of women seeking assistance and the type of assistance available to them around Armidale.

Having explored the extent of the problem, Betty Hall and Judith Grieve made a presentation to the Armidale ZONTA Club, which was seeking a community enhancement project to undertake. The meeting concurred that there was a serious need for a crisis service for women in Armidale. The Methodist Church, at the time, was negotiating to establish a small men's shelter and ZONTA decided to work towards establishing a Women's Shelter. A survey conducted, at the time, amongst Community Agencies and Government Departments revealed overwhelming support for the project from this sector.

ZONTA undertook several of fund raising activities and together with donations from the Armidale Country Women’s Association, the New England Hospital and several other groups they raised over $60,000 within a six-month period. Local music teacher and ZONTA member, Ms. Ruth Sainsbury, took a year off from her job as music teacher at the Armidale Teacher's College, to undertake the role of "Coordinator of Works", overseeing the development of the project and managing the finances.

A vacant house belonging to the Government Real Estate Office was located and a submission was made to the Housing Commission to purchase or rent the property. This submission was rejected in spite of a letter of support from the then NSW Premier, Mr. Neville Wran. Subsequently a second house, held in trust by the Armidale City Council, was investigated but this application was blocked by Council despite strong community support. They began gathering information from the few other women's refuges that were springing up in other parts of the country at this time.

In July 1977 the Women’s Shelter Organisation became aware that a house in town had been purchased by the local Kentucky Fried Chicken franchise, and was marked for demolition or removal. This house was deemed suitable for the project and, following negotiations, ZONTA was able to purchase the cottage for $1.00. Local surveyor, Mr. Jim Bradley, located and surveyed a block of Crown Land and recommended to Council that this be made available. Armidale City Council agreed to the proposal and, from the 1st July 1978, for a period of ten years, the land was rented to the Women's Shelter Organisation for a peppercorn rate.

Service Club members demolished the chimneys and fences, Council donated bricks and other materials, students from the TAFE college set out and laid the foundations, and $3,000.00 later
the “Kentucky Fried Chicken House” became the Women's Shelter. During the period of renovations, the business of the new association was conducted in a building loaned by the University of New England. All work on the project was carried out by volunteers, and ZONTA negotiated a bank loan, for which a number of its members “went guarantor”, to assist with project costs.

In September 1977 a packed community meeting held in Council Chambers voted to establish the Women's Shelter Armidale Association. The inaugural meeting of the new association was held in October of that year, and the first Management Committee was elected.

In November 1977 after much lobbying by NSW Labor Member, the Hon Bill McCarthy, and his wife Mrs. Thelma McCarthy, a $25,000 capital grant was received from the NSW and Commonwealth Governments to cover set-up costs. Ruth Sainsbury continued to oversee the renovations on behalf of the new Women's Shelter Armidale association and the ZONTA club. Much of the labor for kitchen and bathroom extensions was provided by the Commonwealth Employment Service, through unemployment relief schemes, and several trades-persons provided free goods and labor. During this time members of the community continued to offer donations of furniture, clothing, equipment and labor and, in June 1978, the first residents were able to move in. On the 27th July 1978 the Women’s Shelter Armidale, the second women's shelter to be founded in NSW, was officially opened by NSW Premier, Mr. Neville Wran.

In 1978 an additional grant was received from the State and Federal Governments, through the “NSW Women's Refuge Program”, for salaries and operating costs and in September 1978 the first paid workers were employed. Paid staff were assisted by a daily roster of volunteers. A further capital grant was received in 1979 which enabled final improvements to the house, and to pay on-going salaries.

In 1990 the Women’s Shelter moved into larger premises whose location is not disclosed for safety reasons and, since 2001, has maintained an office in the Armidale CBD. WSA services are available to all women and children in the community who are in need of support, including those who have experienced domestic violence and homelessness. Women’s Shelter Armidale continues to be funded by both Commonwealth and NSW Governments. Funding for WSA’s "Women's and Children's Support Services" program is provided by recurrent tied grants from both Commonwealth and NSW Governments, and is administered through FaCS, Community Services, under the Specialist Housing Services (SHS) program.

**RECENT HISTORY**

In July 2012 Going Home Staying Home (GHSH) commenced. Under this process WSA Inc. was successful in securing funding for a three-year period to provide support services for women and children who are at risk of homelessness or domestic violence in the New England centers of Armidale, Guyra, Uralla and Walcha.

WSA Inc. now operates as Armidale Women’s Homelessness Support Services. (AWHSS) and offers the full range of services prescribed in GHSH. Our services involve a case-managed, client-focused, range of support services tailored to meet the needs of each client. These services include crisis intervention, emergency short-term and medium term accommodation, assistance in accessing long-term accommodation, budget
information, child support services, parenting support, advocacy and referral, personal development and support groups, counselling and other psychological services as well as educational opportunities.

In addition, WSA continued to offer legal services for our clients through a brokerage arrangement with a local law firm.

All support clients, both adult and child, continue to be allocated a primary support worker to assist them during their support period with WSA.

In 2015-2016 AWHSS has continued the ongoing process of service development and reform, always striving to deliver the best outcomes for our service users.

“A vision of Peace” by Narmi Collins-Widders aged 11.
THE OBJECTIVES OF THE WOMEN’S SHELTER ARMIDALE INC.

- To set up, promote and maintain a comprehensive range of support services, which may or may not include short-term supported accommodation, for women and children who have experienced domestic violence and/or who are homeless or at risk of experiencing domestic violence and/or homelessness.

- To raise community awareness and debate concerning the status and the needs of women and children in relation to domestic violence, housing, women’s rights, and general welfare issues.

- To gather information about a range of problems which create stress in families, and to bring such into the public arena and to the attention of the appropriate authorities.

- To assist and empower women to secure permanent and adequate accommodation and to maintain independent fulfilling lives free from abuse.

- To address the immediate needs of women and children in crisis, offering a range of practical and emotional support options, including counselling, as well as referral and advocacy where appropriate.

- To encourage and support women to assist each other in working through their particular crisis and to offer mutual support, and to help each other realise their potential as independent contributing and fulfilled members of the community.

- To assist women in the development of skills and knowledge that will empower them to reach helpful life goals. To provide individual and group support to children who have experienced domestic violence, homelessness and/or other social disadvantage, to help them feel happier in the present and to empower them to grow into healthy, fulfilled, adults living free from abuse.

- To work towards every woman's right to be independent and self-determining.

- To increase community knowledge and respect for the status and rights of women, particularly in regard to domestic violence, housing, legal matters, health, wellbeing and education.
The role of the Management Committee is fundamental to the operation and direction of WSA Inc. The dedication, good sense and stamina of the Committee continues to ensure that the women and children of Armidale, Guyra, Uralla and Walcha continue to receive high quality client focused services.

**Management Committee 2016-2017:**

- President: Juliet Kaberry
- Vice President: Eryn Thomas
- Secretary: Gwendolen Johnson
- Treasurer: Aileen MacDonald
- Committee Member: Leesa Waters
- Committee Member: Elaine Barclay
- Committee Member: Robin Jones
- Committee Member: Annette Stevenson (resigned 17/12/16)

AWHSS wishes to thank Annette Stevenson who left the committee after many years as the secretary.

We thank you for your service to AWHSS and the community.

