

2022



womensshelter
ARMIDALE

IMPACT REPORT



HONOURING OUR PAST

Women's Shelter Armidale acknowledges
the rich cultural and spiritual connection that
the First Nations people have with the country
that we work and live upon.

We acknowledge that this always was,
and always will be
Anaiwan Country.

This is their country.
These are their totems.
Their ancestry is in the trees,
in the fish,
in the sky,
in the stars,
in the earth,
in the storm,
day and night.

This is what they sing.
This is what they believe.

We respectfully remember
the footsteps of the Elders who walked this land
before you and I,
and we honour the steps of all who will follow.



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OUR VISION

Provide a safe space
that empowers.

"We see you.
We hear you.
We don't judge.
You are not alone."



OUR MISSION

Led by our community, we provide expertise and specialised support in homelessness, domestic and family violence for all women, children and their families who are in crisis.

Through empowering our community to embrace growth, we give them the means to define and shape their future.

CORE VALUES

People Centred

We keep our clients' needs at the centre of our work.

Innovative

We understand and address the challenges of access for regional Australia.

Respectful

We see you. We hear you. We don't judge. You're not alone.

Confidential

We're committed to providing safety by ensuring confidential service provision in our community.

Representative

We reflect the diversity of culture, sexuality, age and lived experience in our community.

Authentic leadership

We are ethical, courageous and committed to making a difference. We've been here a long time and we're staying.

We acknowledge the impact of colonization on our community which informs the services we provide.

Sara McNeall
Embrace
Representative

Jo Crowley
Committee
Member

Helena
Menih
Committee
Member

Julia Day
Committee
Member

Leesa Waters
Vice-
President

Elaine
Barclay
Secretary

Juliet Kaberry
President

Penny Lamaro
Manager

Susan Briggs
Team Leader

Kate Leece
Support

Jusinta
Collins
Cultural

Nui Wicks
Support

Tracey
Douglas
Support

Kristy Harris
Support

Stephanie
Jackson
Support

Our Team



FROM OUR PRESIDENT

2022 has been a year of many changes. This commenced with the staff restructure in late 2021. Current employees are: Penny Lamaro, Kate Leece, Nui Wicks, Kristy Harris, Jessica Howarth, Jusinta Collins, Amy Robarts, Jeanette Waters.

We farewelled long time employees Carolyn Burgess, Wendy McLennon, Samantha Guilbert and also Avi Bajwa, Tanya Norman and Sally Burey. We wish them all the very best in their future endeavours.

The planning for the Core and Cluster continues with further hopes to make significant improvements to the existing shelter over the next few years.

Significant support came our way this year through the Armidale Rotary whose annual trivia night, raised funds towards renovation and improvement of the existing bedrooms at the shelter. The staff and committee had a wonderful time at the trivia night. The generosity and interest taken by all who attended was incredible. In total our community donations have increased by 645% since last financial year.

This year we decided to cease collecting rent for staying in the shelter. The occupancy fee income has decreased by 43% and we are committed to ensuring that those who are struggling, are not put in a further difficult position via this expense.

The number of beds provided increased by 11% and 52% of our clients cited domestic violence as their primary reason for needing support.

The staff are to be commended in their ability to continue to provide a caring and quality service to women and children in need. They have done this whilst adapting to an increasing workload, and varied obligations. The Management Committee are once again so very grateful for their diligence and commitment.

A focus this year has been improving our relationships with the local indigenous community. We have commenced an indigenous Governance group project, facilitated Lore Training for local women and conducted a smoking ceremony to remove the evil spirit in the shelter which was preventing indigenous women using the service.

I would very much like to thank all staff and management committee members for their support this year. Our Treasurer Lisa-Marie Grono has left us and we thank her sincerely for her hard work and financial insight. We wish her all the very best with what the future holds.

This year has been filled with significant hours of decision making, policies, negotiations and staffing matters. The commitment, depth of knowledge, experience and good humour of staff and committee members reassures me that the shelter continues to be in good hands.



Juliet Kaberry
WSA President

FROM OUR MANAGER

I'm very proud to present to you my very first Annual Report for the Women's Shelter Armidale. It was an exciting and illuminating first 6 months for me represented in this reporting period, I have learnt a great deal about the incredible team that I have joined and about myself.

The Women's Shelter Armidale has a long and significant history in this community. It is such a privilege to have the opportunity to take my place alongside the brave, innovative and hard working women who have gone before me in steering this ship. I feel their guidance with me on this journey.

I make special mention of the team that I stepped into this position with. There have been so many challenges and developments over the last 12 months for this team. But the commitment of each individual to the work they do, to their clients and their commitment to the organisation is both astounding and assuring. It's an aspect of my job here that has been illuminating and instructive for me.

