



Annual Report

Prepared By :

Homelessness NSW

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A black and white photograph of a woman holding a baby. The woman is looking towards the camera with a slight smile. The baby is looking away from the camera. The image is partially obscured by the large vertical text.

2022/2023

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About Us

Homelessness NSW is a not-for-profit peak body working to end homelessness in New South Wales. Our 200+ members include specialist homelessness services, allied organisations and services. We work with our members, people with lived experience and a broad network of partners to understand drivers of homelessness, advocate for solutions, build skills and knowledge and scale innovation.



Legal Name
Homelessness NSW

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37 596 554 677

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99-133 Forbes Street
Woolloomooloo NSW 2011

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We work on Indigenous lands and acknowledge that sovereignty was never ceded. We pay respect to Elders, past and present, and acknowledge the pivotal role that First Nations people continue to play within our communities.

We embrace diversity and are committed to creating a safe environment for all people, irrespective of their age, gender, cultural identity, sexuality, abilities, language, economic status, profession or location.

Our Vision

We have a vision for a future where everyone has a safe and secure home and connection to community.



Our Mission

We exist to build the capability of people and the capacity of systems to end homelessness.



Our Values

At Homelessness NSW, our core values serve as the foundation upon which we build our mission, strategies and daily operations.

These values define who we are, guide our decision-making and inspire us to continue our journey toward excellence.

In this report, we invite you to explore how our Homelessness NSW values have shaped our achievements, strengthened our relationships, and driven us to make a positive impact on our stakeholders and the communities we serve.

OUR IMPACT



Integrity

We do what we say
we will do



Making a difference

We bring passion and
purpose to our work
in service to others



Pathfinder

We create solutions
by embracing change
and innovation



Amplify

We champion voices
and ideas for change



Courage

Challenging the status
quo, speaking up,
taking decisive action,
showing vulnerability,
and sitting with
discomfort



Together

United, we cultivate
a culture of support
and connection

Guiding Principles

Our principles guide the way we work. They are the framework for decision making, outlining how we achieve our values and helping us prioritise our efforts and resources.

Ending homelessness is possible

We believe that homelessness is solvable. We share data, research, evidence and experience to learn and adapt together to scale what works.

People first

We seek out and amplify voices of people with lived experience of homelessness. We create conditions for lived experts to build power and influence in the system

Stronger together

We proactively form partnerships and collaborate for impact with our members, non-profits, government agencies, the private sector and community.

Innovation & learning

We intentionally learn from other disciplines, people and sectors to find solutions and ways of doing things better. We use measurement as feedback and adapt our approaches in real time.

Acknowledge and respect Traditional Owners, natural resources, & culture

We champion First Nations-led solutions and prioritise the voices, knowledge, and experiences of First Nations people to end homelessness. We deeply respect Aboriginal land and culture.

Design with diverse needs in mind

Our work is informed by and designed with the needs of diverse cultures and communities front of mind.



Our Team

We are a collective of advocates, experienced professionals, and compassionate individuals, united by a common purpose: to make a difference in the lives of those experiencing or at risk of homelessness.



Amy Hains
A/CEO



Joshua Greenwood
Partnerships & Governance



Dr Kate Davies
Policy & Research Manager



Michael Morrison
Industry Development Lead



Dr Sonya Pearce
Aunty in Residence



Fiona Cameron
EA to CEO



George Economidis
Project Support Together Home



Naomi Lewis
Senior Project Officer Together Home



Caroline Caceres
Learning & Development Manager



Jessie Robinson
Aboriginal Project Officer



Sarah Luff
Senior Project Officer Service Standards



Tess McGregor
Senior Project Officer L&D



Dean Hart
Industry Capacity Manager



Rennie Holland
Membership Engagement & Events



Sime Knezevic
Project Officer

Photos by Katherine Griffiths

Message from our Outgoing Chair: **David Fisher**



Dear Colleagues,

As I reflect on my time as the Chair of Homelessness NSW, it fills my heart with a mixture of emotions. It is with a sense of gratitude, pride, and humility that I share this message in the Annual Report for 2023, marking the end of my tenure as the outgoing Chair.

Throughout the years, Homelessness NSW has remained committed to its mission of addressing the pressing issue of homelessness in our community. We have strived to push the policy agenda to support those at risk of or experiencing homelessness. The tireless efforts of our dedicated team and the unwavering support from our partners and stakeholders have been instrumental in achieving our goals and while there is still lots to do, I am proud of what has been achieved.

During my time as Chair we faced numerous challenges, but we embraced them as opportunities for growth and innovation. We have set out a clear Vision to End Homelessness in NSW. This has been supported by a Strategic Plan. I would like to thank the sector and our stakeholders for their engagement and support of this plan.

We have also strengthened our governance practices, risk management protocols and organisational profile. Recognising the importance of these aspects in ensuring the longevity and effectiveness of our organisation, we have made substantial improvements.

By adopting best governance practices, we have enhanced transparency, accountability, and decision-making processes within Homelessness NSW. Our Board of Directors has diligently worked to ensure the organisation's strategic direction aligns with our revised mission, and that resources are allocated to maximise the impact of our initiatives.