*Above: “Peace is” by Isabella Gailbert aged 10*
AGM 2017 AGENDA

1. Welcome and opening of meeting
   a. Attendance
   b. Apologies

2. Confirmation of the minutes of the previous AGM

3. Business arising

4. Presentation of the Annual Report
   a. President’s Report
   b. Manager’s Report
   c. Finance Report

5. Resolution as per the Fair Trading Act

6. General Business

7. Introduction of the Returning Officer

8. Election of the office bearers

9. Close of Annual General Meeting
# AGM 2016 MINUTES

**WOMEN’S SHELTER ARMIDALE INC**

**OPERATING AS ARMIDALE WOMEN’S HOMELESSNESS SUPPORT SERVICES**

**AGM MEETING MINUTES 21ST OCTOBER 2016 12 MIDDAY**

<table>
<thead>
<tr>
<th>1.0</th>
<th><strong>Welcome</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attendance:</strong></td>
<td><strong>WSA Inc. Members:</strong> Juliet Kaberry, Gwen Johnson, Eryn Thomas, Robin Jones, Carolyn Burgess, Wendy McLennan</td>
</tr>
<tr>
<td></td>
<td><strong>Non Members:</strong> Michelle Paull, Louise Waters</td>
</tr>
<tr>
<td>2</td>
<td>Previous minutes 18/10/15</td>
</tr>
<tr>
<td></td>
<td>Read by Juliet</td>
</tr>
<tr>
<td></td>
<td>Moved: Wendy McLennan</td>
</tr>
<tr>
<td></td>
<td>Accepted: Eryn Thomas</td>
</tr>
<tr>
<td>3</td>
<td>Business arising</td>
</tr>
<tr>
<td></td>
<td>Appointment of New Public Officer Carolyn Burgess was nominated</td>
</tr>
<tr>
<td></td>
<td>Moved: Eryn Thomas</td>
</tr>
<tr>
<td></td>
<td>Accepted: Robin Jones</td>
</tr>
<tr>
<td>4 a</td>
<td>President’s Report</td>
</tr>
<tr>
<td></td>
<td>As per Annual Report 2015-16</td>
</tr>
<tr>
<td></td>
<td>Presented by Juliet Kaberry</td>
</tr>
<tr>
<td></td>
<td>Moved: Eryn Thomas</td>
</tr>
<tr>
<td></td>
<td>Accepted: Gwen Johnson</td>
</tr>
<tr>
<td>4 b</td>
<td>Manager’s Report</td>
</tr>
<tr>
<td></td>
<td>As per Annual Report 2015 -16</td>
</tr>
<tr>
<td></td>
<td>Presented by Carolyn Burgess</td>
</tr>
<tr>
<td></td>
<td>Moved: Juliet Kaberry</td>
</tr>
<tr>
<td></td>
<td>Accepted: Gwen Johnson</td>
</tr>
<tr>
<td>4 c</td>
<td>Finance Report</td>
</tr>
<tr>
<td></td>
<td>As per Audit 2015-16</td>
</tr>
<tr>
<td></td>
<td>Presented by Michelle Paull (Auditor)</td>
</tr>
<tr>
<td></td>
<td>Moved: Robin Jones</td>
</tr>
<tr>
<td></td>
<td>Accepted: Juliet Kaberry</td>
</tr>
<tr>
<td>5</td>
<td>Form A12 Fair Trading</td>
</tr>
<tr>
<td></td>
<td>Form 12a is to be signed and submitted by the new Public Officer Carolyn Burgess</td>
</tr>
<tr>
<td></td>
<td>Moved: Eryn Thomas</td>
</tr>
<tr>
<td></td>
<td>Accepted: Juliet Kaberry</td>
</tr>
<tr>
<td></td>
<td>Proposed: Gwen Johnson</td>
</tr>
<tr>
<td></td>
<td>Seconded: Robin Jones</td>
</tr>
<tr>
<td>6</td>
<td>General Business</td>
</tr>
<tr>
<td></td>
<td>No General Business</td>
</tr>
<tr>
<td>7</td>
<td>Introduction of the Returning Officer</td>
</tr>
<tr>
<td></td>
<td>All Management Committee Members then stepped down and positions were declared vacant. Juliet Kaberry vacated</td>
</tr>
</tbody>
</table>
the chair in favour of Michelle Paull (returning Officer) and since only the required number of nomination for positions had been received the following people were duly elected.

8  Election of Office Bearers

**President**
Juliet Kaberry

Nominated: Eryn Thomas
Seconded: Robin Jones

**Secretary**
Gwendolen Johnson

Nominated: Eryn Thomas
Seconded: Juliet Kaberry

**Treasurer**
Aileen MacDonald

Nominated: Eryn Thomas
Seconded: Gwen Johnson

**Vice President**
Eryn Thomas

Nominated: Juliet Kaberry
Seconded: Robin Jones

**Ordinary Member**
Leesa Waters

Nominated: Eryn Thomas
Seconded: Juliet Kaberry

**Ordinary Member**
Robin Jones

Nominated: Eryn Thomas
Seconded: Juliet Kaberry

Juliet then resumed the chair.

9  Meeting Closed 1.15pm

Above: “Peace is Harmony” by Zoe Weiley aged 12.
The shelter has seen a significant number of improvements made in this year. These have included:

- Replaced shade sail over the children’s play area;
- Upgraded the CCTV throughout the shelter;
- Replaced the lace curtains used for privacy;
- Purchased a special crib for newborns;
- Installed safety gates at the head and foot of the stairs;
- Had the entire shelter professionally cleaned and all vinyl floors stripped and polished;
- Introduced free wifi throughout the shelter to assist clients to maintain contact with family and friends, and also for them to contact services and independently seek housing;
- Painted the manager’s office.

This year saw further staff changes with the resignation of Judith Harvey-Nelson (as psychologist), Belinda Nano (Group Coordinator), Corinne Taylor (Team Leader), Debra Green (Support Worker), Anniki Reader (Casual support worker) and Vanessa Weston (Casual Support Worker).

As such we employed new workers. We welcomed Jillian McLeod as Team Leader and Tanya Norman as a casual support worker.

In terms of the Management committee, unfortunately several members have had to leave us this year. Robyn Jones resigned due to competing priorities. We wish her well and thank her for all their hard work and commitment. This year we welcomed Elaine Barclay to the committee. We are currently seeking new members and look forward to a vigorous recruitment in the near future.

We have had a total of 393 clients receive services from the shelter last financial year. This is slightly lower than other years however is testament to AWS refocusing and ensuring that they provide specific services as funded, to the community, and provide referrals for other appropriate services.

2017 saw WSA Inc. reach its 40th anniversary, making it the oldest Women’s Shelter in NSW! This is a great achievement and something the staff, Management Committee and Armidale as a community should embrace and be proud of. To celebrate we hope to hold a commemorative function in 2018, which will include key note speakers and aim to increase the community awareness of the achievements of the service and also to highlight our future goals.
These future goals include the planning and fundraising towards a purpose built Women’s Shelter. To date, the Armidale Dumaresq Council has been contacted, to seek their support with such a huge task. Meetings with them in the near future, will hopefully solidify this vision and commencement of planning can begin.

Finally, I would like to thank all staff and management committee members for their commitment and support this year. The service is strong, well utilised and well respected in the community and I look forward to what 2018 brings.

Juliet Kaberry

MANAGER’S REPORT

Over the past year Armidale Women’s Homelessness Support Service (AWHSS) provided a wide range of services to the community. We strive for client focused, strength based trauma informed practice.