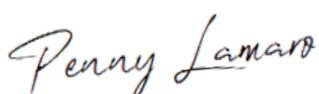
The Management Committee is another hard working group who give selflessly of themselves for the organisation. It takes many hands and even then, the load can remain heavy for each individual. We are all grateful for the work the Committee does to keep the business ticking over, year after year.

Our membership position is getting stronger every month now. The organisation is in a positive growth phase and our membership base is a good reflection of this. We have exciting developments coming for ongoing communication with and from our members so stay tuned throughout the next year.

The organisation is in a strong financial position. Our donations income and grants have all increased quite a lot in the last 6 months. The national conversation that is focusing on women's safety and our experience of domestic violence has been instrumental in this progress. As an organisation we have really focused on being a part of this conversation and keeping the narrative on track.

I'm very excited about the year ahead. We have a highly skilled team, a well engaged community and a very special mission. Our future is bright and I look forward to checking in with you again next year!

All the best,



Penny Lamaro

OUR PARTNERS WHO MAKE IT ALL POSSIBLE



Rotary Club of Armidale

The Rotary Club of Armidale has provided the shelter a significant level of fundraising support this year.

A Trivia Night held in March 2022 was a hugely successful event which resulted in enough funds being raised to completely renovate the 5 client bedrooms in the shelter.

This has a massive impact on the staff and clients alike, with welcoming, clean and useful inclusions that make our clients feel safe, welcomed and able to bring some calm into their lives.



Communities & Justice

The Department of Communities and Justice continues to have faith in us and works hard alongside us and other funded services to provide the very best services and outcomes for our clients.

Our contract managers make a huge effort every year to respond in creative and innovative ways to the challenges we face.

StMarks une Embrace

St Marks Church UNE

EMBRACE is a group of women and men from St Mark's UNE Church, whose purpose is to share God's love with women and their families in Armidale by providing practical support and friendship.

Our church community is very supportive of our work with WSA, and so we have a constant inflow of prayer, furniture, linen, kitchenware and essential household items which we then deliver to clients when the Shelter requests. At the beginning of each school term we donate and deliver groceries to help with running costs.

During winter over the last 4 years, EMBRACE cut, collected and delivered firewood to several households nominated by the Shelter. We also fundraise and have a member on the Management Committee.

The members of EMBRACE and the wider church community feel that we have a significant practical impact on the lives of the women and families we help. We love working with the professional and caring staff of the Shelter and greatly appreciate the opportunity that the WSA provides for us to serve others in this way.

The EMBRACE team.

JUL 2021 -
JUN 2022

THE YEAR THAT WAS



328 women and their families supported



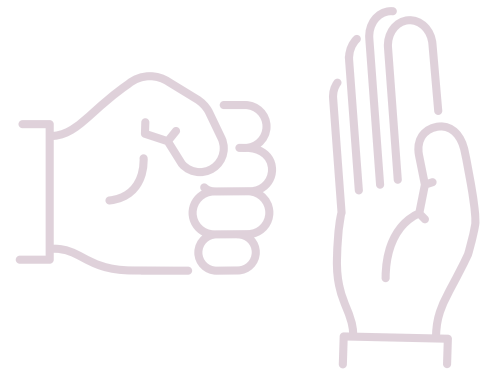
2528 short term & emergency accommodation bed nights



113 new private and public housing tenancies begun

52% of clients who presented to our service, across the region, sought our support primarily because of domestic violence related issues.

52%



32%

32% of clients who presented to our service, across the region, sought our support primarily due to housing affordability / availability





Mental Health

Over 69% of our clients across the region this year had a specific mental health condition, whether diagnosed or not.

69%



Children & Young People

Almost 29% of the clients supported are children and young people (under 18 years).

29%



Diversity

Aboriginal and Torres Strait Islander women make up 59% of the people we support across the region.

59%



Time in Homelessness

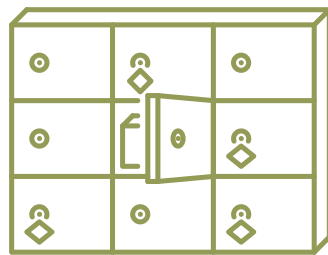
40% of homeless clients this year, were considered homeless for less than 1 week before presenting.

