

2015-16

ANNUAL REPORT



Homelessness NSW

Annual Report 2015-2016



2015/16

Annual Report

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Who we are

Homelessness NSW is a peak not for profit organisation that operates as a peak agency for its 170 member organisations to prevent and reduce homelessness. Our members include small, locally based community organisations, multiservice agencies with a regional reach and large State-wide service providers.



Katherine McKernan CEO, **Minister Hazzard** and
Anna Bligh, CEO of YWCA NSW



Our Vision:

A NSW where no one is homeless or at risk of homelessness.

Our purpose

To advocate and provide leadership on homelessness issues across NSW and to support effective service delivery to those who are homeless or at risk of homelessness.

Our strategic goals for 2012-16

- A stronger focus on the prevention of homelessness
- An increased organisational capacity and profile
- Members that are sustainable and offer high quality services
- A consumer focus is a core element of service provision

What we do

We develop and assess policies that impact on homelessness and its risk.

We advocate to Governments, business and the broader community to improve policy and program initiatives that affect homelessness

We provide extensive information and education about the causes of homelessness and the diverse program and service delivery approaches that are taken to tackle it;

We provide significant amounts of support and advice regarding organisational change and development and service delivery design in the homelessness sector

We work collaboratively with other peak housing, homelessness and broader human services organisations at the NSW and national level



CEO's Report



Katherine McKernan CEO

It has been quite a busy and exciting year of juggling innovative research and advocacy projects, better understanding the Going Home Staying Home service gaps and issues and building up an evidence base on this, immersing the organisation in the federal election fray and finalising the Homelessness Industry and Workforce Development Strategy in partnership with Yfoundations and DVNSW.

The impact of the Going Home Staying Home reforms on the homelessness sector continued to be significant but it is a credit to the sector to see everyone take a deep breath and get on with continuing to deliver quality services to people at risk of or experiencing homelessness whilst identifying and grappling with gaps in the system. The key gap being an ever increasing demand for services and a lack of affordable housing. Homelessness NSW has worked hard to highlight this gap within the community and with the media on a statewide and, during the federal election, national level.

My focus this year has been to utilise the evidence based advice provided by the sector to highlight key issues with the Minister for Family and Community Services and Social Housing. I am pleased to say that Homelessness NSW has been able to use this advice to provide constructive and positive suggestions as to how issues related to the Going Home Staying Home reforms can be addressed which have been listened to by the Minister and the Department. In particular, the Minister heard from the sector loud and clear how important it was to allow services to get on with consolidating their structures and to focus on supporting their clients and I would like to thank all who were involved in garnering agreement from the NSW Government to extend the GSH contracts until 2020, rather than re-tendering everything again by June 2017. It is also exciting to see that the Minister and the Department have also heard our arguments around the need for a whole of government Homelessness Strategy and we look forward to in 2016/17 working with people who have experienced homelessness, the sector and the NSW Government to develop a meaningful Homelessness Strategy that ensures that people do not fall through the gaps and are supported so that homelessness can be prevented and reduced.

I am also pleased at the quality of our policy and research projects and the impact that these have had in informing the community on homelessness in NSW. The Homelessness NSW conference was a huge success in terms of highlighting broad policy issues and good practice approaches and both the Inner City Sydney Registry Week project and the Older Women's project were examples of how effective partnerships can utilise different areas of expertise and skill to showcase research and provide impetus for change in particular areas of homelessness.

The consolidation of our Board representation in 2015-16 and the significant contributions of Policy Council members and many other local members ensured that the quality of our service offerings was always informed by the experience of front line services working with clients. I would particularly like to thank Patricia Bramble and David Allen, the Chair and Treasurer of Homelessness NSW, for all their support during this year.



I would like to also thank my staff colleagues at Homelessness NSW for their wonderful work during this financial year. The staff didn't baulk at all at the workload I presented to them and instead embraced this enthusiastically and skillfully. The team is an innovative, hardworking, highly skilled and supportive group who do their jobs professionally and adeptly within sometimes difficult resource constraints.

From the Chair



Trish Bramble Chair

Homelessness NSW has had an active year working to advocate strongly on homelessness issues both in NSW and nationally, supporting the sector to recover and rebuild following the Going Home Staying Home reforms and consolidating the organisation so that it can provide the best possible advocacy and support for people at risk of or experiencing homelessness and for services working to prevent and address homelessness.

Homelessness NSW has undertaken some ambitious partnership projects to really highlight and work to address some priority and emerging issues including the increase in inner city homelessness and the not well acknowledged but ever increasing issues for older women at risk of homelessness. These projects have added to the research and broader knowledge regarding homelessness in NSW and have received a wide range of media and community interest as well as some concrete responses to address the identified issues.

With the de-funding of Homelessness Australia, Homelessness NSW has actively worked to help maintain a national peak with no operational staff and was instrumental in supporting the Vote Home campaign during the federal election. This was a partnership between Homelessness Australia, ACOSS, National Shelter and the Community Housing Industry Association but was administratively supported by Homelessness NSW.

Homelessness NSW has also worked hard to support the homelessness sector so that it could recover and rebuild following the Going Home Staying Home reforms. This included successfully advocating for stability in the sector through rolling over the current GSH contracts and the need for the broader service system to take responsibility for preventing and addressing homelessness.

The Homelessness NSW Board also spent time focusing on consolidating the organisation. As a long standing member of the Board and the organisation I stepped in as Chair to assist with this process. The Board farewelled two members, Matthew Cleary and Owen Atkins, who were instrumental in supporting the organisation through the Going Home Staying Home reforms and are missed, but we were also able to welcome three new members who have brought some new perspectives which has also assisted with the organisation's consolidation. I am pleased to say that the Board represents the breadth of our membership including large and small organisations, rural and inner city and youth, Aboriginal, women's and men's services.

The Board has also commenced some ambitious projects to assist the organisation. This includes commencing an extensive review of the Homelessness NSW constitution and the prioritisation of some strategic projects to help the organisation work towards being the best possible homelessness advocacy organisation. We hope to see the fruits of this work being seen in 2016-17.

I would like to thank the Board of Directors, Policy Council members and staff for enabling Homelessness NSW to consolidate and therefore improve its ability to advocate for and support people at risk of or experiencing homelessness and the homelessness sector.



From the Treasurer



David Allen Treasurer

Financially for Homelessness NSW, 2015-16 has been an excellent year with a strong bottom line which was significantly better than budget.

The excellent financial result has been done on the back of an excellent Conference and an extension of funding of \$2.6 million over two years to implement NSW Department of Family and Community Service's Homelessness Industry and Workforce Development Strategy.

I would like to thank NSW Department of Family and Community Services for the continuation of their core funding until June 2017, and we await further indications on their future directions of the funding and how the sector will be supported.

I would also like to thank NSW Department of Family and Community Services for continuing to acknowledge the expertise that the three homelessness peaks can provide in this area to deliver a suite of services to assist homelessness services to tackle the challenges in adapting to new service delivery models and new organisational governance and management arrangements.

However, the core funding no longer covers the entirety of what NSW Department of Family and Community Services and the sector need, so in order to continue to meet this short fall in the core funding Homelessness NSW is required to secure a range of other funding sources. The Homelessness NSW conference ably assisted in this area, producing a profit of just over \$65,000. The core Homelessness NSW budget was also supplemented by a small level of donations and contributions, whilst revenue raised through membership fees remained at previous levels.

I am pleased to advise that our annual audit for the 2015-16 year produced a satisfactory and unqualified result. Our financial reserves are in a sound position to meet current and future known liabilities.