We are committed to working with the SHS and wider service sectors to improve inter-service cooperation and client outcomes.

There were many challenges during the year. Notable among these was the Christmas Eve flood where a torrential downpour flooded the garage and living rooms of the shelter. But we take these in our stride!

We have our five-year plan in place and a clear vision for the future.

THE WOMEN’S SHELTER

The Women’s Shelter can house five families. It provides a welcoming place for women and their children to start rebuilding their lives.

The facilities include:

- one room with bathroom that caters for clients with a disability,
- the children’s playground (Pictured below left),
- the child support room (Pictured below right),
- a large modern kitchen with two food preparation areas and quiet outdoor areas for rest and reflection.

We are constantly looking for ways to improve the shelter environment and the service we provide to residents. We gather feedback from residents and use this to improve service provision.

This year the carpet in the upstairs hall was replaced with washable vynl making the area much easier to clean and also lighter

[Images of the Women's Shelter facilities]
THE BEARDY STREET OFFICE

The office at 5/108 Beardy Street is the location of our Finance and IT worker and the Transitional Housing Service.

This venue is used for client assessments, groups, in house training and meetings.

The central location allows easy access for clients and members of the public.

STAFFING

Throughout this financial year AWHSS staff have maintained services, taken on new challenges, and adjusted to many changes. Their dedication and expertise is highly valued. I want extend my thanks and appreciation to Paula Lovegrove, Christine Sky, Sam Guilbert, Toria O’Mullane, Katherine Lynch, Jessica Howarth, Ruth Minkov, Tanya Norman and Alisha Zonneveld. Tarli Paul commenced maternity leave and we look forward to her return next year. Corinne Taylor has continued her invaluable contribution in the role of part time psychologist.

Jillian MacLeod, our team leader, has contributed experience and skills in mental health care and her breadth of operational knowledge has enhanced our capacity of AWHSS to fulfil its service mission.

Wendy McLennan, our irreplaceable financial wizardess and IT fixer-upper has done her usual wonderful job keeping everything operational the finances on track. Vickie Kerr stepped into Wendy’s financial shoes when she was away and I want to thank her for her willingness to join our team.

2017 saw several people leave our team and I want to say a heartfelt thank-you for the work they did while part of our team. Farewell to Judith Harvey Nelson, Annikki Reader, Debbie Green, Vanessa Western and Belinda Nano.

This year several students have completed placements with us.

Emelyn Thomas has been providing counselling to clients since May and her placement is will end in December 2017. We will miss her.

Sarah Johnston completed her 3-month Social Work Placement with the service. Sarah had previous experience in the sector and fitted quickly into the service completed a range of tasks including co-facilitating trading, support work, and running in-house training. During her time with us she made a valuable contribution to the service and went on to find employment at a refuge in Sydney.

Another UNE social work student on placement was Fatimah Amohsen. Fatimah primarily assisted Paula, our child support worker. While she was with us Fatimah assisted by translating many of our materials into Arabic.
In late 2016 we hosted Cynthia Dekarube, a Nauruan student in the Narau Teacher and Health Education Project completing a Diploma of community Welfare and Wellbeing with UNE. Cynthia’s warm personality and positive attitude made her stay memorable. We all learned about life in Naru and service provision in a very different world to our own. During her stay Tori O’Mullane and I joined Cynthia at the Nauru Angram Day Formal Dinner.

From left to right: Toria O’Mullane (WSA support worker), Cynthia Dekarube, a Nauruan student and Carolyn Burgess (WSA Manager)

COMMUNITY ENGAGEMENT ACTIVITIES

AWHSS has worked collaboratively with both our partner SHS providers and the wider service system.

INTERNATIONAL DAY AGAINST HOMOPHOBIA, TRANSPHOBIA AND BIPHOBIA

AWHSS has a commitment to providing inclusive service to the community. We consider it vitally important that we ensure that everyone feels safe approaching our service.

AWHSS was pleased to be part of the community event held in Armidale as part of the International Day Against Homophobia, Transphobia and Biphobia. The event was well attended with a sausage sizzle and information for community members. A colourful and informative time was had by all.

By participating we were part of a celebration of gender and sexual diversity which spans countries.

Left: Team Leader Jillian MacLeod at the colorful International Day Against Homophobia, Transphobia and Biphobia information stall.
ABORIGINAL DV ALERT TRAINING.

AWHSS was pleased to be able to work with Lifeline, Broken Hill, to arrange for Aboriginal DV Alert training in Armidale.

Prior to the training, we hosted a services meeting to plan the event and introduce the trainers to members of the local community.

The training ran later in the year and was well attended by a wide cross section of the local service community.

Above: Aboriginal DV alert trainers meet with members of the Armidale Service Community.

ARMIDALE DOMESTIC VIOLENCE STEERING COMMITTEE

The Women’s Shelter Inc. Armidale auspices the Armidale Domestic and Family Violence Steering Committee (DFVSC). This group draws together representatives of community services, government and the local community to provide a number of community education activities designed to raise awareness about domestic and family violence and homelessness.

The ADVSC has established the “Healthy Relationships” park across the road from the Armidale Aquatic Centre. Over the years the committee has added picnic tables and extensive tree plantings. This beautiful community resource provides a quiet place to rest while walking to town and has been the venue for activities such as the mediation walk in memory of domestic and family violence victims.
RECLAIM THE NIGHT

The Armidale DVSC activities included a Reclaim the Night rally, the “16 Days of Activism”.

The Reclaim the Night event in the Armidale was vibrant and well attended.

The highlights included:

- A performance by the Minimbah dancers.
- The presentation to of the “Peace is” art competition winners.
- The Stroke Recovery Choir.
- The MARCH!
- The ceremony to remember those who died or were injured though domestic violence.
- Wonderful and moving speeches.
- The finale performance by UNIFIED a wonderful Rap Group lead by Heath Dowsett and the teens form Pathfinders.

“PEACE IS”

As part of the 16 Days of Activism the DVSC ran an art competition for children in year 10 and under with the theme of “Peace Is...”.
The quality of the entries was very high and the judges had a challenging task deciding on the 12 winners. These artworks are featured throughout this annual report. The art of the winners was made into a calendar and displayed at the Reclaim the Night Market and March. The some of these lovely pictures are featured in this annual report.

SHARE THE DIGNITY.

AWHSS was pleased to be part of Share the Dignity. This wonderful project distributes handbags stocked with essential self-care needs such as soap, tampons and pads, toothbrush and toothpaste, baby wipes and tissues, combs and hair care products.

We maintain a stock of the bags for our residents and also distribute the bags at community events.

PROFESSIONAL DEVELOPMENT PROGRAM

AWHSS has a strong focus on professional development of staff. We embed our strengths based practice with the service’s professional development approach. The overall aims of our professional development process is to support staff to creative, responsive, client focused case management while remaining true to the GHSH vision of a trauma informed integrated specialist homelessness service system. This year we had a strong focus on core domestic and family violence skills.

The professional development process fosters a supportive and growth oriented organisational climate with congruence between the organisational relationship to the staff and staff’s relationship to clients.