43%

INNOVATION THIS YEAR



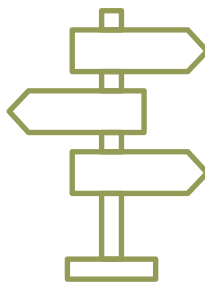
FOOD PROJECT
providing emergency
meals weekly



SAFE STORAGE LOCKERS
24/7 Free Access



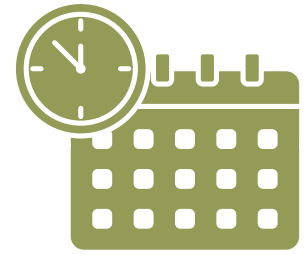
**ONSITE THERAPEUTIC
GROUPS WEEKLY**



WEEKLY OUTREACH
Uralla, Guyra & Walcha



**REGULAR STAFF
GROUP SUPERVISION**



**7 DAY/WEEK
Case Management**



SMOKING CEREMONY
for healing & cleansing



SHARK CAGE

Primary Prevention
Workshops



FOOD RELIEF

Essential grocery items for
homes in financial stress



WESNET PARTNERSHIP

distributing phones to
victim survivors



ANAIWAN WOMEN'S COUNCIL

Covid Care & Activity Packs



PAWS SUPPORT

Accommodation for pets
of shelter residents



TRANSITIONAL HOUSING

for medium term housing
solutions for families



HIGH QUALITY

case management
& assessment



ONGOING ACTIVITIES

2022 - 2025 OPERATIONAL PRIORITIES

PROVISION OF HOLISTIC,
RESPONSIVE, WRAP-
AROUND SERVICING THAT
REDUCES OVERALL REPEAT
ENGAGEMENT WITH
HOMELESSNESS SERVICES

DELIVER EMPOWERING,
CLIENT-FOCUSED SERVICES
THAT IDENTIFY & ADDRESS
THE MAIN DRIVERS OF
VIOLENCE IN THE HOME

**STRENGTHEN CAPACITY
OF OUR FIRST NATIONS
COMMUNITY TO ENGAGE
WITH THEIR OWN
HEALING WITHIN
FUNCTIONAL,
COMMUNITY OWNED
SYSTEMS**

**DELIVER EFFICIENT AND
SUSTAINABLE SUPPORTS
TO STAFF THAT INSPIRES
& CONNECTS THEM WITH
THEIR HIGHEST
PROFESSIONAL PURPOSE**

INCREASE AVAILABILITY OF
RESPONSIVE & DIVERSE
FUNDING THAT INCREASES
ORGANISATIONAL
SUSTAINABILITY

GEMIGA YARNING



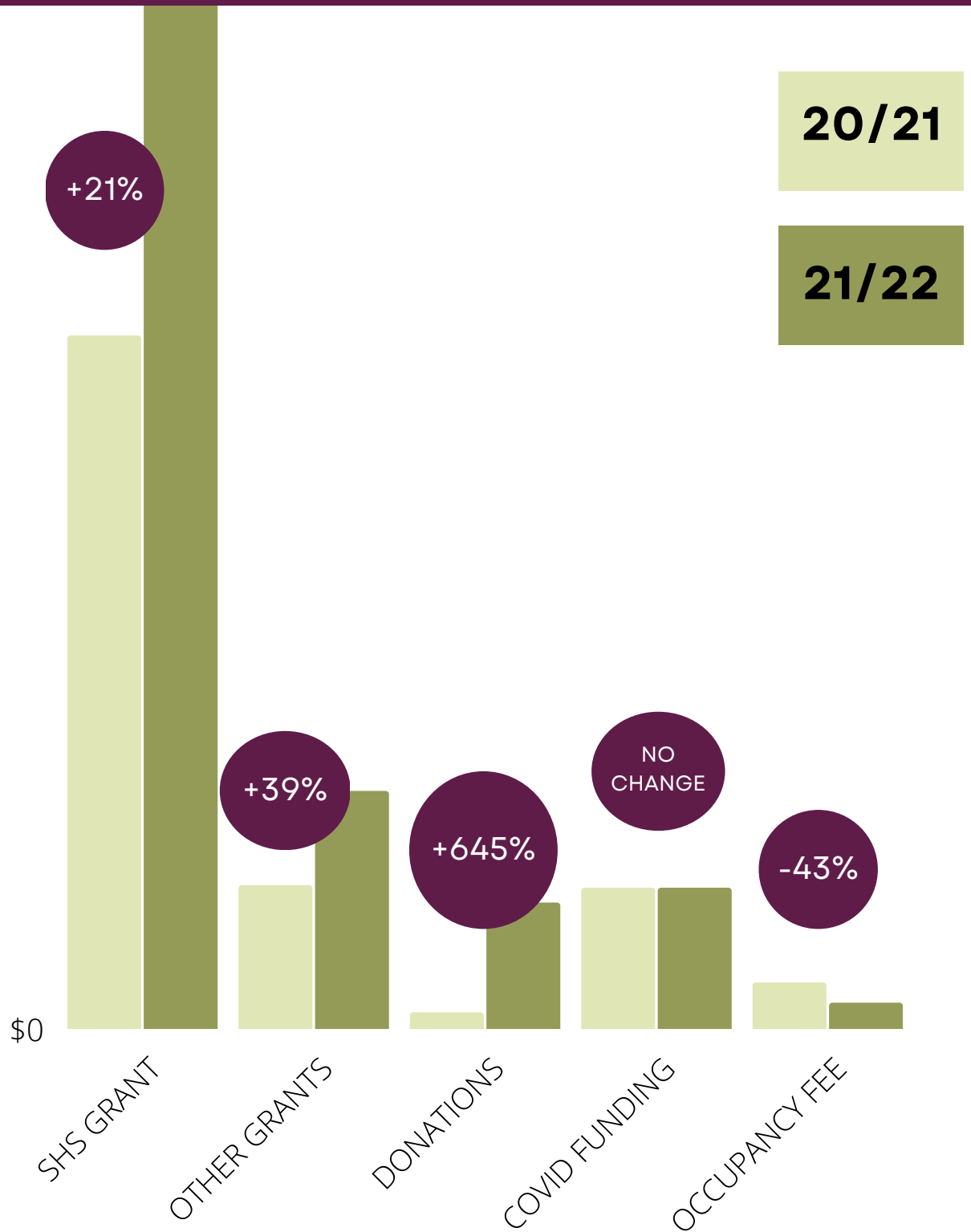
Connecting girls to culture, family
and one another.