These developments have placed Homelessness NSW in a strong financial position and the organisation will continue to work to consolidate our position whilst providing high quality services to all members and the broader community.

I would like to thank and congratulate the Homelessness NSW staff for their hard work in making this another successful year, in particular the Homelessness NSW CEO Katherine McKernan in her efforts to not only direct and guide Homelessness NSW but also support Homelessness Australia as they wind down their operations, making it even more important to have a strong voice for the homeless people in NSW

I would like to thank the Board of Directors, Policy Council members and staff for enabling Homelessness NSW to consolidate and therefore improve its ability to advocate for and support people at risk of or experiencing homelessness and the homelessness sector.



Board of Management

The Board of Homelessness NSW is comprised of 9 members elected by our membership.

| In 2015-16, the Board members were: | |
|-------------------------------------|---------------------------------------|
| Chair | Patricia Bramble |
| Deputy Chair | Matthew Cleary (until October 2015) |
| | Kelly Hansen (from October 2015) |
| Treasurer | David Allen |
| Secretary | Owen Atkins (until October 2015) |
| | Leigh Smith (from October 2015) |
| Directors | Kelly Hansen (until October 2015) |
| | Dr Evelyne Tadros (from October 2015) |
| | Brett Macklin (from October 2015) |
| | Laurie Maher |
| | Jenni Beetson-Mortimer |
| | Kelly Hansen |
| | Deborah Longhurst |

**Homelessness NSW would like to thank the
2015/16 board for their service and support**



Policy Council

A Policy Council, comprising some Board members and several other members of Homelessness NSW operates to provide advice and assistance to the Board and staff.

In 2015-16, its membership was:

| In 2015-16, the Policy Council members were: | |
|--|---|
| Board Directors: | Patricia Bramble (until October 2015) Owen Atkins (until October 2015) Laurie Maher (until October 2015) Leigh Smith (from October 2015) Brett Macklin (from October 2015) Evelyne Tadros (from October 2015) Kelly Hansen Deborah Longhurst Jenni Beetson-Mortimer |
| Other members: | Owen Atkins (from October 2015) Annabelle Daniel Meena Johnson Brett Macklin (until October 2015) Leigh Smith (until October 2015) Mindi Sotiri (from October 2015) |



Staff

| In 2015-16, Homelessness NSW employed a mix of Policy, Administration and Project staff. They were: | |
|---|---------------------------------------|
| CEO | Katherine McKernan |
| Senior Policy and Research Officer(s) | Digby Hughes |
| | Chris Hartley (from December 2015) |
| Administration Manager | Catalina Loyola |
| Project Officer, SWHA | Sue McGilvray |
| On behalf of the SHS Industry Partnership, we also employed to operate the SHS Industry and Workforce Development Project: | |
| Project Manager | Jennie Burrows |
| Project Officer | Chela Weitzel (until November 2015) |
| | Alexandra Taylor (from November 2015) |
| Senior Project Officer | Dougie Wells |



2015/16 highlights

Homelessness NSW has conducted a wide variety of project and policy work on behalf of our members. Highlights of this year include:

- Securing a commitment from the NSW Government to rollover the Going Home Staying Home contracts until June 2020;
- Securing a commitment from the NSW Government to develop a Homelessness Strategy;
- Convened the Homelessness NSW conference in Newcastle which was attended by over 200 sector representatives;
- Launched the Homelessness Industry and Workforce Development Strategy in partnership with DVNSW and Yfoundations and secured two years of funding for implementation of the Strategy;
- Implemented Inner City Sydney Registry Week and produced the Inner City Sydney Registry Week Report in partnership with the City of Sydney, NEAMI National, Haymarket Foundation, Mercy Foundation and range of other stakeholders;
- Launched A Plan for Change: Homes for Older Women and held a Lady in the Van fundraising viewing night to support older women at risk of homelessness in partnership with a range of stakeholders.



Policy and Research

Going Home Staying Home

Whilst we supported the objectives of the Going Home Staying Home reform agenda, such as an increased focus on the prevention of homelessness and more emphasis on obtaining housing with appropriate “wrap around” support services for homeless people, we have raised, and will continue to raise, a number of issues that have emerged as part of the reform.

The Department of Family and Community Services released the KPMG Post Implementation Review Report and, using the advice provided by Homelessness NSW members and others, Homelessness NSW, in partnership with Domestic Violence NSW and Yfoundations, developed a response to the report. This response included a number of recommendations regarding any future reform of the homelessness sector but also what was required to support and consolidate the sector post-reform. It is pleasing to see that the NSW Government adopted two of the key recommendations from this report, including the rollover of GSHS contracts and commitment toward developing a Homelessness Strategy.

Homelessness NSW continued to consult with as many Homelessness NSW members as possible during 2015/16 to continue to build the evidence base around the Going Home Staying Home reforms and related issues.

Consultation forums were held with members in the following FACS Districts:

- Hunter New England
- Murrumbidgee
- Mid North Coast
- Northern NSW

Two statewide consultation forums were also held. The first was held in November 2015 in partnership with Domestic Violence NSW and focused on the impact of the reforms on domestic and family violence services and the second was held alongside the Homelessness NSW conference in April 2016. These forums were well attended and enabled Homelessness NSW, Domestic Violence NSW and Yfoundations to develop a position on the Domestic and Family Violence Blueprint and a four-year plan position paper outlining how the Department of Family and Community Services, the sector and the peaks can work together to ensure that by 2020 we are all delivering the best possible services to people at risk of or experiencing homelessness. Homelessness NSW will continue to advocate for the implementation of the recommendations in this paper.

The main issue identified in all consultations was an unprecedented demand for crisis services and a lack of available affordable housing. This was the case in all areas and for all client groups. Homelessness NSW was active in raising issues both with the NSW Government and in the media on this situation and will continue to advocate in this area.

Homelessness NSW conference

“Well done and thank you for creating the space for us to come together to share in the challenges and successes and to remind ourselves we are in this together! The HNSW team are great-thank you for all you do!” conference attendee

On April 28-29th, Homelessness NSW held its conference Some Home Truths at NOAH'S On the Beach in Newcastle. Due to the upheaval the sector had experienced over the past 18 months the venue was chosen to enable delegates to hear about policy issues, innovative good practice in a relaxing environment. At one point speakers were forced to compete with frolicking dolphins for attention!

The conference was officially opened by the Lord Mayor of Newcastle Nuatali Nelmes and also featured an address by the Hon Brad Hazzard, the Minister for Family and Community Services and Social Housing.

The conference featured presentations from a wide variety of housing and homelessness experts including a keynote address from housing and urban planning expert Professor Peter Phibbs from the University of Sydney. Conference sessions included topics such as responding to Indigenous homelessness, trauma informed care, consumer participation, NDIS and homelessness and a session on local Newcastle responses to homelessness. Highlights included the Homelessness and Housing panel which featured an overview of Platform 70, the Victorian housing approach following the Royal Commission into Domestic and Family Violence and research on Boarding House resident's quality of life and wellbeing.

Homelessness NSW was pleased that the conference was well attended by over 200 members- with both days of the conference selling out. Members and other in attendance provided incredibly positive feedback on speakers, sessions and on the conference as a whole.

Presentations from the conference are currently hosted on the Homelessness NSW website.

SOME HOME TRUTHS

HOMELESSNESS NSW 2016
Some Home Truths Conference
28-29 APRIL NEWCASTLE NSW



Inner City Sydney Registry Week

Homelessness NSW was very pleased to be part of the Working Group that co-ordinated Inner City Sydney Registry Week 2015. Other members included the City of Sydney, the Haymarket Foundation, NEAMI and the Mercy Foundation.