ACKNOWLEDGMENT OF OTHER SERVICES

As in previous years, WSA continued to enjoy friendly and cooperative working relationships with many other service providers in our region. AWHSS acknowledges and thanks the following groups for their important contribution to the provision of support for our clients: The Department of Family and Community Services; Legal Aid NSW; Housing NSW; Hunter New England Health Service (eg Emergency Department, Sexual Assault Counselling Service, Women’s Health Service, Migrant Health Service, Early Childhood and Aboriginal Mother’s & Baby’s Service); Armidale TAFE College; Armidale Police Service; Homes North Community Housing Service; the University of New England; Saint Vincent De Paul; Guyra Hub; Northern Tenant’s Advocacy Service; Northern Settlement Services, Benevolent Society; Armidale Court House; Armidale Neighborhood Centre; Minimbah School; Armidale Family Support Service; Pathfinders Youth Services; North and North-West Community Legal service ;New England and Western Tenants’ Advise and advocacy Service, other NSW Women's Refuges; Centrelink; Freeman House; SOFA, DVPASS; the Salvation Army; various ministers of religion and many local private practitioners such as solicitors, psychologists and doctors.
ACKNOWLEDGMENT OF COMMUNITY

Throughout the year we have received many thoughtful donations. These are reminders of how much the members of the community care about both the clients we service and the work of AWHSS. It warms our hearts and affirms our commitment to our work.

Our particular thanks go to:
- Bunnings for their continued support.
- Armidale NRMA
- Yarm Gwanga
- Armidale Best Employment.
- DVNSW
- St Vincent de Paul
- Zonta
- The Armidale Women’s Walking Group.
- Armidale Leos
- Duval high School
- The generous people who prefer to donate anonymously or request they not be named.

VOLUNTEERS

I want to thank our wonderfully generous volunteer management committee. They undertake a role which ensures the needs of our communities’ most vulnerable women and children are met. Without them none of the achievements of AWHSS would be possible.

Above: “Peace is Calm” by Hasan Momen aged 11
AWHSS GROUPS

AWHSS runs a wide range of support groups in response to community needs.

We specialize in small groups and provide a child friendly environment, transport and food. The ability to have children with the mothers is especially important and addresses one of the major barriers to women accessing training and groups.

SHARK CAGE SUPPORT GROUPS.

Presenters: CHRIS SKY AND EMELYN THOMAS.

The Shark Cage program was developed by Melbourne based psychologist, Ursula Benstead, as a framework for addressing Domestic Violence re-victimization. The program uses the metaphor of the diver’s shark cage as a model to help women “understand their experiences and rebuild a sense of their rights”.

The group ran at the Women’s Shelter over a period of six weeks. The group is located at the Women’s Shelter where the child support staff and facilities allowed us to provide child support to participant’s children during the group.

The bars of the actual “Shark Cage” are built out of “rights” that the women in the group identified as being important to uphold in a relationship, such as the right to say “no”.

Through roleplays and discussing different scenarios, we then looked at how we might strengthen these bars by practicing assertiveness (when safe) and self-care.

Participants all said they found the course very useful and believed they had improved their skill needed to build a safe and healthy life.

In addition, the participants believed they had skills they could pass onto their children.

Participant comments included.

“I enjoyed the support network and learning new tools.”

“The safe place to talk about your feelings. Experiences and thoughts, the understanding of behaviors.”
WOMEN’S SUPPORT GROUP

PRESENTERS: BELINDA NANO, PAULA LOVEGROVE AND EMELYN THOMAS

During 2017 there has been a varied schedule of women’s support groups.

In the early part of the year Belinda facilitated Spring cooking, night market craft, and Christmas Craft.

In the latter part of the year Paula and Emelyn led the women in making beautifully crafted houses to display at the homelessness awareness day. After the successful homelessness day event the women’s group completed a variety of crafts.

THE CHILDREN’S SUPPORT GROUP

PRESENTERS: PAULA LOVEGROVE AND EMELYN THOMAS.

The Children’s Support Group has run consistently for many years under the careful guidance of Paula Lovegrove, our skilled and experienced child support worker. There are two groups that run on alternate weeks. The groups provide children who have experienced trauma with a safe place to develop skills, explore feelings and make friends.

The group program covered many activities for the children: with themes around Friendship, Knowing Myself, Nutrition and Safety. The children made friendship bracelets, worked on the ‘Book of Me’ booklet and even learned about fire safety in the home.

There are regular excursions to parks and places of interest such as the Armidale Police Station and the Fire station.

Paula also organises specialist excursions for family groups the most recent was a horse riding trip to Harlow Park.
The Walcha Young Women’s Group is in its fourth year. It meets at Walcha Central School.

The sessions run for approximately 90 minutes, one afternoon a week during the school term.

We are proud of the impact this program has had on the lives of the participants. As the letter on the left shows, the impact this group has on the participants and the school.

The objective of the group is to create a safe and supportive environment in which we can explore significant issues of importance and relevance to the young women taking part. Topics covered include: supportive friendship, self-esteem and confidence, communication skills, stress and anger management, and healthy relationships.

Participants for the group included young women who had experienced DV or other trauma in the home or were at risk of experiencing this, and/or young women who were at risk of disengaging from school due to various circumstances.

The material for the group sessions was drawn from a Young Women’s Support Group program designed by Judith Harvey-Nelson and the “Breakaway” program developed by the Greater Western Area Health Service in conjunction with Cowra TAFE.

These more educative aspects of the program were interspersed with fun practical activities such as sewing, preparing healthy snacks and smoothies as well as making homemade beauty products such as lip balm, bath bombs and massage oils.

GROUPS RUN WITH OTHER AGENCIES.

RENT IT KEEP IT.

In March, Armidale Women’s Homelessness Support Service, Armidale Men’s Homelessness Support Service, Armidale Youth Homelessness Support Service and NERSH joined forces to present Rent it Keep It.
The purpose of the Rent it Keep it training package is to equip participants to obtain and sustain a private rental property. It is particularly designed for participants who have had little experience in the private rental market.

Five participants completed the” Rent it Keep It” program and the feedback showed tall participants found it relevant and useful.

---

**TRANSITIONAL HOUSING**

Transitional Housing provides twelve properties that are Managed by Homes North and Tenants and their family are Supported by AWHSS;

We currently have twelve properties tenanted;

*1 x one- bedroom flat.
*6 x three-bedroom houses.
*4 x two- bedroom flats.
* 1 x four- bedroom house.

This year, one of the three- bedroom properties was returned to Community Housing general stock and a three- bedroom replacement house was secured by ‘Head-Leasing’ a private rental property. This property had been a long term transitional housing property.

---

Two tenants have arrears due to not acknowledging the ‘rent review’ form posted to them, this means their rent was charged at market rent which is double their subsidised rent, they are unable to have this waived once they have responded, but are required to repay, in one case this shows the tenant has a debt even though their rent being paid after initial assessment may be in credit.

Five families have exited into long-term housing in Armidale after completing their tenancies in Transitional Housing. Another family returned to Queensland.

**A LETTER FROM A TENANT**

To whom it may concern,

I have three young children, what brings me to Armidale was because at the last year of 2018 I was hit by a domestic violence issue and was continuously harassed by my ex. Because of this, I was relocated here in Armidale because of fear for my safety. Back in December 2018, I ended up at a women’s emergency shelter with my three young children and moved into temporary housing at a women’s shelter for up to 6 months in a one room. Luckily with the help of the manager, Libby, and the Women’s Support Chair, they helped me to find myself and the three kids in transitional housing which currently I’m residing and I am very fortunate to have found and become not alone someone can be here immediately. I am very pleased that I’m living in the moment because me and my kids has more privacy and I can discipline the kids better, plant some vegetables and my kids are more happier and settled.

