



*womensshelter*  
ARMIDALE INC

# 2023

## 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.

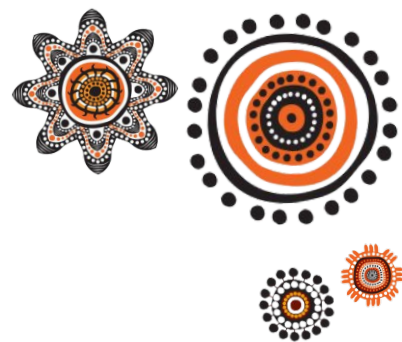
This is their country.  
These are their totems.  
Their ancestry is in the trees,  
in the fish,  
in the sky,  
in the stars,  
in the earth,  
in the storm,  
day and night.

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.



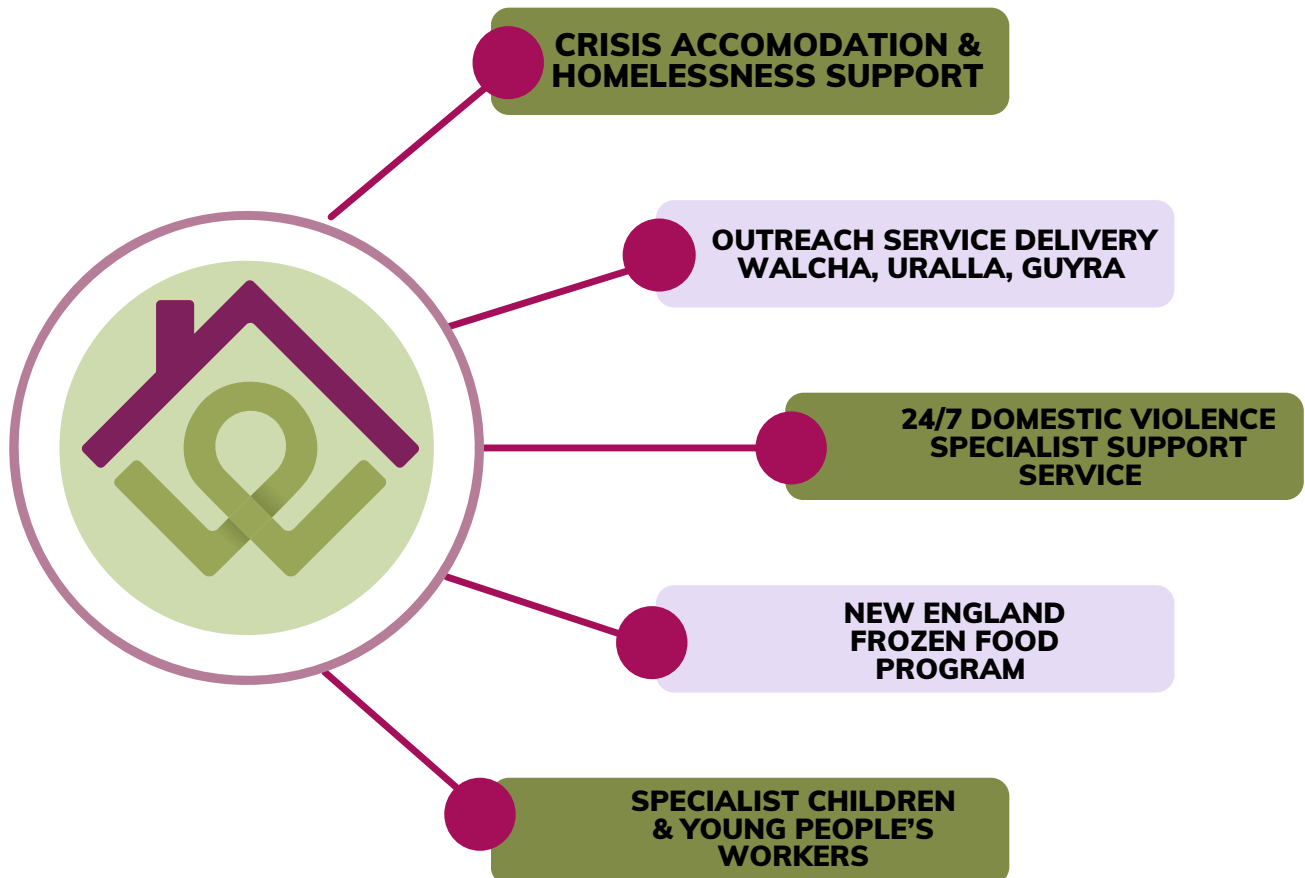
## Authentic Leadership

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



# WOMEN'S SHELTER ARMIDALE

## *Service Delivery*



***An innovative & holistic  
approach to service delivery***

# Our Team

*A YEAR OF GROWTH*

*Caseworkers*

**CEO**

**Specialist  
Staff**

*Operational  
Manager*

*Maintenance*



*Members*

**Board**

**Community  
Partners**

**Administration**

**Volunteers**

# FROM OUR PRESIDENT

What a year we have had!