The Inner City Sydney Registry Week was conducted from 30 November – 2 December 2015. It involved surveying 516 people experiencing homelessness who were either rough sleeping or in crisis accommodation, boarding houses or Temporary Accommodation.

The survey was conducted using the Vulnerability Index- Service Prioritisation Decision Assistance Tool (VI-SPDAT) – an internationally recognised tool designed by Community Solutions and OrgCode Consulting Inc that has been used internationally and throughout Australia.

The 2016 survey was the largest survey of people experiencing homelessness to be undertaken in Australia to date. It is important to note that the survey collects information from people about their experiences of homelessness and their perspective of these experiences.

Of the 516 participants 60% (n=308) of people were currently sleeping rough, 23% (n=119) were currently residing in a Temporary or Crisis Accommodation Service, and 17% stated they were staying with friends and family or in a boarding house (n=89).

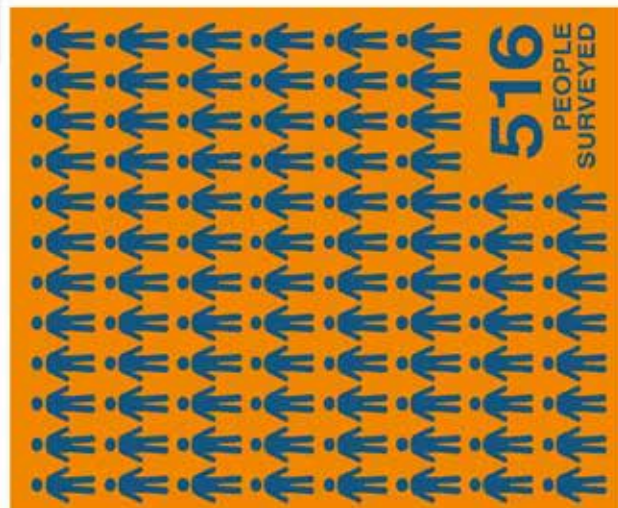
Of the 516 people surveyed 13% (n=70) of people just require housing they can afford with minimal if any support to be able to exit homelessness, 43% (n= 262) need short term support with housing they can afford; and 36% (n= 184) require housing with intensive support, in some cases for the duration of their lives.

Data from the Registry highlighted some of the ongoing mental health and substance abuse issues faced by people experiencing homelessness. Of the participants:

- 25% reported experiencing Asthma (n=129)
- 9% reported Diabetes (n=49)
- 27% reported contracting Hepatitis C (n=138)
- 7% reported Kidney disease (n=33)
- 12% indicated a diagnosis of Emphysema (n=58)
- 9% reported of having cancer (n=42)
- 3% reported a diagnosis of HIV/AIDS (n=15)

- 15% reported a Liver disease or Cirrhosis (n=74)
- 16% reported Heart disease or Arrhythmia (n=82)
- 53% identified having dental problems (n=276)
- 36% reported using intravenous drugs (n=185)
- 37% report using alcohol daily for 30 days straight (n=193)
- 72% reported substance abuse (n=372)
- 53% reported seeing a professional about a mental health issue in the last 6 months (n=276)
- 26% reported a diagnosis of a learning development or developmental disability (n=130)
- 29% reported having a brain injury (n=149)
- 20% indicated that they had a permanent physical disability that limits their mobility (n=101)
- 34% (n=121) of participants reported a history of being in foster care.

Homelessness in Sydney



WHY ARE PEOPLE HOMELESS IN SYDNEY?

INCOME

100% of people are experiencing homelessness in Sydney are living below the poverty line (less than \$200 per week)

35% Disability Support Pension
11% Government Payment
9% Working
9% Begging
13% No income

HEALTH

29% of people report having a brain injury
72% report substance abuse
53% report a mental health issue
64% have both substance abuse and mental health issues

HISTORY

49% of people experienced homelessness as a result of psychological, sexual or other trauma
53% have been in prison
65% arrested
44% report being a victim of violence

WHAT SUPPORT DO PEOPLE NEED?

14% people just need housing they can afford
51% need short term support with housing they can afford
35% require housing with intensive support

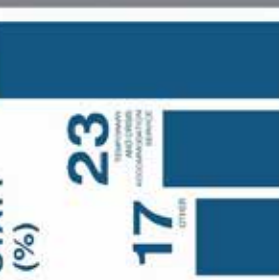
*65% of people just need housing they can afford with short-term support to get them back on their feet.

WHO ARE THEY?

82% MALE 17% FEMALE 1% TRANSGENDER



WHERE DO THEY STAY? (%)



42
AVERAGE AGE

Average time on the street

5 years
4 months

73% Australian

- 17% Aboriginal and Torres Strait Islander
- 10% New Zealander
- 15% Other

8% veterans

7% under 25 (youth)

15% over 55 years

35% reported having a disability

Participants reported high levels of interaction with the criminal justice system. Over 53% of respondents indicated that they had been in prison (n=272), 65% that they had been arrested (n=335) and over 44% indicating that they had been a victim of violence while homeless.

Following Registry Week considerable effort has gone into providing housing and appropriate support. We are pleased that 44 of the respondents have since been housed.

Homelessness NSW has produced an Inner City Sydney Registry Week Report providing detailed breakdowns of the data. This can be found on the Homelessness NSW website.



Volunteer and staff of Inner City Sydney Registry Week

Older women and homelessness

Homelessness NSW continued to work on issues around the risk of homelessness for older single women. In conjunction with the Australasian Housing Institute, Shelter NSW, the Women's Housing Company and Bridge Housing we held a forum during Homeless Persons Week attended by the Minister for Family and Community Services highlighting the issue. Following the ideas that were raised at this forum A Plan for Change - Homes for Older Women was developed in partnership with a range of stakeholders and launched by the Minister for Social Housing and Family and Community Services on International Women's Day. This document calls for action in six areas including the development of a comprehensive strategy to address older women's homelessness, funding for affordable housing projects and securing the financial independence of older women.

As a follow on from the launch, we were pleased to arrange a showing of the *The Lady in the Van* at the Dendy Opera Quays to raise funds to support older women at risk of homelessness. This was attended by over 130 people.

Towards the end of the financial year we finalised a submission for a funding application from Mercy Foundation to employ a consultant to further progress thinking and planning around the needs and capacity for a women only boarding house.



By Source, Fair use, <https://en.wikipedia.org/w/index.php?curid=46245081>

Temporary Accommodation

The Temporary Accommodation (TA) program expends approximately \$14 million each year and is an important component of the homelessness crisis accommodation system in NSW. Due to the increasing demand for crisis homelessness services and the anecdotal evidence regarding the limitations of the Temporary Accommodation Program, Homelessness NSW developed a Temporary Accommodation Discussion paper which was launched at the Homelessness NSW conference. The paper was intended to generate discussion and develop the evidence base around alternative options for delivering this service and to garner commitment from the Department of Family and Community Services to review and improve the TA Program.

Homelessness NSW conducted a survey sent to SHS services and front-line workers across all NSW FACS districts. There were 187 respondents of which 160 made referrals to TA within their service. There were responses from across all FACS districts. The survey responses identified a number of issues with the Temporary Accommodation Program including lack of appropriate accommodation, unmet demand for TA services, access issues for people with mental health or drug and alcohol issues, clients support needs not being met and lack of exit options into longer term accommodation.