Thank you.

**SERVICE PLANNING**

On the 19th of August 2016 all WSA Inc. staff and committee came together to participate in an organizational planning day lead by Maureen Chapman.

Using Appreciative Inquiry (AI) Maureen led the staff in a day of Discovery, Dream, Design and Destiny. AI is a strength based approach that shift services analysis away from the traditions deficit based approaches and creates a positive strengths based vision of the future.

The strategic plan for the next 5 years gives the service structure and direction and will guide us as we grow.
WSA INC CLIENT SERVICE STATISTICS.

In 2016-17 WSA Inc. provided services to 392 clients delivering 43,835 support days to the Armidale regional community. Eighty-seven percent of the service users had one support period 12% has two support period and 1% had three or more.

Sixty-eight percent of service users were women without accompanying children*, 8% had one child, 16% had 3 or 4 children and 8% had 5 or more children

* Note: Women without accompanying children may have children but WSA Inc staff did not provide services directly to the child.

MAIN PRESENTING REASONS FOR SEEKING ASSISTANCE

For the first time financial hardship overtook the domestic and family violence as the main reason for approaching WSA Inc. for support. This shows that the increasing cost of rents, essential services and living expenses are also having an effect. Poverty is implicated directly in 18% of the main reasons for seeking assistance and plays a significant role in a further 43%.

- 33% of clients said housing crisis was the main reason for seeking support.
- 31% cited domestic and family violence as the main reason for seeking support.
- 11% sought assistance with extreme financial difficulties.
- 10% had inadequate, overcrowded, unsafe or inappropriate housing.
- 8% previous accommodation had ended and they had nowhere else to go.
- 7% sought assistance with the cost of housing. The high cost of renting combined with increasing costs of essential services combine to make surviving increasing difficult on low incomes.
ACCOMODATION

3,083 Bednights of short term or emergency accommodation provided

229 Women and children were accommodated

Thirty-seven percent of those housed were children. Twenty percent were under 5 years old.

The majority of the women and children needing emergency accommodation identified as Aboriginal, Torres Strait Islander or both.

45 women and families were housed in transitional housing and receiving case management support for up to 12 months.

42% of transitional housing tenants identified as Aboriginal, Torres Strait Islander or both.
WSA Inc. exceeded the service provision target of 30% specified in the GHSH contract.

Torres strait islander 1%
Aboriginal 50%
Neither Torres Strait Islander or Aboriginal 49%

SERVICES NEEDED.

WSA Inc provides case management for the clients working with us. The table below shows the top 21 support needs identified during assessment and case management. This list gives an idea of the range of issues workers confront and the broad range of skills required.

<table>
<thead>
<tr>
<th>Support Type</th>
<th>Number of Support Periods</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other basic assistance</td>
<td>381</td>
<td>86.00</td>
</tr>
<tr>
<td>Advice/information</td>
<td>371</td>
<td>83.75</td>
</tr>
<tr>
<td>Advocacy/liaison on behalf of client</td>
<td>254</td>
<td>57.34</td>
</tr>
<tr>
<td>Long term housing</td>
<td>224</td>
<td>50.56</td>
</tr>
<tr>
<td>Meals</td>
<td>213</td>
<td>48.08</td>
</tr>
<tr>
<td>Transport</td>
<td>209</td>
<td>47.18</td>
</tr>
<tr>
<td>Short term or emergency accommodation</td>
<td>204</td>
<td>46.05</td>
</tr>
<tr>
<td>Medium term/transitional housing</td>
<td>196</td>
<td>44.24</td>
</tr>
<tr>
<td>Material aid/brokerage</td>
<td>183</td>
<td>41.31</td>
</tr>
<tr>
<td>Assistance to sustain tenancy or prevent tenancy failure or eviction</td>
<td>163</td>
<td>36.79</td>
</tr>
<tr>
<td>Living skills/personal development</td>
<td>156</td>
<td>35.21</td>
</tr>
<tr>
<td>Recreation</td>
<td>138</td>
<td>31.15</td>
</tr>
<tr>
<td>Assistance with challenging social/behavioural problems</td>
<td>133</td>
<td>30.02</td>
</tr>
<tr>
<td>Structured play/skills development</td>
<td>126</td>
<td>28.44</td>
</tr>
</tbody>
</table>
Family/relationship assistance 119 26.86
Child care 96 21.67
Financial information 84 18.96
Retrieval/storage/removal of personal belongings 79 17.83
Assistance for domestic/family violence 74 16.70
School liaison 72 16.25
Assistance for trauma 61 13.77

### BROKERAGE

Provision of short term crisis accommodation was the largest expense on the WSA Inc. brokerage budget. These were clients that were not accommodated in the refuge for a variety of reasons including:

- The refuge was full.
- There were male children over 12.
- The family was too large to accommodate.
- There were safety issues
- There were health issues.
- The woman had a partner

Brokerage is repaid if the client is able to do so and WSA Inc has a very low rate of default. The capacity to repay brokerage is assessed on an individual basis.
Womens Shelter Armidale

Summary of Audit Findings
For the year ended 30 June 2017
Womens Shelter Armidale
(an incorporated association)

Committees' report

Your committee members submit the financial report for the year ended 30 June 2017.

Committee members
The names of the Committee members throughout the year and at the date of this report are:

President  Juliet Kaberry
Vice President  Eryn Thomas
Treasurer  Aileen McDonald
Secretary  Gwendoleon Johnson
Committee Member  Leesa Waters
Committee Member  Robin Jones
Committee Member  Elaine Barclay

Principal activities
The principal activities of the association during the financial year were the provision of crisis accommodation and/or support services for women and accompanying children who have experienced, or who are at risk of experiencing domestic violence.

Significant changes
There were no significant changes in the state of affairs of the association during the financial year.

After balance date events
Since the end of the financial year there have not been any matters or circumstances that have arisen that have significantly affected or may significantly affect the operation of the association or the state of affairs of the association in subsequent years.

Operating Result
The operating surplus for the year ending 30 June 2017 is $7,194, compared to 2016 a surplus of $3,463.

Chairperson: 

Treasurer: 

Dated: 24 October 2017
Auditor’s declaration of independence
To the members of Womens Shelter Armidale

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been no contraventions of:

(i) the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012; and

(ii) any applicable code of professional conduct in relation to the audit.