DBT / ART GROUP



- Mindfulness
- Emotional Regulation
- Interpersonal Skills
- Distress Tolerance

FUNDING SOURCES



FINANCIAL STATEMENTS

AUDITOR:  roberts
morrow +

Women's Shelter Armidale

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue			
Revenue from contracts with customers	5.b	184,278	141,112
Revenue from other sources	5.b	1,445,708	914,640
Finance income		1,361	2,096
Rent		14,065	17,178
Other income	5.c	19,354	11,678
Total Revenue		1,664,766	1,086,704
Depreciation		(18,040)	(18,790)
Employee benefit expenses		(695,402)	(731,259)
Plant & equipment		(4,107)	(17,464)
Group costs		(1,425)	(2,677)
Project expenses		(165,722)	(55,097)
Administrative expenses		(172,768)	(149,322)
Motor vehicle running costs		(7,226)	(8,059)
Total expenses		(1,064,690)	(982,668)
Profit (loss) before income taxes		600,076	104,036
Income tax		-	-
Profit (loss) for the year		600,076	104,036
Other comprehensive income		-	-
Total comprehensive income for the year		600,076	104,036

Women's Shelter Armidale

Statement of financial position

As at 30 June 2022

	Note	2022 \$	2021 \$
Assets			
Current assets			
Cash and cash equivalents	6	816,538	247,710
Trade and other receivables		500	512
Other financial assets	7	228,796	226,780
Prepayments		-	6,529
Total current assets		1,045,834	481,531
Non-current assets			
Other financial assets	7	10	10
Property, plant and equipment	9	102,283	99,277
Total non-current assets		102,293	99,287
Total assets		1,148,127	580,818
Liabilities			
Current liabilities			
Trade and other payables	10	100,422	33,545
Employee benefits	11	35,353	152,680
Contract liabilities	8	75,425	48,852
Total current liabilities		211,200	235,077
Non-current liabilities			
Employee benefits	11	17,533	26,423
Total liabilities		228,733	261,500
Net assets		919,394	319,318
Equity			
Retained earnings		804,742	204,666
Reserves		114,652	114,652
Total equity		919,394	319,318



womensshelter
ARMIDALE



2023 - 2025 STRATEGIC PLAN

FOCUS AREA	GOAL	KEY STRATEGIES
STRENGTHEN GOVERNANCE	By the beginning of 2023 have a strengthened Management Committee with seven (at least) members	<ul style="list-style-type: none">• Reinvigorate our Management Committee• Review and redesign processes and practices
EARLY INTERVENTION AND PREVENTION	Have staffed trained to provide early intervention/prevention school programs by mid-2023	<ul style="list-style-type: none">• Become acknowledged experts in homelessness, D&FV and women's issues• Deliver early intervention and prevention training in key settings such as schools
CULTURALLY LED SERVICE DELIVERY & PRACTICE	By end of 2023 be recognized in the community as the service of choice for First Nations women, children and their families	<ul style="list-style-type: none">• Prioritise delivering services that are led by First Nations knowledge to ensure that healing is central to all the WSA provision• Workplace culture strengthened to ensure cultural safety
MANAGING GROWTH	To diversify funding streams & realise new service pathways and manage cultural change associated with growth	<ul style="list-style-type: none">• Ensure sufficient resources to deliver on new projects such as Core and Cluster (mid 2024) and Cadets Building (early 2023)• Develop a process for agreeing to commit to new growth opportunities
IMPROVING OUR SYSTEMS	To achieve ASES accreditation by June 2024	<ul style="list-style-type: none">• Work towards ASES accreditation by reviewing and improving all our policies, procedures and systems• Investing in the skills, capacity and professional development of staff