The Discussion Paper also outlined a number of different Temporary Accommodation models operated by SHS and other NGO services. The report included four recommendations:

- That each FACS District do an audit of all TA and other similar programs to ascertain how each District is currently managing the TA scheme with a view to adapting successful approaches statewide.
- That FACS Districts discuss ideas and proposals for customising delivery of TA on a regional basis to deliver both accommodation and support; these would include a collaboration of SHS, Community Housing Providers and FACS Housing NSW.
- That TA have a dedicated budget, with each FACS District allocated an amount to adequately meet demand.
- That a TA Program outcomes framework with reporting on the reasons for homelessness and housing accessed after using TA is developed and implemented.

Homelessness NSW will continue to advocate for the implementation of these recommendations.

Homelessness Australia and Vote Home

Homelessness NSW provided input and support in winding down the operational aspects of Homelessness Australia and worked with colleagues in other jurisdictions on national homelessness policy issues due to the de-funding of Homelessness Australia in 2014-2015 by the Federal Government.

The key focus in 2015-16 was the Vote Home campaign during the lead up to the Federal election. This campaign was done in partnership with ACOSS, National Shelter and the Community Housing Industry Association and focused on getting the major parties to consider 5 key reform areas:

- Significant growth in public and affordable housing
- National Homelessness Strategy
- Reform the tax treatment of rental housing
- Increase in Commonwealth Rent Assistance
- Accessible and affordable housing for people with disability in line with the NDIS rollout

The campaign was rolled out via a series of petitions on change.org and over 30,000 signatures were received. The Greens and the Australian Labor Party adopted the majority of the Vote Home platform and the campaign received good media coverage, in part to partnerships formed with SHS organisations.



Dementia forums

During 2015-16 Homelessness NSW continued its partnership with Alzheimer's Australia that saw the two organisations co-host 4 forums on homelessness and dementia. These were valuable opportunities for services working in disparate sectors to meet together and begin to form some alliances.

Membership

Homelessness NSW continued to provide information to our members. During 2015-16 we produced 30 E-Bulletins. We continued our strong social media presence. As at 30 June 2016 we had almost 7,000 social media followers.

Other issues

During 2015-16, Homelessness NSW responded to numerous media requests as well as requests from students and other organisations for information. We also provided submissions to numerous inquiries including a review of the Residential Tenancies Act and the Senate Inquiry into Women's Economic Independence.

Homelessness NSW provided placement experience and supervision to one student during 2015-16.

NSW Homelessness Industry and Workforce Development Strategy

In 2015-16 The NSW Homelessness Industry Partnership (a joint working arrangement between the three homelessness peaks - Homelessness NSW, Yfoundations, and DVNSW) developed a two-year Homelessness Industry and Workforce Development Strategy (Industry Strategy) in consultation with the SHS sector and FACS. The Strategy was launched at the November SHS Chief Executives' Forum and the budget for 2015/16 was \$2.05 million.

The Industry Strategy aims to increase the capability of homelessness services to contribute to the prevention and reduction of homelessness in NSW through accessible, quality and sustainable services. Services that respond to homelessness in a cross-agency and cross-sector partnership approach will have increased capacity, knowledge and skills in preventing and addressing homelessness.

As of June 2015, the SHS component of the NSW homelessness service sector includes 188 entities who have received \$148 million per annum in SHS funding for three years until 30 June 2017.

Of these:

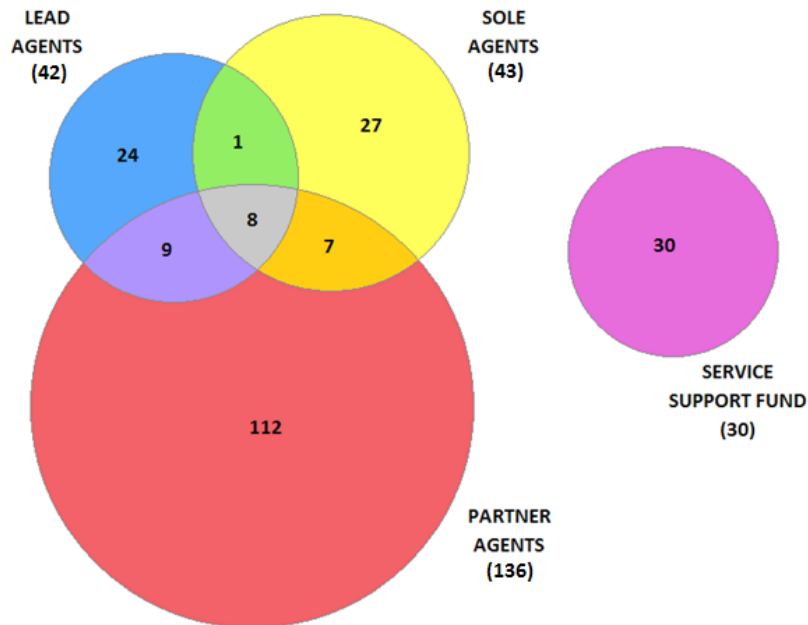
- 11 entities receive funding under Restoration Funding for the Inner City (covered by 8 of the 159 packages)
- 35 services within 25 entities are located in outer regional, remote or very remote parts of the state
- 77 of 159 packages are delivered by Joint Working Agreements (JWAs), made up of a lead agent organisation and one or more partner organisations.

In addition, 30 providers receive funding through the Service Support Fund (SSF) to deliver specific projects

Of the 188 entities delivering SHS service packages:

- 110 are agents in one package only
- 54 are agents in 2-3 packages
- 22 are agents in 4-12 packages
- 2 are agents in 22 packages

The following diagram shows a breakdown of NSW SHS-funded organisations by role:



The main priority of the Industry and Workforce Development Strategy is to support SHS organisations to meet the eight Homelessness Quality Assurance Scheme (QAS) Standards. The eight QAS Standards include 69 practice requirements. The Strategy includes four goals to focus this work:

- GOAL 1. Service quality: Continuously improving service quality
- GOAL 2. Service integration: Working effectively across homelessness services and networks
- GOAL 3. Sustainability and viability: Enhancing the sustainability and viability of organisations and networks that provide homelessness services
- GOAL 4. Workforce development: Building a workforce for the future

Under each goal is a number of strategies and deliverables that have been mapped against the QAS Standards and will be implemented over 2015-16 and 2016-17.

Achievements in 2015-16 include:

Quality Assurance System

In 2015-16 BNG was contracted to establish a SHS QAS Service Provider Portal and 100 free places were funded for SHS services with an income of less than \$5 million per annum. The Portal simplifies the quality self-assessment process for SHS services and enables them to gauge their readiness for meeting other accredited human service standards. It also provides a one click equivalence function where SHSs already have other quality accreditations.

SHSs with an income under \$5 million have also been given access to BNG's Management Support Online (MSO) which provides a range of resources to support SHS services in improving their management of service delivery.

As of June 30 2016, 91 services had signed up for free access to the SHS Service Provider Portal.

To support SHS services in undertaking their self-assessment, processes for accessing guided self-assessment were also established as well as process to develop and action a Quality Action Plan. This included access to independent 'assessors' who provide to SHS services on their self-assessment.

JWAs, Lead Agents and SSF Networks

In 2015-16 the Lead Agents Network was continued on from its inaugural meeting in May 2015. Two meetings in November 2015 and May 2016 were well attended by JWA Leads and topics discussed included contract management, improving partnerships, outcomes, the FACS early review of the SHS Program and the QAS Standards and Service Provider Portal.