Moreover, we have significantly bolstered our risk management procedures to address potential challenges and uncertainties proactively. Through comprehensive risk assessments and the implementation of robust risk mitigation strategies, we are better equipped to safeguard the interests of our stakeholders and protect the well-being of the individuals we serve.

Message from our Outgoing Chair: **David Fisher** continued

This focus on governance and risk management has not only strengthened our internal operations but also enhanced our credibility and trustworthiness in the eyes of funders, and the broader community. It has allowed us to operate more efficiently and effectively, making sure every dollar invested in Homelessness NSW contributes directly to supporting those in need.

I am proud of the strides we have made in raising awareness about homelessness, advocating for policy changes, and increasing public understanding of the issues faced by our fellow citizens. We have witnessed the power of community engagement, with more and more individuals, businesses, and organisations joining us to create a movement to end homelessness.

As I step down from the role of Chair, I am confident Homelessness NSW is in the capable hands of my successor, Di Glover Deputy Chair. I have no doubt under Di's leadership, the organisation will continue to thrive and make a profound difference in the lives of those experiencing homelessness.

To all our stakeholders, I extend my heartfelt gratitude for your unwavering support and belief in our cause. Your contributions, whether big or small, have helped us come closer to achieving our vision of a future where everyone has a safe home and the support to keep it.

As I bid farewell to this role, I assure you my commitment to the cause remains steadfast. I will continue to support Homelessness NSW any way I can, and I encourage you all to do the same. Together, we can bring about positive change and create a more inclusive and compassionate society for everyone.

Thank you once again for this incredible journey, and I look forward to witnessing the continued success of Homelessness NSW.

With warmest regards,



DAVID FISHER
Outgoing Chair, Homelessness NSW

Treasurer's Report:

Jenny Hargeaves



Dear Colleagues,

It is with great pleasure that I present the Homelessness NSW Treasurer's Report for the 2022-2023 financial year. I am delighted to report that Homelessness NSW continues to maintain a sound financial position, which has enabled us to make significant strides in our mission to end homelessness.

Throughout this financial year, Homelessness NSW has demonstrated exceptional fiscal responsibility, which is reflected in our positive financial outcomes. I am pleased to announce that we concluded the year with a robust net surplus of \$50,910, surpassing our internal targets and reinforcing the strength of our financial management.

Our ability to achieve a healthy surplus is a testament to the diligent efforts of our dedicated team, the unwavering support of our partners and donors, and the strategic decision-making by the Board. By prioritising financial prudence and prudent resource allocation, we have maintained stability, ensuring that our resources are efficiently directed towards our core objectives.

During the past year, Homelessness NSW has also witnessed significant growth in our fundraising and income generation efforts. I am thrilled to share that our income reached a new record high, with an impressive \$5.622 million in funds raised. This remarkable achievement is a testament to the confidence placed in our organisation by the community and our stakeholders.

It is important to acknowledge that, like any organisation, we faced various financial and operational challenges during the year. However, with careful planning and adaptable strategies, we were able to overcome these obstacles and maintain our commitment to serving those experiencing homelessness and ensure our resources were dedicated to advancing our mission of building the capability of people and capacity of systems to end homelessness.

Message from our Treasurer: **Jenny Hargreaves** continued

Looking ahead, we remain dedicated to optimising the impact of our initiatives. We are committed to expanding our programs and further strengthening our collaborations with partners to address the complex and multifaceted issues surrounding homelessness.

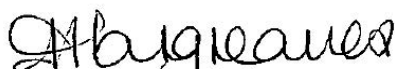
I would like to extend my deepest gratitude to all the dedicated individuals who have contributed to Homelessness NSW's success. Our Board members have shown incredible dedication and stewardship, guiding our organisation towards sustainable growth. I also extend my heartfelt appreciation to our outgoing CEO, Trina Jones and the entire team at Homelessness NSW. Your passion and hard work are the driving force behind our achievements.

Lastly, none of this would be possible without the continuous support of our valued funders, members, partners, and stakeholders. Your generosity and belief in our mission have played an instrumental role in propelling Homelessness NSW's success.

As we continue to forge ahead, I am confident that Homelessness NSW will remain a strong leader driving change to support those at risk of or experiencing homelessness. Together, we will work tirelessly to create a more inclusive and compassionate society, where everyone has access to a safe and secure place to call home.

Thank you for your unwavering commitment to our cause.

Sincerely,



JENNY HARGREAVES

Treasurer

Message from the Outgoing CEO: **Trina Jones**



Dear Friends, Partners, Members and Supporters,

Serving as the CEO of Homelessness NSW in 22/23 has been an extraordinary privilege, allowing me to work alongside dedicated individuals and organisations committed to ending homelessness in NSW. Together, we have achieved significant milestones, advocated for crucial policy changes, and made a positive impact on the lives of many vulnerable individuals. I am incredibly proud of our shared achievements and grateful to each of you for your support and partnership during my tenure.