The 2022 AGM produced a new Management Committee filled with enthusiasm and knowledge. I wish to deeply thank the outgoing committee members (Leesa Waters, Julia Day, Elaine Barclay, Jo Crowley and Helena Menih) for their unwavering wisdom and commitment to the Women's Shelter over many many years. I am very grateful that Sara O'Neill from Embrace has continued to stay on and I welcome the incoming Committee (Steve Widders, Natasha Ross, Hazel Vale and Tash Griffith).

Committee Members have flourished and we now have a significant number of registered Members. This has enabled us to create sub-committees when required for specific projects. The sub-committees are made up of Members and Staff and I am encouraged by everyone's ability to work cohesively with each other.

Larger Member numbers has also meant that we can temporarily fill Committee Member positions as they become vacant and I welcome and thank Sarah Hunt and Penny Paliadelis for so capably filling these positions.

Our community donations continue to grow with a further increase since last financial year.

Our initiatives from last year have gone from strength to strength. The meals program is very successful, with people in need accessing homemade meals from various businesses in Armidale. Outreach to Guyra, Walcha and Uralla is progressing well and all of our staff are now fully trained in several well-reputed and necessary courses. The Management Committee continues to be committed to furthering the education and accreditation of staff.

Our most exciting achievement was passing the ASES Accreditation with flying colours, and before its due date! The ASES subcommittee are to be commended for their hard work and perseverance. We are now ASES Accredited until 2026.

The staff continue to provide an outstanding service to the community. The Management Committee are once again so very grateful for their hard work and commitment.



Juliet Kaberry  
WSA President



# FROM OUR CEO

This has been a colossal year and I couldn't be prouder of our dedicated team who have gone above and beyond in a sustained effort to meet the ever increasing need in our community.

Our Board, made up largely of new members this year, really stepped up to give the organisation all the support, guidance and resources we needed to make the magic happen. We have always been blessed to have such committed individuals donate their precious time to our cause, and their contribution is invaluable.

The stand out program, in a year full of innovation and energy, has been the food project. This simple idea of providing frozen meals to the community has exploded in the current climate where cost of living pressures are forcing more and more families below the poverty line. Our only eligibility rule for this service? - there are to be no rules. People take as many as they need, as often as they need.

Another stand out for me was the work we did with Newara Aboriginal Corp to revive Smoking Ceremony Lore with Anaiwan women. When Women's Shelter staff began organising a formal smoking ceremony early last year it became apparent that although Smoking Ceremonies are not culturally confined to 'men's business' there were no culturally trained Anaiwan women able to conduct the ceremony. This loss of cultural connection to Lore significantly weakens our local Indigenous women, and by extension, their families and community.

Smoking ceremonies remove evil or unsettled spirits from a person who has experienced trauma or violence, and will continue to be needed regularly as women from across the region come to the shelter in times of crisis. Validation of cultural ceremonial positioning in the lives of a large proportion of our clients strengthens not only the women we serve but by extension their families, extended families and communities.

We have learned so much through this project and we look forward to a future where the Women's Shelter Armidale can step forward with a deeper cultural understanding and experience than we would have been able to have before.

I'm looking forward to the year ahead, as we forge ahead with a full stable of ideas, a community in desperate need of connection and hearts full of hope. Thanks for coming along for the ride so far!



Chief Executive Officer  
Women's Shelter Armidale Inc



# OUR PARTNERS

## MAKING OUR MISSION POSSIBLE



**Embrace**  
St Marks Church UNE



**Rotary**  
Club of Armidale



Communities  
& Justice

**verso**



'Wolka Aboriginal Corporation'  
ICN: 9761



**dv collective**





JUL 2022 –  
JUN 2023

# THE YEAR THAT WAS



**358** women and their families supported



**2841** short term & emergency accommodation bed nights



**108** new private and public housing tenancies begun



**5180** frozen meals provided to in need community members.

# Homelessness

## 51%

of the Women and Families who presented to our service this year, cited **Inadequate or inappropriate dwelling conditions** as one of their main reasons for seeking assistance