In December 2015 the SSF Network was established and due to the sense of isolation and need for support it was agreed that this Network should meet on a quarterly basis. Topics discussed included contract management and reporting, service viability, the FACS early review of the SHS Program and the QAS Standards and Service Provider Portal.

A significant amount of support was also provided to a small number of leads, partners and SSF organisations to assist with the merging and winding down of services.

Governance

In 2015-16 Governance training has been provided across the state in 14 locations. This training was available to a board and staff member from all SHS services. Trainers also provided sessions for all board members where requested by SHSs. At-risk JWAs also had the opportunity to access customised governance training.

Outcomes

A Homelessness Outcomes Interest Group was formed with 10 SHS who were interested in further developing outcomes frameworks and Results Based Accountability within the SHS sector. Group members attended the FAMS RBA conference in September 2015 and began work on scoping how outcomes based approaches could be implemented within SHS services.

Consumer input and complaints

Five workshops were held across NSW to showcase effective approaches to service user input into service delivery and design. In addition to this, the NSW Ombudsman's Office delivered 4 of a planned 17 customised complaints workshops across NSW to support SHSs in complaints management.

SHS Service Design

The Homelessness NSW project manager for the SHS Service Design Project has developed a number of activities including:

Adults leaving custody at risk of homelessness

In April 2016, Homelessness NSW organised a second roundtable for SHSs and SSFs involved in supporting adults leaving custody. The roundtable was attended by over 40 representatives from the sector. The roundtable had two aims: To identify the priority systemic and operational issues identified at the first roundtable in February 2015; and to raise the awareness of the sector of complementary services external to the homelessness sector which can assist in the resettlement of adults leaving custody. The resulting report from the April roundtable – The Next Steps – collated the identified systemic and operational priorities, and was presented to the Minister for Community Services in June 2016.



Dogie Wells

Senior Project Officer

The project manager has also continued to support SHSs/SSFs supporting adults leaving custody by providing up to date research to them on the rehabilitation and resettlement of adult prisoners, along with information on training related to this subject.

Homelessness NSW has also joined the Justice Health Community Reference Group, and through its membership of this group will be able to promote various programs based in correctional facilities to homelessness services to further assist a collaborative approach to resettling adults leaving prison between SHSs and mainstream services.

Statement of Commitment - Facilitation of Collaborative Working between SHS/SSFs and FACS local housing offices

Homelessness NSW and FACS Housing Statewide Services partnered this year to develop an agreement to facilitate collaboration between individual SHSs and their local FACS housing office. The agreement, known as the Statement of Commitment, provided a mechanism for SHSs and their FACS local housing office tenancy management team to work together to support FACS tenants at risk of becoming homeless, and those identified as requiring support to establish their recently allocated tenancy.

Although it was not designed to be compulsory for SHSs to sign-up to the document, services were encouraged by Homelessness NSW to view the Statement of Commitment as a means of beginning a conversation with their local FACS tenancy management team on the issues and arrangements they would both need to be clear on for the agreement to be effective in providing support to tenants vulnerable to homelessness.

A draft document was provided to a selection of SHSs by Homelessness NSW in March 2016, and their feedback informed the final version.

Perhaps due to a lack of co-ordination between the partners, the document was released separately by FACS Housing Statewide Services (to FACS staff in the districts), and Homelessness NSW (to the sector) in May 2016. The guidance on the document from each of the partners could also have been better co-ordinated, and this resulted in some confusion about the document, especially its voluntary nature.

To provide some clarity and guidance on the agreement, Homelessness NSW developed a presentation for use at DHIGs, and other meetings attended by SHSs. In July, Homelessness NSW also developed a FAQ sheet to provide further clarity and guidance and provided this in draft form to FACS Housing Statewide Services.

Despite the confusion and lack of co-ordination, the Statement of Commitment remains a valuable document to aid collaboration between SHSs and FACS tenancy management teams. Despite these challenges, Homelessness NSW

remains committed to working with FACS Housing Statewide Services to provide clarity and guidance on the document so that FACS tenants vulnerable to homelessness can be supported appropriately.

Capacity, Capability and Resources to Respond to Tenants with Complex Conditions

Homelessness NSW is a member of the advisory group for this project, which is led by NSW Federation of Housing Associations. The project aims to identify ways in which community housing providers and SHSs can work together to meet the needs of community housing tenants with complex needs that may imperil their housed status; and what are the capacity, capability and resource issues that need to be identified and addressed for that collaborative support to be effective.

The project is funded by FACS, and has been in operation since January 2016.

The project has used a number of methods to meet its aim, including surveys and focus groups with community housing providers, and other relevant stakeholders such as peak bodies.

Expected, tangible, outputs from the project include

- A master class for senior CHP managers
- Developing an Advisory Working Group to work through some of the organisational level challenges identified
- A Community of Practice (CoP) for service providers to build capacity and sector development – in partnership with the Mental Health Co-ordinating Council and other peak bodies
- A proposal for data management to enable quality planning and performance management, as well as identifying high risk tenancies

Supporting CHPs in responding to domestic and family violence

Homelessness NSW is part of a project reference group which aims to develop a DFV Toolkit to provide good practice guidelines to community housing providers with tenants affected by this issue. Other members of the reference group include DV NSW, NSW Federation of Housing Associations, FACS housing Statewide Services, and representatives from a number of community housing providers.

The project is funded by FACS, who extended the funding in August 2016, in order that the toolkit can be as comprehensive as possible in terms of its scope, advice and guidance.

Along with a short series of information sheets on resources and services available to provide support to the tenant, the toolkit takes the form of a series of flow charts. These charts identify decision-making points that will be faced by the tenant and the community housing provider in terms of the former's housing options.

The purpose of the flowcharts is to provide clarity and guidance to aid the decision-making of all parties involved in the situation – tenant, community housing provider, and SHS – as they work their way through the process of providing safe housing.

The flowcharts are currently being drafted, with the project due to finish by mid-October 2016.

Catholic Community Services Hoarding and Squalor website

There is a growing awareness that the issue of hoarding and squalor is more prevalent than is imagined, and that those tenants affected by it are at risk of homelessness. Previously, many services seeking to intervene in such a situation have been confronted by challenges around how best to approach it, and what information, other services and information might be required.

In late 2015, Homelessness NSW partnered with Catholic Community Services to assist them to develop a website dedicated to providing resources and information to services involved in some way with hoarding and squalor issues.

To provide advice and feedback on the website as it was being developed by Catholic Community Services, Homelessness NSW convened a consultation group of key stakeholders, including SHSs and FACS representatives.

The website has now been developed and in June 2016, the resource was formally launched at Catholic Community Services international conference on hoarding and squalor. Since the launch, Homelessness NSW has been promoting the website to the homelessness sector, encouraging services to register as a support provider so that their expertise in tenancy support can be enlisted in collaborative approaches to deal with the issue constructively.

The website can be accessed at: <http://www.hsru.com.au/>

HETI E-learning Module for Front-line NSW Health Staff

In December 2015, Homelessness NSW was invited to join a subject matter expert group to advise NSW Health's Health, Education & Training Institute (HETI) on their development of an online learning resource for frontline NSW Health staff.

The resource aimed to raise awareness of frontline staff of homelessness issues, and how they might best approach and respond to those patients who are homeless or at risk of homelessness.

The online resource takes the form of a series of 7 short videos, which covers the extent of homelessness in NSW, the different forms that homelessness can take, how staff can effectively engage and respond to such patients, and will include a directory of homelessness services in NSW.

The videos are currently in post-production and will be released once that process is completed.