Roberts & Morrow
Chartered Accountants

Michelle Paull
Partner
Auditor Registration Number: 164853

Dated: 24 October 2017
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017

Statement of profit or loss and other comprehensive income

<table>
<thead>
<tr>
<th>Note</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACS grant</td>
<td>736,878</td>
<td>713,016</td>
</tr>
<tr>
<td>FACS Unspent grant brought forward</td>
<td>-</td>
<td>40,000</td>
</tr>
<tr>
<td>Interest</td>
<td>3,867</td>
<td></td>
</tr>
<tr>
<td>DVRE enhancement funding</td>
<td>21,781</td>
<td></td>
</tr>
<tr>
<td>Brokerage reimbursements</td>
<td>25,020</td>
<td>7,003</td>
</tr>
<tr>
<td>Rent</td>
<td>17,589</td>
<td>19,805</td>
</tr>
<tr>
<td>Donations</td>
<td>3,118</td>
<td>5,406</td>
</tr>
<tr>
<td>Other income</td>
<td>11,473</td>
<td>10,268</td>
</tr>
<tr>
<td>Profit on disposal of asset</td>
<td>1,206</td>
<td></td>
</tr>
<tr>
<td>Return of staff training provision</td>
<td></td>
<td>20,000</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>820,932</strong></td>
<td><strong>819,342</strong></td>
</tr>
</tbody>
</table>

Expenditure

<table>
<thead>
<tr>
<th>Expense</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Depreciation</td>
<td>13,834</td>
<td>21,949</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>598,213</td>
<td>596,110</td>
</tr>
<tr>
<td>GHSSH Brokerage</td>
<td>51,938</td>
<td>39,485</td>
</tr>
<tr>
<td>Group Costs</td>
<td>4,004</td>
<td>4,377</td>
</tr>
<tr>
<td>Plant &amp; equipment</td>
<td>9,215</td>
<td>47,119</td>
</tr>
<tr>
<td>Employment relations provision expense</td>
<td>-</td>
<td>10,000</td>
</tr>
<tr>
<td>Administration expenditure</td>
<td>136,534</td>
<td>96,839</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td><strong>813,738</strong></td>
<td><strong>815,879</strong></td>
</tr>
</tbody>
</table>

**Operating surplus**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>7,194</td>
<td>3,463</td>
</tr>
</tbody>
</table>

7. Please note during the year the service spent $14,753 on a replacement vehicle. The vehicle was capitalised to the Motor Vehicle at Cost account on the balance sheet.

The statement of profit or loss and other comprehensive income is to be read in conjunction with the attached notes.
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017
Statement of financial position
As at 30 June 2017

<table>
<thead>
<tr>
<th>Note</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>4</td>
<td>62,262</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td></td>
<td>1,819</td>
</tr>
<tr>
<td>Investment – Term deposits</td>
<td>4</td>
<td>165,516</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td></td>
<td>229,597</td>
</tr>
<tr>
<td><strong>Non-current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment – NECU shares</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td></td>
<td>75,300</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td></td>
<td>304,907</td>
</tr>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>6</td>
<td>37,701</td>
</tr>
<tr>
<td>Other grant liabilities</td>
<td>8</td>
<td>35,000</td>
</tr>
<tr>
<td>Employee entitlements</td>
<td>7</td>
<td>111,169</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td></td>
<td>183,870</td>
</tr>
<tr>
<td><strong>Non-current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee entitlements</td>
<td>7</td>
<td>10,934</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td></td>
<td>194,804</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td></td>
<td>110,103</td>
</tr>
<tr>
<td><strong>Members’ funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Members’ funds</td>
<td></td>
<td>34,671</td>
</tr>
<tr>
<td>Building and donations</td>
<td>68,730</td>
<td>64,086</td>
</tr>
<tr>
<td>Hope donation</td>
<td>6,702</td>
<td>6,702</td>
</tr>
<tr>
<td><strong>Total funds</strong></td>
<td></td>
<td>110,103</td>
</tr>
</tbody>
</table>

The statement of financial position is to be read in conjunction with the attached notes.
## Financial report for the year ended 30 June 2017

### Statement of changes in funds

<table>
<thead>
<tr>
<th></th>
<th>Members' funds</th>
<th>Restricted building &amp; donations</th>
<th>Hope Donation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balance at 30 June 2015</strong></td>
<td>$35,607</td>
<td>$57,137</td>
<td>$6,702</td>
<td>$99,446</td>
</tr>
<tr>
<td>Surplus / (deficit) for the year</td>
<td>3,463</td>
<td>-</td>
<td>-</td>
<td>3,463</td>
</tr>
<tr>
<td>Transfers to / (from) funds</td>
<td>(5,406)</td>
<td>5,406</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Interest received on funds</td>
<td>(1,543)</td>
<td>1,543</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2016</strong></td>
<td>$32,121</td>
<td>$64,086</td>
<td>$6,702</td>
<td>$102,909</td>
</tr>
<tr>
<td>Surplus / (deficit) for the year</td>
<td>7,194</td>
<td>-</td>
<td>-</td>
<td>7,194</td>
</tr>
<tr>
<td>Donations received:</td>
<td>(3,118)</td>
<td>3,118</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Interest received on funds:</td>
<td>(1,526)</td>
<td>1,526</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2017</strong></td>
<td>$34,671</td>
<td>$68,730</td>
<td>$6,702</td>
<td>$110,103</td>
</tr>
</tbody>
</table>

Note: The organisation had a building donated to them. The proceeds from the sale of this building are restricted building funds to the organisation.

The statement of changes in funds is to be read in conjunction with the attached notes.
Womens Shelter Armidale  
(an incorporated association)

Financial report for the year ended 30 June 2017  
Statement of cash flows

<table>
<thead>
<tr>
<th>Note</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Cash flows from operating activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from Government funding</td>
<td>810,566</td>
<td>853,017</td>
</tr>
<tr>
<td>Receipts from customers and other income</td>
<td>77,225</td>
<td>36,018</td>
</tr>
<tr>
<td>Payments to suppliers and employees</td>
<td>(871,859)</td>
<td>(908,202)</td>
</tr>
<tr>
<td>Interest received</td>
<td>3,867</td>
<td>3,844</td>
</tr>
<tr>
<td>9</td>
<td>19,799</td>
<td>(15,323)</td>
</tr>
<tr>
<td>Cash flows from investing activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash used in investments</td>
<td>(3,862)</td>
<td>(3,695)</td>
</tr>
<tr>
<td>Payment for property, plant and equipment</td>
<td>(13,650)</td>
<td>(38,918)</td>
</tr>
<tr>
<td>10</td>
<td>(17,512)</td>
<td>(42,613)</td>
</tr>
<tr>
<td>Cash flows from financing activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net increase / (decrease) in cash held</td>
<td>2,287</td>
<td>(57,936)</td>
</tr>
<tr>
<td>Cash at the beginning of the financial year</td>
<td>59,975</td>
<td>117,911</td>
</tr>
<tr>
<td>Cash at the end of the financial year</td>
<td>62,262</td>
<td>59,975</td>
</tr>
</tbody>
</table>

The statement of cash flows is to be read in conjunction with the attached notes.
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017

Notes to and forming part of the financial statements

1. Association information
The financial statements of the not-for-profit association, Womens Shelter Armidale, for the year ended 30 June 2017 were authorised for issue in accordance with a resolution of the committee on 24 October 2017.

Womens Shelter Armidale is a not-for-profit entity registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC). The entity is a Tier 1 incorporated association as defined in Section 42 of the Associations Incorporation Act NSW 2009.

2. Statement of significant accounting policies
Basis of preparation
Womens Shelter Armidale 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 a general purpose financial report, which has been prepared in accordance with the requirements of the Associations Incorporation Act (NSW) 2009, Division 60 of Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profits Regulations 2013, Australian Accounting Standards – Reduced Disclosure Requirements and other authoritative pronouncements of the Australian Accounting Standards Board. The association is a non-for-profit entity for financial reporting purposes under Australian Accounting Standards.

(a) Income tax
The association is exempt from Income Tax and accordingly no provision has been made.