Some of the highlights for me have been:

- Working in partnership with lived experts through our communications, events, decision making, and recruitment.
- Driving a new strategic direction informed by over 600 contributors, resulting in the development of a whole-of-system change vision and strategy for aligned action to end homelessness.
- Building a supportive and values-driven team culture and witnessing the growth of Homelessness NSW from 7 to 18 team members, with extensive skills, experience, and passion to increase our impact, reach, and capability. This includes the appointment of our inaugural Aunty in Residence to increase our organisational cultural connections and capability and support the development of the first Homelessness NSW Reconciliation Action Plan.
- Increasing the membership by 50% increasing our reach and impact.
- Leading the successful Ending Homelessness Together Campaign with partners across NSW, resulting in 5-year contracts, increased commitment to investment in social housing, and raising awareness of the drivers and solutions to homelessness in the media.
- Developing the Homelessness and Housing Dashboard, a landmark data tool using evidence to drive change.

Message from the Outgoing CEO: **Trina Jones** continued

- Strengthening our existing and new partnerships, through industry learning and development, Core and Cluster, the Good Growth Alliance, and our partnerships with housing and homelessness peaks and sector leaders across government and business.

Our efforts to connect with communities and services in regional areas have been invaluable in understanding the unique challenges faced by different regions. These engagements have allowed us to tailor our advocacy and initiatives to better meet the specific needs of diverse communities across NSW.

I am delighted to share that Homelessness NSW's organisational profile has soared, reaching millions of people through impactful media campaigns and engagement. In 22/23 Homelessness NSW had 1,980 mentions to an audience of over 11.8 million people. This increased visibility has been instrumental in driving change, raising awareness, and rallying support from all corners of society.

As I bid farewell to this exceptional organisation, I am confident Homelessness NSW is well-positioned to continue its remarkable journey. The dedication, passion, and talent of the team, coupled with the steadfast support of our partners, will undoubtedly lead to even greater achievements in the future. We have revised our vision, mission, values, and developed our 5-year strategic plan, and I have no doubt that, under the next leader, the organisation will continue to thrive and create meaningful impact.

I want to express my deepest gratitude to the team, the Board, and each of you for your support throughout my time as CEO. Your dedication and tireless efforts to end homelessness have been an inspiration to me and the entire organisation. Please know that even though my role at Homelessness NSW is ending, I remain committed to working towards a future where homelessness is rare, brief, and non-recurring.

It has been an honour to serve as the CEO of Homelessness NSW, and I am grateful for the friendships and partnerships formed along the way. I am excited to witness Homelessness NSW's continued growth and impact in the years to come.

Warm Regards,



TRINA JONES

Message from the Acting CEO: **Amy Hains**



Dear Members, friends and allies,

It is my pleasure to be writing as the Acting Chief Executive Officer, and for much of 2022/23, the Deputy CEO and Systems Change Lead at Homelessness NSW.

2022/23 was a big year for us, as we worked alongside peers to seize the moment for change amid the housing and homelessness crisis in NSW.

A key highlight was partnering with The Australian Centre for Social Innovation to develop the first iteration of our systems change work: Rare, brief and non-recurring – A system-wide approach to ending homelessness. We worked with over 600 people, including lived experts, sector leaders, government and allies from across the community to develop the work, which we launched during Homelessness Week in August 2023.

A key part of this work has been the development of the Housing and Homelessness Dashboard, which brings together data from 15 sources to enable a comprehensive view of homelessness and housing at local and state levels. This dashboard has been a unique and powerful contribution to the systems change landscape, because it helps to progress understanding not only of the prevalence of homelessness in NSW communities, but its causes, effects and solutions. The dashboard has been widely used by homelessness services, media, government and other peers.

Over the 2022/23 year we also focussed on building the sophistication and utility of our events – either face-to-face or virtual – for our members. Our NSW pre-election regional forums, SHS events and monthly member briefings have been important opportunities to meet with members, listen and build collaboration to drive solutions. Feedback from our events has been very strong and we will continue to focus on creating valuable opportunities for members to come together in 2023/24.

Message from the Acting CEO: **Amy Hains** continued

I also want to highlight the amazing work our Industry Development team has done to support our members and their communities through stewardship of the Core and Cluster, ASES and Learning and Development programs. Our partnership with our peer Peaks is a central part of any work to support the sector, and I look forward to continuing to strengthen these partnerships into the new year.

As we look ahead, we are excited to build upon the work of 2022/23 in partnership with our members. I know all of the team at HNSW feel privileged to work with such a skilled and committed sector, and we look forward to continuing that collaboration and forging new ground in the new year to make homelessness rare, brief and non-recurring.

Regards,



AMY HAINS
HOMELESSNESS NSW

Corporate Governance

Homelessness NSW Board Members

The following members sat on the Board in the 2022-2023 financial year.

Committees

Chair	David Fisher	
Deputy Chair	Di Glover	Audit & Risk Committee (Chair from March 2023)
Treasurer	Jenny Hargreaves (from October 2022)	Remuneration Committee Audit & Risk Committee
Treasurer	Stephanie Oatley (July-October 2022) (End of appointment term ceased October 2022)	
Secretary	Tina Reynolds	
Board Members	Beverley Aufai	Audit & Risk Committee (from March 2023)
	Lisa Rothque (Leave of Absence from March 2023)	
	Michele Laurie	
	Nemat Kharboutli	
	Rob Seaton	Chair Remuneration Committee
	Helen Waters Silvia (Co-opted 30 May 2023)	

Corporate Governance

Policy Council

The Policy Council is a key governance committee made up of a combination of Board members, Homelessness NSW members and lived experts from across regional and metro areas. The Council provides advice on key policy areas and assists the organisation to shape its policy positions. The Policy Council met three times in the 2022-2023 financial year. Key topics for discussion and advice were the State election campaign Ending Homelessness Together, the pathway to SHS recommissioning, the Systems Change work, the organisation's short term rental accommodation position, the Housing and Homelessness Dashboard and HNSW's Pre-Budget Submission 2023/24. The Council have also contributed significantly to the 2024 Homelessness NSW conference content.