Sydney Women's Homelessness Alliance (SWHA)

The Homeless service system in NSW is a complex and at times segmented system. For homeless women the system has become less resourced, however the numbers reflected in relation to gender and homelessness, do not support this inequity of distribution of resources. Homelessness NSW recognizes these inequities by funding a project officer to work with the Sydney Women's Homelessness Alliance for one day per week.

The Alliance aims to provide an effective tool to address gaps experienced by services in relation to women who are experiencing homelessness or are at risk of becoming homeless. The alliance has made significant contributions around models of best practice and advocating for improved access and equity of all women.

Working groups from the Alliance undertook two major projects in 2016 that will positively impact on women in the SHS sector.

- In 2015, SWHA established a specific working group to focus on the issues associated with older women and the lack of appropriate housing options. The working group identified a lack of research and evidence in relation to the specific needs and appropriateness of studio or new generation boarding houses for older single women. In late 2015 the working group successfully applied for funding from the Mercy Foundation to allow it to undertake a project to address this gap. The Studio Accommodation project aims to understand and articulate consumer design issues associated with the delivery of studio accommodation or new generation boarding houses for older single women in the Sydney housing market. Stage 2 of the project will carry out an analysis of the cost of delivering studio or new generation boarding house developments for older women in the inner and middle rings of Sydney. This project has the potential to impact significantly in providing government, community housing providers and

NGO's a cost effective model to permanently and appropriately build studio accommodation providing safety and independent for women over 55.

- SWHA established a working group looking at the access and equity issues for women with complex trauma which resulting in women being turned away or exited from services. The working group aims to establish a community of practice which will run over 12 months and allow agencies to share their expertise as well as exploring research options and working towards improved or best practice solutions for the entire sector. We are currently looking to submit a grant to support the project.

During the past 12 months, SWHA members have presented at the following forums:

- City of Sydney Inter Agency Group on advocacy and facilitating successful forums
- DV NSW Annual Conference – Access and Equity for Transgender Women
- South Coast Regional DV Forum - Access and Equity for Transgender Women
- HNSW Conference 'A Few Home Truths' – Women with trauma histories

Other achievements include:

- Conducted a review of our Strategic Directions and Terms of Reference documents
- Made a significant contribution toward recognizing best practice in temporary accommodation models
- Succeeded in changing agency policy and practice in relation to access and equity for transgender women. We continue to receive positive anecdotal evidence of changes across the sector as a flow on from the SWHA Sydney Women's Transgender Forum

Priorities for the next year include a focus on:

- Advocacy and dissemination of research findings from project in relation to older women and the appropriateness of future housing models.
- Establishing a Community of Practice to explore trauma informed care and

the issues related from policy to practice. From this project, a resource will be produced.

- Identifying emerging gaps within the system and advocating for women who are homeless or at risk of homelessness

Chairperson's comments

In 2015-16, SWHA has continued to grow and expand its membership. SWHA evolves, as does the industry to identify emerging gaps for all women. We have become known as industry leaders in terms of advocacy for women and have continued to be successful with securing project grants.

SWHA membership continues to define the strength of SWHA is in terms of industry leadership, transparency and a united ideology of ensuring that the most vulnerable women have a voice. SWHA acknowledges the hard work of its Project worker Sue McGillivray who skills contribute to the success of SWHA. SWHA also acknowledges Homelessness NSW and Katherine McKernan for their valuable and continued support.

In 2016-17, SWHA will continue to build its reputation through leadership, best practice, advocacy and passion.



Grace Ivy Rullis
Chairperson

Homelessness NSW's members

Homelessness NSW is primarily comprised of small, medium and large sized not for profit organisations working to prevent and reduce homelessness across NSW. The list of members includes:

| | |
|---|--|
| Aboriginal Corporation for Homeless and Rehabilitation | Catholic Community Services - Waterloo |
| Adele Dundas Incorporated | Centacare New England North West |
| Anglicare NSW South, NSW West and ACT | Catholic care Diocese of Broken Bay |
| Anglicare Queanbeyan Youth Refuge | Centacare South West NSW |
| Armidale & District Women's Centre | Central Coast Community Legal Centre |
| Ashfield Independent Living Program | Central Coast Emergency Accommodation Services Inc |
| B Miles Women's Foundation | Central Coast Independent Living Program |
| Barnardos Temporary Accommodation Program | Challenge Community Services |
| Bathurst Women's Housing | Coast Shelter |
| Betty's Place - Albury Wodonga Community Network | Coastal Sydney Aboriginal Tenancy Support |
| Newtown Neighborhood Centre Boarding House Outreach Service | Compass Housing Services Co Ltd |
| Bonnie Women's Refuge Ltd | Cooma and Bega Homelessness Support Services |
| Bridge Housing Ltd | CPSA |
| Bungree Aboriginal Association Inc | CRC Accommodation Service |
| Byamee Proclaimed Places Inc | Dalmar Child & Family Care |
| Byron Emergency Accommodation Project | Detour House |
| Carinya Cottage | Domestic Violence NSW Services Management |
| Carrie's Place Domestic Violence and Homelessness | Drug and Alcohol Women's Network DAWN |
| Catherine Haven Women's Refuge | Dubbo Emergency Accommodation Project Inc |
| Catholic Community Services | |

| | |
|---|---|
| Dubbo Women's Housing Programme | Assistance Co. |
| Edel Quinn Hostel | Liverpool Youth Refuge |
| Foster House | Lotus House |
| Freeman House | Lou's Place |
| Mission Australia - Gateway and Marss | Macarthur Gateway Resource Services |
| Gender Centre | Manly Community Centre & Services Inc. |
| Gorman House | Manly Women's Shelter |
| Gunnedah Family Support | Mary's Place - SVDP |
| HASI East and North Sydney | Matthew Talbot Hostel |
| Hastings Accommodation Solution | McArthur Ozanam Centre |
| Haymarket Foundation | McCosker House - SVDP |
| St George Youth Services - Helping Hand | Mid Coast Communities Inc |
| Hillsong | Mid North Coast Supporting and Securing Tenancies |
| Hope Hostel | Milk Crate Theatre |
| Hornsby Homelessness Task Force | Mission Aust HAP Program Sth East NSW |
| Houses to Homes | Mission Australia - South West |
| Illawarra Retirement Trust (IRT) (ACHA) | Mission Australia Centre (MAC) |
| Innari Housing Inc | Mission Australia |
| Jenny's Place | Mission Australia -Goulburn |
| Jesus Cares Ministry Inc | Mission Australia- Kingswood |
| Jetty Bunker Youth Service | Mission Australia- Miller |
| Linking Communities Network Ltd. | Missionbeat |
| Links For Women | Monaro Crisis Accommodation Service |
| Lismore Neighbourhood Centre Helping Hand Program | Murrane Women's Housing |
| Lithgow Community Projects Inc | Neami - Way 2 home |
| Mission Australia - Liverpool Centre | |
| Liverpool Youth Accommodation | |