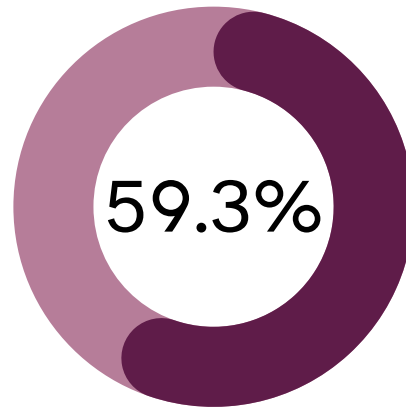
# *Domestic Violence*

## 43%

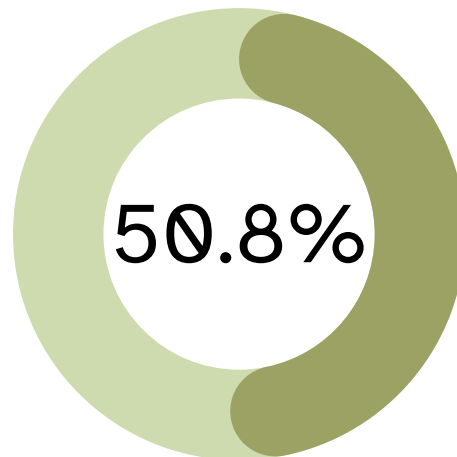
of the Women and Families who presented to our service this year, said domestic violence related issues was one of the main factors leading to them needing our support

# CLIENT SUMMARY

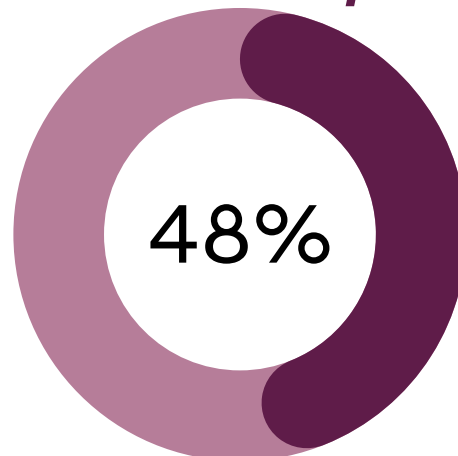
*Clients identifying as Aboriginal and/ or Torres Strait Islander*

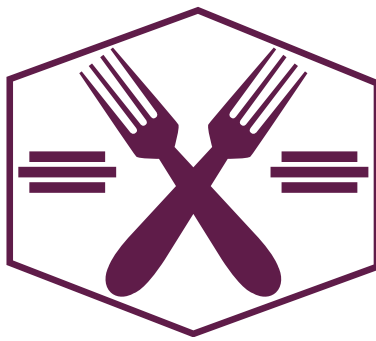


*Clients younger than 25 years of age*



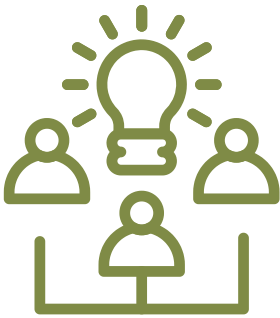
*Clients who were employed on a full or part time basis at the time of presenting*





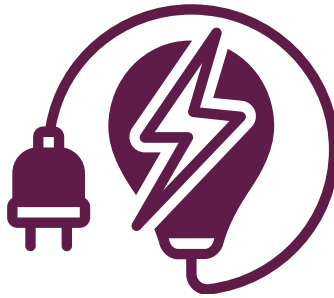
## **FOOD PROJECT**

providing emergency  
meals weekly



## **REGULAR PROFESSIONAL DEVELOPMENT**

Enhancing service  
Delivery



## **EAPA Vouchers**

Providing  
financial aid to  
keep clients  
lights on



## **ONSITE THERAPEUTIC GROUPS**

Education for  
change



## **7 DAY/WEEK Case Management**

Staff Available 24/7



## **SMOKING CEREMONY**

for healing &  
cleansing



## **WEEKLY OUTREACH**

Uralla, Guyra &  
Walcha



## **Essentials Support**

Providing  
Essential Items  
to support long  
term outcomes



## **Specialist Children and Young People's Workers**

Recognising  
children and  
young people  
as victims in  
their own right



## **TRANSITIONAL HOUSING**

medium term  
housing  
solutions for  
families

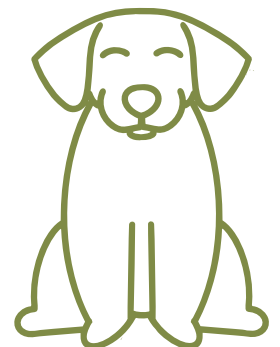


## **FOOD RELIEF**

Essential grocery  
items for homes  
in financial stress



## **HIGH QUALITY** case management & assessment



## **PAWS SUPPORT**

Accommodation  
for pets  
of shelter  
residents

# Smoking Ceremony Lore Revival Program

Women's shelter Armidale supported an effort by the local Anaiwan community to reconnect local women with traditional Smoking Lore on country.