The Members of the Policy Council for 2022/23 were:

Howard Bell	Associate Member
Kristie Clifton	Salvos
Chris Hartley	University of NSW
Meena Johnson	Wesley Mission
Fiona Murray	Neami National
Suzanne Naden	Bungree Aboriginal Association
Anna Paris	YWCA
Simone Parsons	Women's Community Shelter
Joanne Robinson	Link Wentworth Housing
Talie Star	Lived Expertise Consultant
Rowena Welsh	Lived Expertise Consultant
Cheryl Wasley	Lived Expertise Consultant
Beverley Aufai	Mission Australia (Homelessness NSW Director)
Tina Reynolds	Orana (Homelessness NSW Director)
Lisa Rothque (ceased activity on 30/05/ 23)	St Vincent de Pauls (Homelessness NSW Director)
Nemat Kharboutli (from October 2022)	Muslim Women Australia (Homelessness NSW Director)
Trina Jones	Homelessness NSW – CEO
Amy Hains (from 1 February 2023)	Homelessness NSW – Acting CEO

2022/2023 Highlights



**Over 1000 people
contributing to our work**



**32 events with over 1,600
people attending**



**1,980 media mentions
reaching 11.8 million people**



15 submissions



**Advocacy wins including 5-year
SHS contracts, delay of
recommissioning for 2 years,
removal of rental seeker diaries
and better coordination across
government with the creation of
Homes NSW**



Our Strategy

Homelessness NSW is taking a whole of system change approach to ending homelessness.

Our strategic priorities have been established following extensive consultation and are heavily influenced by our members' experiences, as well as the changes to the policy and funding landscape. They are aspirational and require innovation in our own work and that of our members and partners.

You can read more about our 2023-2028 Strategic Plan on our website.

Homelessness NSW Strategy 2023-2028



Our vision

We have a vision for a future where everyone has a safe home and the support to keep it.

Our mission

We exist to build the capabilities of people and the capacity of systems to end homelessness.

Priority 1:

Create a movement to end homelessness

- Increase public understanding of the drivers and solutions to homelessness
- Increase and retain membership
- Support leaders within and across communities to mobilise what works to improve the outcomes of those at risk of experiencing homelessness
- Ensure the integrity and success of Homelessness NSW
- Foster a culture of collaboration, inclusion and participation

Priority 2:

Advocate and facilitate whole of system change to end homelessness

- Facilitate the co-creation of a systems change approach to ending homelessness in NSW
- Use and share data to drive evidence based responses
- Provide advice, input and insight into policy and practice solutions to make homelessness rare, brief and non-recurring

Priority 3:

Build skills, knowledge and networks to improve responses for better outcomes for people at risk of, or experiencing homelessness

- Support homelessness services to provide quality supports and services to people experiencing homelessness
- Facilitate First Nations-led service improvement and cultural competency
- Support mainstream and allied services to prevent and respond to homelessness
- Advocate for commissioning that emphasises collaboration and impact
- Create opportunities to share what works, build networks and share resources

Create a movement to end homelessness

Ending Homelessness Together 2022 Election Campaign Launch

In late 2022, Homelessness NSW launched our election campaign “Ending Homelessness Together” which aimed to raise awareness and advocate for policy solutions to end homelessness in NSW.

We developed our policy position paper “Ending Homelessness” in consultation with our members, lived experts and housing and homelessness academics in Australia. This formed the foundation of our campaign and set out the levers for State Government to contribute to ending homelessness in NSW.

We launched the campaign in October 2022 at the Mint in Sydney, with a strong turn-out of politicians, media, key members and allied services across the homelessness system.

This was followed by regional events in Western Sydney (in collaboration with CHIA NSW), the South Coast (in partnership with ISASSHI, ROCC for Women and Waminda), and Central Coast (with Coast Shelter), highlighting impacts regionally and reaching local communities and decision-makers.

Our goal is to always amplify voices of people with lived experience and focus on solutions to ending homelessness. We partnered with major media outlets to highlight stories on people sleeping rough, young people experiencing homelessness, impacts of domestic and family violence, key workers who are homeless and lack of available social housing. We met with representatives across every level of Government in multiple areas to raise awareness of homelessness and key solutions to ensure everyone has a safe place to call home.



Photos by Katherine Griffiths

Create a movement to end homelessness *continued*

Ending Homelessness Together 2022 Town Hall Event

The campaign culminated in a large-scale event at the Sydney Town Hall delivered in partnership with CHIA NSW and supported by over 200 organisations who registered for over 500 tickets in February 2023. We presented our policy platform and hosted talks from political leaders and people with lived experience of homelessness.

The campaign had a significant impact on the public discourse and the political agenda. We achieved 764 media mentions reaching over 4.4 million people across print, radio, TV and online platforms. We also engaged with thousands of people through our social media channels and our website.