| | |
|--|---|
| Nepean Youth Accommodation Services | South Eastern Sydney Local Health District |
| NESH Family Scheme Inc | South West Womens's Housing Inc |
| New Horizons Enterprise - North Coast Accommodation | St Benedict's Community Day Centre |
| Newcastle Adult Accommodation | St Judes Refuge & Proclaimed Place-SVDP |
| Ngura Homeless Persons Hostel | St Louise Lodge Womens & Childrens Refuge |
| Northern Rivers Social Development Council | St Vincent de Paul Coniston House |
| Nova for Women and Children Inc | Sth East Women and Childrens Services Inc |
| NS District Homelessness Early Intervention & Prevention Service | Sturt House |
| Oasis Youth Network | SVDP - Bathurst Central Council |
| OTCP | SVDP NSW Support Services |
| Orana Support Service | SVDP Support Services Inner City Case Mngmt Team |
| Orange Community Accommodation Service | Swags for Homeless Ltd |
| Platform Youth Services Inc | Sydney District West Family Homelessness Services |
| Rainbow Lodge | Sydney Homelessness Early Intervention Services |
| Refugee Support Services | Taldumande Youth Services |
| Regional Development Australia | Tamworth Family Support Service |
| Richmond PRA | Taree Women and Children's Refuge |
| SAHSSI: Supported Accommodation & Homelessness | Tenants' Union of NSW |
| Samaritans Foundation | The Cottage Narrabri Family Crisis Centre Inc |
| San Miguel Family Life Centre, Boystown | Mission Australia - The Fairlight Centre |
| Sector Connect | The Footpath Library |
| Settlement Services International Inc | The Rawson Outreach Service - Mission Australia |
| Sisters Housing Enterprises Inc | |
| Southern Youth And Family Services | |

The Salvation Army (NSW) Property Trust

Thomas Austin

Tiny Homes Foundation

Tumut Regional Family Services Inc.

Uniting Care Ageing

Uniting Care NSW/ACT

Uniting Hope

Upper Hunter Accommodation Support Service

Vincentian House

Vinnies Youth Housing

Warilla Womens Refuge

Wayside Chapel

Wentworth Community Housing

Wesley Community Services Inc (Central Coast)

Wesley Community Services Inc (Parramatta, Hills)

Wesley Community Services Inc (South East & South)

Wesley Early Intervention Accommodation Service

Wesley Edward Eagar Lodge

Wesley Mission Community Housing

Wesley Newcastle Supported Accommodation

Wesley Youth Accommodation Service

Western Housing for Youth Ltd

Wimlah Women's & Children refuge

Wollongong Emergency Family Housing Inc

Women & Girls Emergency Centre

Women in Prison Advocacy Network

Women's Community Shelters

Womens Housing Company

Womens Transitional Housing (WISH and Yaralla)

Yes Youth and Family Services

Young Crisis Accommodation Service

Youth Off the Street

YWCA NSW Homeless Services

Auditor's statements

HOMELESSNESS NSW INCORPORATED

ABN 37 596 554 677

FINANCIAL REPORT

30 JUNE 2016

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Independent Audit's Report to the Members Homelessness NSW Incorporated

Scope

We have audited the financial report of Homelessness NSW Incorporated set out on pages 2 to 10 for the financial year ended 30 June 2016.

The members of the committee are responsible for the true and fair presentation of the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the Association.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with the accounting standards and other mandatory professional reporting and statutory requirements so as to present a view which is consistent with our understanding of the Association's financial position and performance as represented by the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act, 2001.

Audit Opinion

In our opinion, the financial report of Homelessness NSW Incorporated for the year ended 30 June 2016 presents fairly the Association's financial position and the result for the year ended on that date.

FOSTER RAFFAN
Chartered Accountants

G D Wood (Reg'n # 4479)
Partner

North Sydney 15 September, 2016.



Notably limited by a scheme operating under Professional Standards legislation



HOMELESSNESS NSW INCORPORATED
Statement by the Committee

In the opinion of the Committee the financial report as set out on pages 3 to 10:

- (i) presents a true and fair view of the financial position of Homelessness NSW Incorporated as at 30 June 2016 and its results and cash flows of the Association for the year ended on that date in accordance with Australian Accounting Standards, and
- (ii) at the date of this statement, there are reasonable grounds to believe that Homelessness NSW Incorporated will be able to pay its debts as and when they fall due.


Trish Bramble
Chairperson


David Allen
Treasurer

Woolloomooloo, 15 September, 2016.

3.

HOMELESSNESS NSW INCORPORATED
Statement of Comprehensive Income
For the year ended 30 June 2016

| | 2016 | 2015 |
|--|------------------|------------------|
| | \$ | \$ |
| Income | | |
| Revenue from grants | 2,189,249 | 1,525,540 |
| Conference income | 93,400 | - |
| Membership fees | 19,629 | 18,984 |
| Interest income | 24,661 | 38,442 |
| Campaign income | 37,364 | - |
| Donations | 3,568 | 1,822 |
| Other | 13,002 | 2,591 |
| Total Income | 2,380,873 | 1,587,379 |
| Less: | | |
| Expenses | | |
| Auditors remuneration | 2,300 | 2,300 |
| Salaries and on-costs | 674,971 | 593,979 |
| Occupancy | 26,919 | 26,330 |
| Conferences & Forum | 130,625 | 40,580 |
| Professional services | 761,061 | 491,045 |
| Depreciation | 2,428 | 4,535 |
| Project Materials | 8,129 | - |
| Grants paid | 555,000 | 324,500 |
| Loss on disposal asset | - | 7,904 |
| Other | 104,134 | 95,835 |
| Total Expenses | 2,265,567 | 1,587,008 |
| Operating Surplus for the year | 115,306 | 371 |
| Other comprehensive income | - | - |
| Total comprehensive income for the year | \$115,306 | \$371 |

This Statement should be read in conjunction with the accompanying notes.

4.

HOMELESSNESS NSW INCORPORATED*Statement of Financial Position**As at 30 June 2016*

| | Notes | 2016 \$ | 2015 \$ |
|--|-------|-------------------------|-------------------------|
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 2 | 979,745 | 1,278,224 |
| Trade receivables | 3 | 52,555 | - |
| Other | 4 | <u>9,189</u> | <u>12,289</u> |
| Total Current Assets | | <u>1,041,489</u> | <u>1,290,513</u> |
| NON-CURRENT ASSETS | | | |
| Plant and equipment | 5 | 15,263 | 6,647 |
| Total Non- Current Assets | | <u>15,263</u> | <u>6,647</u> |
| TOTAL ASSETS | | <u>1,056,752</u> | <u>1,297,160</u> |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 6 | 333,565 | 58,260 |
| Employee provision | 7 | 71,783 | 43,847 |
| Income received in advance - memberships | | 14,222 | - |
| Income received in advance - grants | | <u>249,595</u> | <u>924,780</u> |
| Total Current Liabilities | | <u>669,165</u> | <u>1,026,887</u> |
| NON-CURRENT LIABILITIES | | | |
| Employee provision | 7 | 13,072 | 11,064 |
| Total Non-Current Liabilities | | <u>13,072</u> | <u>11,064</u> |
| TOTAL LIABILITIES | | <u>682,237</u> | <u>1,037,951</u> |
| NET ASSETS | | <u>\$374,515</u> | <u>\$259,209</u> |
| ACCUMULATED FUNDS | | | |
| Accumulated surplus | | 259,209 | 258,838 |
| Current year surplus | | <u>115,306</u> | <u>371</u> |
| TOTAL FUNDS | | <u>\$374,515</u> | <u>\$259,209</u> |

This Statement should be read in conjunction with the accompanying notes

5.