This ongoing partnership with Newara Aboriginal Corp exists to enhance connection to country and cultural practice for many generations to come.





# *Specialist Children and Young People's Workers*

## **Supported Play Group**

Enhancing physical skills, exploring problem solving, reinforcing communication and encouraging social interaction in a fun way.



# 2023 - 2025 OPERATIONAL PRIORITIES

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

---

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

---

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

---

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





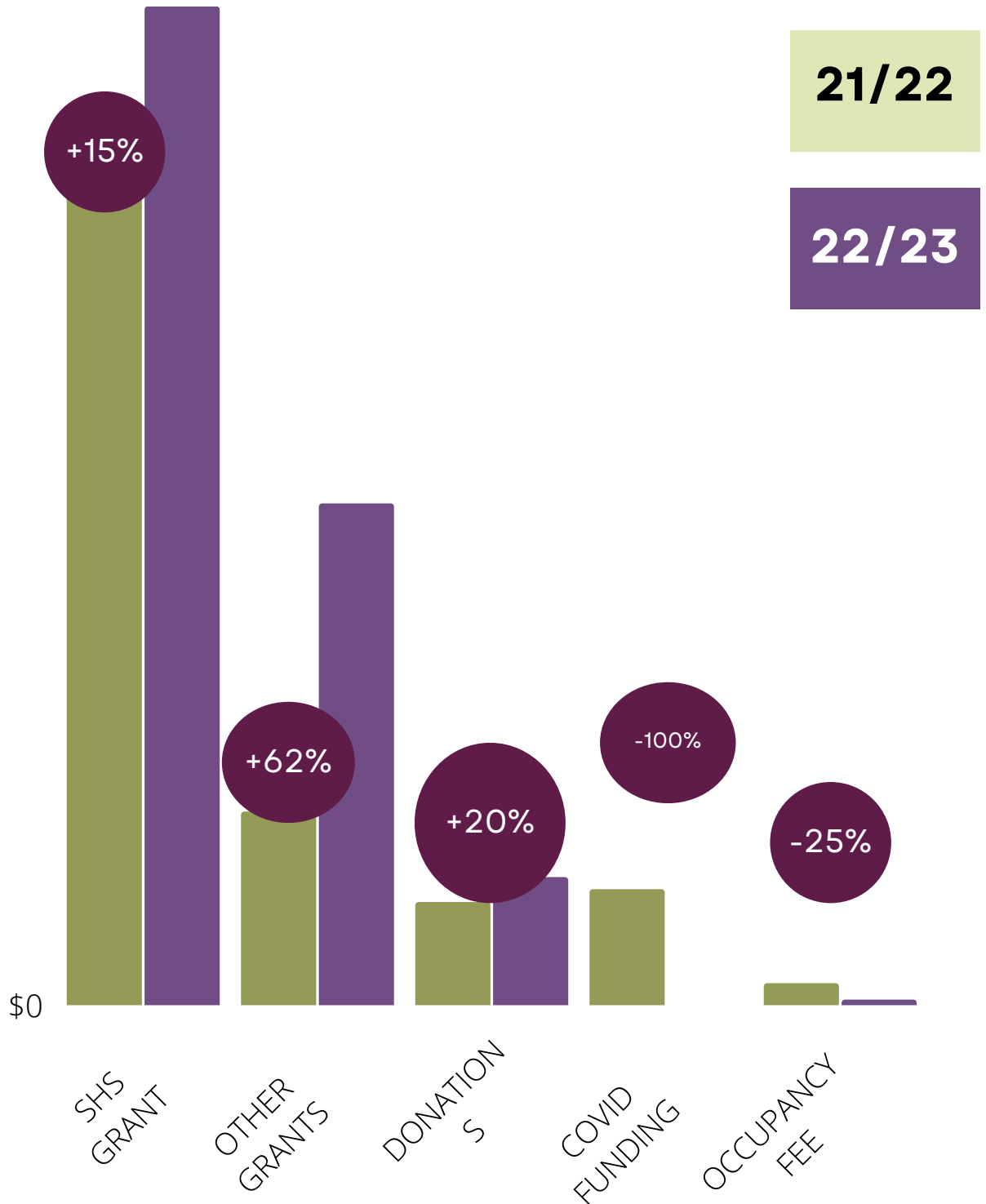
womensshelter  
ARMIDALE



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

# 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 2023

	Note	2023 \$	2022 \$
<b>Revenue</b>			
Revenue from contracts with customers	5.b	139,316	184,278
Revenue from other sources	5.b	1,041,226	1,445,708
Finance income		4,859	1,361
Rent		3,563	14,065
Other income	5.c	14,614	19,354
<b>Total Revenue</b>		<b>1,203,578</b>	<b>1,664,766</b>
Depreciation		(16,488)	(18,040)
Employee benefit expenses		(801,918)	(695,402)
Plant & equipment		(1,614)	(4,107)
Group costs		(3,938)	(1,425)
Project expenses		(148,625)	(165,722)
Administrative expenses		(238,576)	(172,768)
Motor vehicle running costs		(16,301)	(7,226)
<b>Total expenses</b>		<b>(1,227,460)</b>	<b>(1,064,690)</b>
<b>Profit (loss) before income taxes</b>		<b>(23,882)</b>	<b>600,076</b>
Income tax		-	-
<b>Profit (loss) for the year</b>		<b>(23,882)</b>	<b>600,076</b>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>(23,882)</b>	<b>600,076</b>

The accompanying notes form part of these financial statements.

# Women's Shelter Armidale

## Statement of financial position

As at 30 June 2023

	Note	2023 \$	2022 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	862,011	816,538
Trade and other receivables		58,008	500
Other financial assets	7	333,164	228,796
Prepayments		15,233	-
<b>Total current assets</b>		<b>1,268,416</b>	<b>1,045,834</b>
<b>Non-current assets</b>			
Other financial assets	7	10	10
Property, plant and equipment	9	73,420	102,283
<b>Total non-current assets</b>		<b>73,430</b>	<b>102,293</b>