Across our sector more broadly, at a state and national level we have secured broad-based agreement on a shared goal of 10% social housing by 2050, representing the evidence of what's needed.

We witnessed a change in the political landscape of NSW. Labor emerged as the winner of the NSW election, with strong representation from the Greens and some key independents – all of whom pledged to implement many of our proposals in their election commitments. These include:

- 5-year contracts for specialist homelessness service providers, ensuring stability and continuity of funding;
- Requirement for social housing on government land, increasing the supply of affordable housing;
- The creation of Homes NSW, a new agency to oversee coordinated housing policy and delivery; and
- Improvements to renting conditions, such as abolishing no grounds evictions.



Photos by Enzo Amato

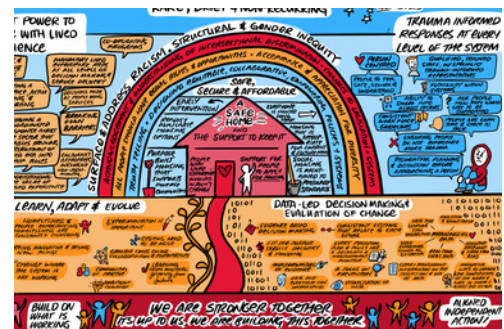
Advocate & facilitate whole of system change to end homelessness

Rare, brief and non-recurring: A system wide approach to ending homelessness together

At Homelessness NSW we believe that homelessness is solvable. The solutions to homelessness are well documented and evidenced across Australia and the world and yet we continue to have a system that contributes to and entrenches people in homelessness. In 2022 we set out to take a different approach to achieving our vision. This was rooted in the understanding that homelessness is a cause and a consequence of a broken and unfair system that perpetuates disadvantage and disempowers people in poverty and personal crisis.

Our approach was to take a whole-of-system view to pursue a future where homelessness is rare, brief, and non-recurring. We brought together service providers, policy makers and changemakers. We spoke to over 650 people, fostering diversity of thinking using systems theory to reimagine how we could share resources and act together in an aligned way to end homelessness.

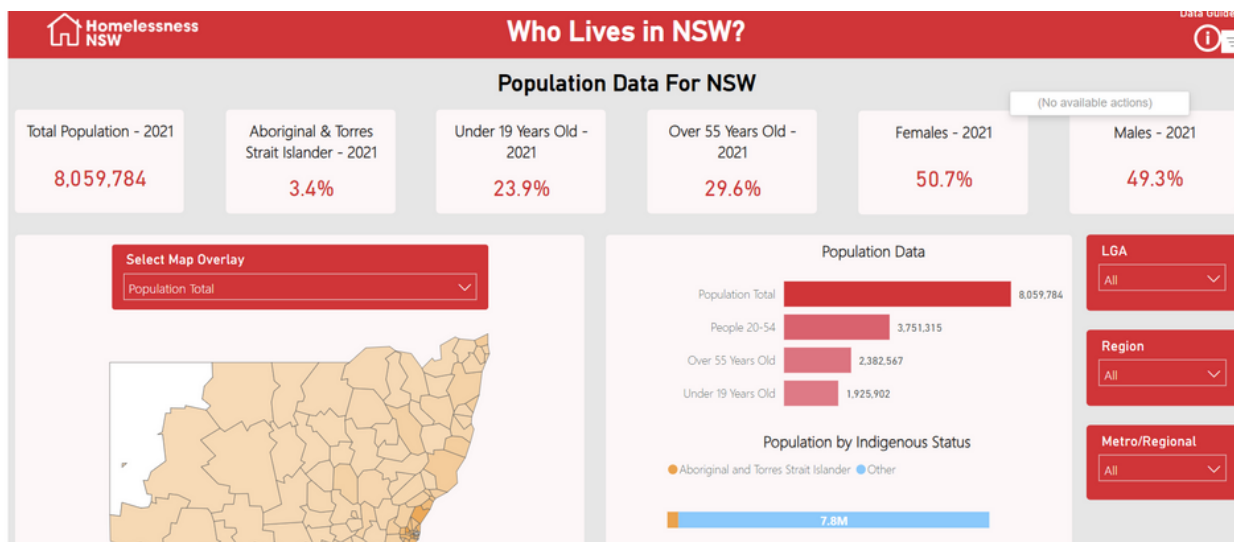
The culmination of the first stage of this work was our report, titled “Rare, brief and non-recurring – A system-wide approach to ending homelessness together”, which set out a shared vision and key areas to work smarter together for greater impact. We launched this report at an event to mark the beginning of Homelessness Week 2023. At that event we were joined by 80 members at the Sydney Mint and 60 online via livestream.



Photos by Katherine Griffiths

Advocate & facilitate whole of system change to end homelessness *continued*

Housing and Homelessness Dashboard



One of the key contributions Homelessness NSW has made in 2022/23 has been the development of the Homelessness NSW Housing and Homelessness Dashboard.

The dashboard provides members, media and the public with access to over 50 housing and homelessness metrics across 15 data sources, all tied together around local government areas. The dashboard helps to progress understanding not only of the prevalence of homelessness in NSW communities, but its causes, effects and solutions.