HOMELESSNESS NSW INCORPORATED
Statement of Cashflows
For the year ended 30 June 2016

| | Notes | 2016 \$ | 2015 \$ |
|---|-------|------------------|--------------------|
| Cash flows from operating activities: | | | |
| Receipts from funders, donors and customers | | 2,480,425 | 813,933 |
| Payments to suppliers and employees | | (2,794,261) | (1,844,627) |
| Interest received | | <u>26,399</u> | <u>29,827</u> |
| Net cash (used) in operating activities | 2a | <u>(287,437)</u> | <u>(1,000,867)</u> |
| Cash flows from investing activities: | | | |
| Payments for office equipment | 5 | (11,042) | (5,590) |
| Sale of motor vehicle | | <u>-</u> | <u>19,090</u> |
| Net cash inflow/(used) in investing activities | | <u>(11,042)</u> | <u>13,500</u> |
| Net (decrease) in cash and cash equivalents held | | <u>(298,479)</u> | <u>(987,367)</u> |
| Cash and cash equivalents – 1 July 2015 | | <u>1,278,224</u> | <u>2,265,591</u> |
| Cash and cash equivalents – 30 June 2016 | 2 | <u>\$979,745</u> | <u>\$1,278,224</u> |

This Statement should be read in conjunction with the accompanying notes.

HOMELESSNESS NSW INCORPORATED
Notes to the Financial Report
 30 June 2016

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board.

The financial report is prepared on an accrual basis and is based on historical costs and does not take into account changing money values, or except where stated, current valuations of non-current assets. Cost is based on fair values of the consideration given in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

The financial statements were approved by the committee on 15 September 2016.

The following is a summary of the material accounting policies adopted by the Association in preparation of the financial report:

(a) Income Tax

Homelessness NSW Incorporated is a recognised not-for-profit Association and is therefore exempt from paying income tax. No provision for income tax is made in this financial report.

(b) Plant & Equipment

Plant and equipment is carried at cost less any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated on a straight line basis over the useful lives of the assets to the association commencing from the time of the asset is held ready for use.

The depreciable rates used for each class of depreciable asset are:

| Class of Fixed Assets | Depreciation Rate |
|-----------------------|-------------------|
| Furniture & Fittings | 10% |
| Office Equipment | 33.3% |

The carrying amount of fixed assets is reviewed annually by the committee to ensure it is not impaired. There is no indication impairment existed at balance date.

(c) Leases

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

(d) Employee Entitlements

Provision is made for the Association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled including wages and salaries, annual leave and long service leave have been measured at their normal amounts based on current remuneration rates.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when they are incurred.

7.

HOMELESSNESS NSW INCORPORATED
Notes to the Financial Report
 30 June 2016 (continued)

(e) Grants Income

The Committee recognises grants income on an accrual basis; as such all grants committed for a financial year have been recorded as income for that year.

Any funds which have not been committed or expensed at the end of the financial year have been recorded as a liability in the statement of financial position and recognised as revenue at a future date.

(f) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

(g) Revenue

Revenue from fees for service is recognised upon the invoicing of customers. Any such revenue which relates to future services is taken up as a liability in the statement of financial position and recognised as revenue at a future date.

Interest revenue is recognised when credited, taking into account the interest rates applicable to the financial assets.

Membership subscriptions are recognised as income received in advance and recognised over the year.

(h) Goods and Services Tax

Revenues, expenses and assets are recognised net of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

(i) Comparatives

Where required for Accounting Standards or to correct disclosure, comparative figures have been adjusted to conform with changes in the presentation of the current financial year.

(j) Statement of Compliance

The financial report complies with applicable Australian Accounting Standards, which include Australian equivalents to International Financial Reporting Standards (AIFRS). Compliance with AIFRS ensures that the financial report, comprising the financial statements and notes thereto, complies with International Financial Reporting Standards (IFRS).

(k) Impairment of Assets

The carrying values of receivables are reviewed for impairment annually where a change in circumstances indicate that the carrying value may not be recoverable. The committee members are of the opinion that no such impairment indicators exist.

8.

HOMELESSNESS NSW INCORPORATED
Notes to the Financial Report
 30 June 2016 (continued)

| | 2016 \$ | 2015 \$ |
|---|------------------|--------------------|
| 2. CASH AND CASH EQUIVALENTS | | |
| Bendigo cheque account | 224,507 | 738,677 |
| Bendigo petty cash account | 1,040 | 2,104 |
| Bendigo term deposit TD2504 | 29,454 | 28,661 |
| Bendigo term deposit TD 2506 | 724,826 | 508,696 |
| Petty cash | (82) | 86 |
| | <u>979,745</u> | <u>1,278,224</u> |
| (a) Reconciliation of net cash from operating activities to surplus:- | | |
| Surplus | 115,306 | 371 |
| Depreciation | 2,428 | 4,535 |
| Increase/(Decrease) in provision for employee entitlements | <u>29,944</u> | <u>3,050</u> |
| | <u>147,678</u> | <u>7,956</u> |
| Changes in Assets and Liabilities: - | | |
| Decrease/(Increase) in receivables | (52,555) | 8,058 |
| Decrease/(Increase) in other current assets | 3,100 | (8,780) |
| Increase/(Decrease) in trade and other creditors | 125,305 | (122,225) |
| Increase/(Decrease) in income received in advance | <u>(510,965)</u> | <u>(885,876)</u> |
| | <u>(287,437)</u> | <u>(1,008,867)</u> |
| Net Cash (used) in operating activities (page 5) | <u>(287,437)</u> | <u>(1,008,867)</u> |
| 3. TRADE RECEIVABLES | | |
| Trade receivables | <u>52,555</u> | — |
| 4. OTHER | | |
| Prepayments | 1,339 | 2,701 |
| Refundable deposit | 500 | 500 |
| Security bond | 200 | 200 |
| Accrued interest | <u>7,150</u> | <u>8,888</u> |
| | <u>9,189</u> | <u>12,289</u> |

HOMELESSNESS NSW INCORPORATED
Notes to the Financial Report
 30 June 2016 (continued)

9.

| | 2016 \$ | 2015 \$ |
|--|-----------------|-----------------|
| 5. PLANT AND EQUIPMENT | | |
| Office equipment and furniture - at cost | 60,512 | 49,469 |
| Less: Accumulated depreciation | <u>(46,099)</u> | <u>(43,987)</u> |
| | <u>14,413</u> | <u>5,482</u> |
| Plant and equipment - at cost | 6,273 | 6,273 |
| Less: Accumulated depreciation | <u>(5,423)</u> | <u>(5,108)</u> |
| | <u>850</u> | <u>1,165</u> |
| | <u>15,263</u> | <u>6,647</u> |
| 6. CREDITORS AND BORROWINGS | | |
| Trade & other creditors | 239,664 | 12,690 |
| Accrued expenses | 42,434 | 6,389 |
| PAYG Withholding | 11,786 | 10,900 |
| GST Payable | <u>39,681</u> | <u>28,281</u> |
| | <u>333,565</u> | <u>58,260</u> |
| 7. EMPLOYEE PROVISIONS | | |
| Annual leave | <u>71,783</u> | <u>43,847</u> |
| Long service leave | <u>13,072</u> | <u>11,064</u> |

HOMELESSNESS NSW INCORPORATED
Notes to the Financial Report
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10.

9. MEMBERS LIABILITY

In accordance with The Rules of Association the members shall have no liability to contribute towards the payments of debts and liabilities of the Association or the costs, charges and expenses of winding up of the Association except to the extent of any unpaid membership fees.

10. ASSOCIATION DETAILS

The principal place of business of the Association is Level 1, 99 Forbes St, Woolloomooloo NSW 2011.

The principal activity of Homelessness NSW is to represent its members and contribute to homelessness policy analysis and communications.

11. SUBSEQUENT EVENTS

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of Homelessness NSW Incorporated, the results of those operations or the state of affairs of the Association in future financial years.