<b>Total assets</b>		<b>1,341,846</b>	<b>1,148,127</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	10	74,737	100,422
Employee benefits	11	38,174	35,353
Contract liabilities	8	305,240	75,425
<b>Total current liabilities</b>		<b>418,151</b>	<b>211,200</b>
<b>Non-current liabilities</b>			
Employee benefits	11	28,183	17,533
<b>Total liabilities</b>		<b>446,334</b>	<b>228,733</b>
<b>Net assets</b>		<b>895,512</b>	<b>919,394</b>
<b>Equity</b>			
Retained earnings		780,860	804,742
Reserves		114,652	114,652
<b>Total equity</b>		<b>895,512</b>	<b>919,394</b>

The accompanying notes form part of these financial statements.

# Women's Shelter Armidale

## Statement of changes in equity For the year ended 30 June 2023

<b>2022</b>	<b>Retained earnings \$</b>	<b>Hope Donation \$</b>	<b>Building and Donations \$</b>	<b>Total equity \$</b>
Opening balance	204,666	6,702	107,950	319,318
Profit for the year	600,076	-	-	600,076
<b>Closing balance</b>	<b>804,742</b>	<b>6,702</b>	<b>107,950</b>	<b>919,394</b>

<b>2023</b>	<b>Retained earnings \$</b>	<b>Hope Donation \$</b>	<b>Building and donations \$</b>	<b>Total equity \$</b>
Opening balance	804,742	6,702	107,950	919,394
Profit for the year	(23,882)	-	-	(23,882)
<b>Closing balance</b>	<b>780,860</b>	<b>6,702</b>	<b>107,950</b>	<b>895,512</b>

The accompanying notes form part of these financial statements.

# Women's Shelter Armidale

## Statement of cash flows For the year ended 30 June 2023

	2023	2022
	\$	\$
<b>Cash flows from operating activities:</b>		
Receipts from customers	95,258	177,030
Payments to suppliers and employees	(1,238,419)	(1,266,516)
Interest received	4,859	1,361
Receipt from grants	1,262,559	1,680,014
<b>Net cash flows from/(used in) operating activities</b>	<b>124,257</b>	<b>591,889</b>
<b>Cash flows from investing activities:</b>		
Proceeds from sale of motor vehicles	25,584	-
Purchase of property, plant and equipment	-	(21,045)
Payment for investments	(104,368)	(2,016)
<b>Net cash provided by/(used in) investing activities</b>	<b>(78,784)</b>	<b>(23,061)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>45,473</b>	<b>568,828</b>
Cash and cash equivalents at beginning of year	816,538	247,710
<b>Cash and cash equivalents at end of financial year</b>	<b>862,011</b>	<b>816,538</b>

The accompanying notes form part of these financial statements.