(b) Goods and services tax (GST)
Revenues, expenses and assets are recognised net of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(c) Revenue recognition
Revenue is recognised at fair value when the association is legally entitled to the income and the amount can be quantified with reasonable accuracy. Revenues are recognised net of the amounts of goods and services tax (GST) payable to the Australian Taxation Office.
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017

Notes to and forming part of the financial statements

Government grant funding
Revenue is recognised at fair value when the Association is legally entitled to the income and the amount can be quantified with reasonable accuracy. Revenues are recognised net of the amounts of goods and services tax (GST) payable to the Australian Taxation Office.

Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability, and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when received.

Rendering of services
Revenue from the rendering of a service is recognised upon delivery of the service to the customers.

Revenue is recognised when the association is legally entitled to the income and the amount can be quantified with reasonable accuracy. Revenues are recognised net of the amounts of goods and services tax (GST) payable to the Australian Taxation Office.

Interest Income
Interest is recognised as it is received.

Unlisted donations
Unlisted donations are recognised as revenue when received.

Rental Income
Rental income relates to a charge for service provision by the refuge. Rental income is accounted for on a cash receipts basis.

(d) Expenditure
All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular category they have been allocated to activities on a basis consistent with use of the resources.

(e) Cash and cash equivalents
Cash and cash equivalents for the purposes of the statement of financial position includes cash at bank and on hand and short-term deposits with maturities of three months or less. For the purposes of the statement of cash flows, cash and cash equivalents is defined as above.
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017

Notes to and forming part of the financial statements

(f) Held to maturity investments
Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association’s intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains and losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(g) Property, plant & equipment
Plant and equipment are carried at cost, and where applicable, less any accumulated depreciation. All assets are depreciated over their useful lives to the association.

Womens Shelter Armidale rent the main shelter premises from the NSW Department of Housing. The land and building are owned by the Crown. The committee are of the view that association has indefinite tenure.

Depreciation
The depreciable amount of all fixed assets, including building improvements, is depreciated over their useful lives commencing from the time the asset is held ready for use. The depreciation rates used for each class of depreciable assets are:

<table>
<thead>
<tr>
<th>Class of fixed asset</th>
<th>Depreciation rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plant and equipment</td>
<td>15% - 100%</td>
</tr>
<tr>
<td>Property improvements</td>
<td>15% - 100%</td>
</tr>
<tr>
<td>Motor vehicles</td>
<td>15%</td>
</tr>
</tbody>
</table>

The assets’ residual value and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

(h) Trade and other payables
Trade and other payables represent liabilities for goods and services provided to the association before the end of the financial year that are unpaid. These amounts are usually settled in 30 days. The carrying amount of the payables is deemed to reflect fair value.

(i) Employee entitlements
Provision is made for the association’s liability for employee benefits arising from service rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than twelve months after the reporting period have been measured at the present value of the estimated future cash outflows to
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017

Notes to and forming part of the financial statements

Employee entitlements (continued)

be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cash flows are discounted using market yields on corporate bonds with terms to maturity that match the expected timing of cash flows. Changes in the measurement of the liability are recognised in profit or loss.

Employee benefits are presented as current liabilities in the statement of financial position if the Association does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date regardless of the classification of the liability for measurement purposes under AASB 119 Employee Benefits.

(j) Impairment

At each reporting date, the association reviews the carrying values of its non-current assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset’s fair value less costs to sell and value in use, is compared to the asset’s carrying value. Any excess of the asset’s carrying value over its recoverable amount is expensed to the income statement.

(k) Other grant liabilities

Replacement of Office Equipment and Employment Relations Services

The committee have sought permission from FACS to carry forward funds for the replacement of Office Equipment and Employment relations services. Should the approval not be granted these funds will need to be returned to the Department under the terms of the funding agreement.

Motor vehicle replacement

The association has a policy of replacing motor vehicles when the vehicle requires significant maintenance in a year, but not usually holding vehicle for a period of more than five years. Depreciation expenses are set aside in a separate bank account each year to enable the replacement of these vehicles, in conjunction with the use of any trade-in received.
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017
Notes to and forming part of the financial statements

(I) Future viability
The NSW State Government announced in June 2015 that the organisation was successful in winning the tender to continue providing their services under the “Going Home Staying Home: SHS Tender” process. The funding was approved for a period of 3 years commencing on 1 November 2015. Advice was received in June 2016 from the funding body that funding for homelessness services will be extended, and that existing arrangements will be renewed for the period 1 July 2017 until 30 June 2020.

The future viability of the Centre is dependent upon continued funding from the State Government.

(m) Related part transactions
Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other unrelated parties unless otherwise stated.

3. Key management personnel compensation
There were two employees, being Carolyn Burgess and Wendy McLenman, who (other than the committee) had authority for planning, directing and controlling the association’s activities during the year ending 30 June 2017.
**Womens Shelter Armidale**  
(an incorporated association)

**Financial report for the year ended 30 June 2017**  
**Notes to and forming part of the financial statements**

### 4. Cash and cash equivalents

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NECU - Operating S1</td>
<td>1,782</td>
<td>9,305</td>
</tr>
<tr>
<td>NECU - Provision S9</td>
<td>6,031</td>
<td>31,025</td>
</tr>
<tr>
<td>NECU - Association S1.4</td>
<td>2,196</td>
<td>2,186</td>
</tr>
<tr>
<td>Web Offset Account S1.1</td>
<td>46,032</td>
<td>10,273</td>
</tr>
<tr>
<td>Visa Debit Card S1.2</td>
<td>3,703</td>
<td>4,958</td>
</tr>
<tr>
<td>Reloadable Cash Card</td>
<td>300</td>
<td>-</td>
</tr>
<tr>
<td>Undeposited Cash</td>
<td>172</td>
<td>172</td>
</tr>
<tr>
<td>Steering Committee</td>
<td>46</td>
<td>56</td>
</tr>
<tr>
<td>Cash on Hand</td>
<td>2,000</td>
<td>2,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>62,262</td>
<td>59,975</td>
</tr>
</tbody>
</table>

### 5. Investments

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>NECU – Term Deposit I6</td>
<td>58,030</td>
<td>56,504</td>
</tr>
<tr>
<td>NECU - Leave Provision I5</td>
<td>107,486</td>
<td>105,150</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>165,516</td>
<td>161,654</td>
</tr>
</tbody>
</table>

### 5. Property, plant and equipment

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plant and equipment – at cost</td>
<td>15,504</td>
<td>6,607</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>(1,851)</td>
<td>(529)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13,653</td>
<td>6,078</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Vehicles – at cost</td>
<td>77,703</td>
<td>83,582</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>(16,056)</td>
<td>(15,381)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>61,647</td>
<td>68,201</td>
</tr>
</tbody>
</table>

### 5(a) Movements in Carrying Amounts:

<table>
<thead>
<tr>
<th></th>
<th>Plant and equipment</th>
<th>Motor vehicles</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 6,078</td>
<td>$ 68,201</td>
<td>$ 74,279</td>
</tr>
<tr>
<td>Additions</td>
<td>8,896</td>
<td>14,753</td>
<td>23,649</td>
</tr>
<tr>
<td>Disposals</td>
<td>- (8,794)</td>
<td>(8,794)</td>
<td>(8,794)</td>
</tr>
<tr>
<td>Depreciation Expense</td>
<td>(1,321)</td>
<td>(12,513)</td>
<td>(13,834)</td>
</tr>
<tr>
<td><strong>Carrying Amount at end of year</strong></td>
<td><strong>13,653</strong></td>
<td><strong>61,647</strong></td>
<td><strong>75,300</strong></td>
</tr>
</tbody>
</table>
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017
Notes to and forming part of the financial statements

6. Trade and other payables

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll liabilities</td>
<td>$20,718</td>
<td>$20,545</td>
</tr>
<tr>
<td>Trade payables</td>
<td>$16,983</td>
<td>$15,735</td>
</tr>
<tr>
<td>Total</td>
<td>$37,701</td>
<td>$36,280</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for annual leave</td>
<td>$49,874</td>
<td>$41,896</td>
</tr>
<tr>
<td>Provision for long service leave</td>
<td>$33,348</td>
<td>$27,033</td>
</tr>
<tr>
<td>Provision for personal leave</td>
<td>$23,343</td>
<td>$40,152</td>
</tr>
<tr>
<td>Provision for time in lieu</td>
<td>$4,604</td>
<td>$856</td>
</tr>
<tr>
<td>Total</td>
<td>$111,169</td>
<td>$109,937</td>
</tr>
<tr>
<td>Non-current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for long service leave</td>
<td>$10,934</td>
<td>$11,855</td>
</tr>
<tr>
<td>Total</td>
<td>$122,103</td>
<td>$121,792</td>
</tr>
</tbody>
</table>

The provisions for employee entitlements represent amounts accrued for annual leave and long service leave, where applicable, employees with more than 5 years' service. Based upon past experience, the association does not expect the full amount of annual leave balance, although classified as current, to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the association does not have an unconditional right to defer the settlement of the amount in the event employees wish to use their leave entitlements.

8. Other Grant Liabilities

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision for equipment replacement</td>
<td>$25,000</td>
<td>$25,000</td>
</tr>
<tr>
<td>Provision for employment relations services</td>
<td>$10,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>Total</td>
<td>$35,000</td>
<td>$35,000</td>
</tr>
</tbody>
</table>
## Financial report for the year ended 30 June 2017

### Notes to and forming part of the financial statements

### 9. Reconciliation of cash flows from operations

<table>
<thead>
<tr>
<th>Description</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surplus / (deficit) from operating activities</td>
<td>7,194</td>
<td>3,463</td>
</tr>
<tr>
<td>Non cash flow in operating profit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>13,834</td>
<td>21,949</td>
</tr>
<tr>
<td>Net (profit) / loss on disposal of assets</td>
<td>(1,206)</td>
<td>-</td>
</tr>
<tr>
<td>Increase / (decrease) in liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade creditors and accruals</td>
<td>1,422</td>
<td>9,678</td>
</tr>
<tr>
<td>Provisions</td>
<td>311</td>
<td>(50,413)</td>
</tr>
<tr>
<td>Decrease / (increase) in assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade debtors</td>
<td>(1,756)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Cash flows from operations</strong></td>
<td><strong>19,799</strong></td>
<td><strong>(15,323)</strong></td>
</tr>
</tbody>
</table>

### 10. Allocation GHSH Brokerage

<table>
<thead>
<tr>
<th>Description</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>9,194</td>
<td>16,937</td>
</tr>
<tr>
<td>Tenancy</td>
<td>13,416</td>
<td>6,355</td>
</tr>
<tr>
<td>Housing Management</td>
<td>2,941</td>
<td>650</td>
</tr>
<tr>
<td>Employment &amp; Education</td>
<td>-</td>
<td>213</td>
</tr>
<tr>
<td>Living Skills</td>
<td>1,554</td>
<td>2,229</td>
</tr>
<tr>
<td>Legal Expenses</td>
<td>150</td>
<td>75</td>
</tr>
<tr>
<td>Medical, Dental &amp; Optical</td>
<td>1,045</td>
<td>283</td>
</tr>
<tr>
<td>Childcare</td>
<td>361</td>
<td>41</td>
</tr>
<tr>
<td>Child costs</td>
<td>499</td>
<td>2,076</td>
</tr>
<tr>
<td>Culturally specific costs</td>
<td>271</td>
<td>289</td>
</tr>
<tr>
<td>Other essentials</td>
<td>22,507</td>
<td>10,336</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>51,938</strong></td>
<td><strong>39,485</strong></td>
</tr>
</tbody>
</table>
Womens Shelter Armidale
(an incorporated association)

Financial report for the year ended 30 June 2017

Notes to and forming part of the financial statements

11. Subsequent events
The committee is not aware of any significant events since the end of the reporting period.

12. Association details
The registered office of the association is:
Handel Street
Armidale NSW 2350

The principal place of business is:
Handel Street
Armidale NSW 2350
Womens Shelter Armidale
(an incorporated association)

Committees’ declaration
For the year ended 30 June 2017

In accordance with a resolution of the committee of Womens Shelter Armidale, the committee members declare that:

1. The attached financial statements and notes:
   
   (a) have been prepared in accordance with the Associations Incorporation Act (NSW) 2009;
   
   (b) satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012;
   
   (c) comply with Australian Accounting Standards – Reduced Disclosure Requirements;
   
   (d) give a true and fair view of the financial position as at 30 June 2017 and performance for the year ending on that date;

2. There are reasonable grounds to believe that Womens Shelter Armidale will be able to pay its debts as and when they become due and payable.

In arriving at their decision in point two above the committee have taken into account the information contained in Note 2(l) Future Viability.

Signed in accordance with a resolution of the committee:

Chairperson: 

Treasurer: 

Dated: 24 October 2017
Independent auditor’s report
To the members of Women’s Shelter Armidale.

Opinion
We have audited the accompanying financial report of Women’s Shelter Armidale (the association), which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, and notes comprising a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2017 and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards – Reduced Disclosure Requirements. Further, the financial report has been prepared in accordance with Division 60 of the Australian Charities and Not-For-Profits Commission Act 2012 and the requirements set out in the Australian Charities and Not-For-Profits Commission Regulations 2013 and has been prepared in accordance with the Associations Incorporation Act NSW 2009 and the Associations Incorporations Regulations.

Basis for Opinion
We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association 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) and the auditor independence requirements of the Australian Charities and Not-For-Profits Commission Act 2012 that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Report
Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, in accordance with Division 60 of the Australian Charities and Not-For-Profits Commission Act 2012 and the requirements set out in the Australian Charities and Not-For-Profits Commission Regulations 2013 and have been prepared in accordance with the Associations Incorporations Act NSW 2009 and the Associations Incorporations Regulations, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.
Womens Shelter Armidale
(an incorporated association)

In preparing the financial report, management is responsible for assessing the association’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 management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the association’s financial reporting process.

**Auditor’s Responsibilities for the Audit of the Financial Report**

Our 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 our 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.

**Our responsibilities**

As part of an audit in accordance with the Australian Auditing Standards, the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the financial report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor’s opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control.

- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.

- Concludes on the appropriateness of those charged with governance’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity’s ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the auditor’s opinion. The auditor’s conclusions are based on the audit evidence obtained up to the date of the auditor’s report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluates the overall presentation, structure and content of the financial report, including the disclosures made by those charged with governance.
Womens Shelter Armidale
(an incorporated association)

The auditor communicates with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.

Roberts & Morrow
Chartered Accountants

Michelle A Pauli
137 Beardy Street
Armidale
Auditor Registration No: 164853

Dated: 24 October 2017
Above: “Looking After Each Other” by Anita Weatherall-Eather aged 10