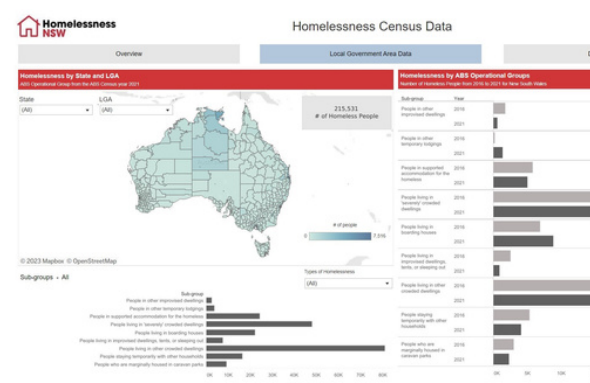
The dashboard continues to be very well utilised and has gained attention and support from State and Commonwealth Governments. It has also enabled easy access for services and media to local statistics to inform advocacy across the state.

Census Data Dashboard

We also launched the Census Data Dashboard, hosted on the Homelessness NSW website, giving easy access to homelessness data from the census.

The dashboard incorporates the latest census data and lets users interrogate information at a State-wide and LGA level, as well as demographic data at a State level from 2006 – 2021. We will continue to refine the dashboard and look to add additional datasets over time but hope that this provides a useful resource for the sector.

Homelessness Census Data



Advocate & facilitate whole of system change to end homelessness *continued*

Submissions

Homelessness NSW contributed 15 policy submissions on a range of subjects, which are all available on our website. Many of these submissions were prepared with sector partners.

- Submission to the NSW Independent Floods Inquiry (September 5, 2022)
- Submission to the Legislative Assembly Committee on Community Services (September 5, 2022)
- Submission to the NSW Treasury Following the Dollar Reforms September 2022 (September 7, 2022)
- Submission to Transport for NSW Central State Significant Precinct Rezoning Proposal (October 4, 2022)
- Report – Aftershock Report 3: Housing Security (October 12, 2022)
- Keeping Pets in Rental Homes (December 12, 2022)
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (January 9, 2023)
- Submission to Commonwealth Treasury regarding the Commonwealth Government's Housing Legislative Package (January 10, 2023)
- Response to Proposed Amendments to the State Environmental Planning Policy (Housing 2021) (Housing SEPP) (January 12, 2023)
- Homelessness NSW – 2023-24 Australian Government Pre-Budget Submission (January 27, 2023)
- Homelessness NSW feedback on the NSW Government Protocol on Homeless People in Public Place Implementation Guidelines) (February 22, 2023)
- Submission to the Independent Planning Commission re Bryon Shire Short Term Rental Accommodation Planning Proposal (March 17, 2023)
- Submission to the Housing and Mental Health Agreement 2022 (February 22, 2023)
- Feedback on the design of the Safe Places Emergency Accommodation Program Inclusion Round (SPEAPIR) (March 17, 2023)
- HNSW Submission regarding the Residential Tenancies Act (March 31, 2023)



Advocate & facilitate whole of system change to end homelessness *continued*

Together Home -High Needs Packages

In 2022-23, Homelessness NSW continued to administer the High Needs Package (HNP) funding for the Together Home program on behalf of the NSW Department of Communities and Justice (DCJ). Homelessness NSW facilitated monthly meetings of the High Needs Panel, comprising of independent experts from a range of relevant agencies, as well as people with lived expertise.

By June 2023 over \$4.7 million had been allocated to fund a wide range of supports for 240 people with high and complex needs within the Together Home program. In 2022-23, 37.5% of people supported by one-off High Needs funding grants identified as Aboriginal and/or Torres Strait Islander people. Overall, 55.7% of all one-off High Needs funding grants approved in this period were granted to people in priority groups. Over 18% of service items funded through HNP were intended to facilitate a transition to long-term mainstream support services, such as the National Disability Insurance Scheme.

Homelessness NSW facilitates monthly meetings of the Together Home Community of Practice for practitioners, including a range of guest speakers and presentations from NSW DCJ, Community Housing Industry Association (CHIA) and the Australian Housing and Urban Research Institute (AHURI). The Community of Practice has contributed to State-level discussions about ongoing Housing First policy, using lessons learned from Together Home implementation. During 2022/23, AHURI's program evaluation Early Findings report (September 2022) has provided preliminary

evidence for the program's success in providing long-term housing, life skills and cultural and mental health supports for those accessing the program since its inception in 2020. The final evaluation report, including linked data analysis, five case studies and cost benefit analysis, is due in 2024. It is anticipated that the findings and evidence generated from this final evaluation report will be critical in advocating for continuation of Together Home program delivery and the implementation of future Housing First programs.

Internally, Homelessness NSW has partnered with an external consultant to create an online database to streamline processes and improve data and reporting on High Needs funding. De-identified information from this database can also be used to guide future advocacy and policy development, with a focus on evidencing positive outcomes and service linkages. An example is the use of High Needs funding to access specialist assessments to obtain ongoing long-term support through the National Disability Insurance Scheme.

Concurrently, the High Needs panel has also expanded to include a wider range of individuals with lived experience of homelessness to leverage this voice when High Needs funding decisions are considered at the monthly panel. This decision also reflects the broader objectives of Homelessness NSW, ensuring individuals with lived experience of homelessness work in partnership with Homelessness NSW at all stages of program planning, development and decision-making.

Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness

Industry Development

Homelessness NSW continues to provide industry development support for our members and key stakeholders to deliver better outcomes for people at risk or experiencing homelessness.

This year, the Industry Development Team continued to support mainstream and allied services to prevent and respond to homelessness, facilitate Aboriginal-led service improvement and cultural competency support, advocate for commissioning that emphasises collaboration and impact, and create opportunities to learn and share what works and build networks.

Our key programs of work for this year have been focused on Australian Services Excellence Standards (ASES), Core and Cluster program support, delivering tailored Learning and Development opportunities and a range of First Nations projects.



Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness *continued*

Client Satisfaction Survey

Between May and June of 2023, Homelessness NSW in partnership with Community Housing Industry Association NSW (CHIA NSW) conducted the 2023 sector-wide Client Satisfaction Survey. The aims of this survey were multi-fold, including:

- To offer SHS individualised reports on their users' experiences, towards informing continuous service improvement. Each participating SHS is supplied a separate report if they collected at least 10 responses on the survey.
- To allow for information sharing across the sector for benchmarking and transparency.
- To obtain data which can be used to demonstrate the impact and performance of the sector. It is anticipated that the survey will be conducted sector wide on an annual basis to track changes over time and to measure and guide sector development.

In total 34 services and 547 clients took part in the study. Some of the key findings were as follows:

Overall Service Satisfaction: 89% of clients indicated that they were satisfied overall with the services they received.

Satisfaction with Accommodation:

- 76% were satisfied with their current accommodation overall.

Customer Service:

- 98% agreed that staff treated them with respect.

Child Support:

- 52% reported that the service met all their children's needs, and 34% reported that their service met most of their children's needs.

Service Impact:

82% reported that their emotional state has improved since getting assistance from the service.

Wellbeing Index:

The average overall PWI score among SHS clients was 61.1 this year, slightly below the 63.3 recorded in 2022.

You can view the complete aggregate report on our website.



Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness *continued*

SHS Network Meetings

Homelessness NSW hosted two SHS Network Meetings this year. These events are designed to provide relevant information and build the skills, knowledge and connections to increase service capability and capacity to improve outcomes for people at risk of and experiencing homelessness.

9 November 2022

Homelessness NSW hosted SHS Network meeting in Sydney with over 220 services registered to attend, representing SHS, government agencies and allied services across community, justice, and health.

The most important outcome from these meetings is the opportunity to connect with peers. Of those who completed a survey, (approximately 70% of attendees completed the feedback survey):

- 98% made a new connection;
- 92% increasing their skills and knowledge; and
- 100 % of respondents will apply what they have learned to their workplace.

29 May 2023

We were so pleased to welcome over 360 attendees in person and via livestream to the SHS Network Meeting in May 2023. From our event feedback survey:

- 96% agreed that the event met its objectives;
- 100% agreed that the event is related to their role;
- 96% will apply the knowledge and learnings to everyday work; and
- 98% agreed that the event was interesting and engaging.



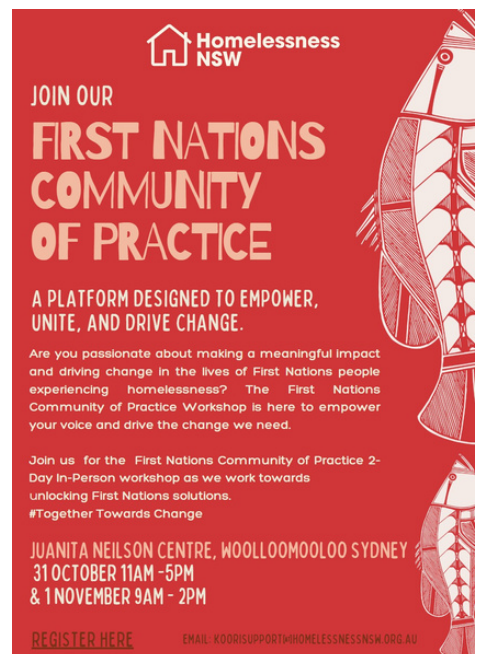
Photos by Katherine Griffiths

Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness **continued**

First Nations

There were a number of First Nations projects undertaken at Homelessness NSW this year. Project highlights included:

- **Aboriginal Communities of Practice.** Throughout the year, we successfully conducted two Aboriginal Communities of Practice sessions. Recognising the importance of this initiative, we are keen to continue this project to promote continuous knowledge, exchange and collaboration. We value feedback and, based on this, have made significant strides in promoting self-determination and cultural safety. As a result, we are currently in the process of completely redesigning our Aboriginal Community of Practice through a co-design process with participants and Nama Jalu.
- **Online Yarning Circle:** As part of our commitment to accessibility and inclusivity, we hosted our first-ever online Yarning Circle. This digital gathering of First Nation frontline workers provided a safe space for meaningful discussions, fostering community connections and promoting cultural exchange. We intend to continue this initiative by hosting monthly Yarning Circles, broadening its reach and impact.
- **Support for ACCO's to achieve ASES:** We offered extensive support to Aboriginal Community-Controlled Organisations in achieving the ASES accreditation. We also facilitated a thorough consultation process regarding ASES that will direct future support offered to these organisations.
- **Increased Core & Cluster Grants:** We are proud to share that 59% of the granted Core and Cluster funds were allocated to Aboriginal Community Controlled Organisations, surpassing our initial goal of 44%. This milestone reflects the success of our commitment to supporting Aboriginal Community-Controlled Organisations.



Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness *continued*

Learning & Development

In 2022-23, Homelessness NSW's Learning and Development (L&D) mission revolved around our strategic priority: 'enhancing skills, knowledge, and networks to improve outcomes for people facing homelessness.' Our primary goal as sector support leaders is to promote excellence within the SHS sector by attracting, nurturing, and cultivating talent through top-notch programs. Our strategic focus encompassed workforce capability, program quality, training accessibility, and continuous improvement, laying a strong foundation for success. To elevate workforce proficiency, we introduced a robust annual needs analysis framework that included:

- Enhanced data collection through standardised feedback surveys, raising our response rate from 20% to 56%;
- A rolling training needs survey for real-time insights into immediate training requirements;
- An annual needs focus group to glean valuable insights from stakeholders; and
- Creation of a Training Insights dashboard that harnessed multiple data sources to inform our L&D strategy, leading to process enhancements, planning improvements, more accurate forecasting, and better measurement of training outcomes.

We successfully delivered 354 courses, including two Diplomas in Leadership and Management programs, a Diploma in Community Services, and a Certificate IV in Social Housing, with active participation from 2,208 sector workers, highlighting their commitment to personal and professional growth. Our strategy involved collaboration with industry experts to provide tailored, high-quality programs addressing specific SHS sector needs. Key partnerships were formed with DV West, Domestic Violence NSW, and Work Ventures, enabling us to offer programs such as 'Safe and Together,' 'Domestic and Family Violence' training.

We prioritised improving the user experience and course content quality. The development of a comprehensive data dashboard played a pivotal role in enhancing course quality and streamlining various processes, allowing for rigorous monitoring of course quality through team attendance tracking and a vendor performance feedback process. This resulted in an impressive 96% participant satisfaction rating.

Beyond developing individual capabilities, we also adopted an organisational development perspective to attract and retain talent within the sector. Notable projects included fostering a healthy work environment through the Sector Wellbeing Survey Pilot and SHS Network Meeting on Wellbeing Themes. We also cultivated a transformative and skilled leadership culture by offering two Leadership and Management Diploma Programs, providing 'Building Culture Workshops,' one-on-one Leadership Coaching, and hosting the 'Leading for the Future Conference' featuring Leadership Thought Leaders: Dom Price and Juliet Bourke.

Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness *continued*

Australian Service Excellence Standards (ASES)

Homelessness NSW provided a range of ASES support, including administering grants, resource sharing, training and providing one-on-one support sessions. In 2022-23 this involved:

- 19 small organisations (less than \$5 million) received financial support through the ASES Support Grant to assist them with costs associated with gaining accreditation;
- 21 ASES aligned resources were developed and provided to services;
- Over 20 services benefitted from the ASES aligned Policy and Procedure Manual resource;
- 57 requests for access to the ASES Evidence Guides and Workbooks were fulfilled providing organisations with the guidance to self-assess and gather evidence demonstrating their capabilities;
- Over 100 subscriptions to the BNG Standards and Performance Pathways portal were supported;
- The 'ASES to Greatness Podcast' was accessed 182 times;
- 15 assessors received Trauma Informed Practice training. The training was developed in response to sector feedback and designed to support ASES assessors develop knowledge of SHSs while providing a Trauma Informed approach when interacting with the service sector; and
- One-on-one support sessions were provided on 44 occasions, assisting smaller organisations to plan and progress toward accreditation. These sessions have laid the groundwork for a Service Standards Community of Practice.



Build skills, knowledge & networks to improve responses for better outcomes for people at risk or experiencing homelessness *continued*

Core and Cluster

In October 2021, the NSW Government announced plans to deliver and operate 75 new refuges for women and children leaving violence over four years, the single largest investment in the domestic and family violence sector to date. The new refuges are to be designed and operated in alignment with the Core and Cluster model. The procurement process for funding involves three tranches, with Tranches 1 and 2 having occurred in 2022 and Tranche 3, in 2023.



The NSW Department of Communities and Justice (DCJ) provided funding to key peak bodies – the Aboriginal Community Housing Industry Association NSW (ACHIA NSW), Homelessness NSW (HNSW), and Domestic Violence NSW (DVNSW) (herein referred to as ‘the Peaks’) – to collaboratively deliver a program of grants, capacity and capability building, and sector engagement to support the success of the Core and Cluster procurement.

Between July 2022 and August 2023, the Program supported specialist Domestic and Family Violence (DFV) services, Specialist Homelessness Services (SHS), Community Housing Providers (CHP) and Aboriginal Community Controlled Organisations (ACCOs).



The Program provide the following state-wide sector engagement, capability and capacity building activities:

- Town Hall Forums;
- Tranche 3 information webinars;
- Core and Cluster information webpages;
- Tailored newsletters, resources and fact sheets;
- A grants program of \$500,000;
- One-on-one service meetings; and
- Communities of practice.

Our Members

- 2Connect Youth & Community Incorporated
- Aboriginal Corporation for Homeless and Rehabilitation Community Services
- Aboriginal Women and Children's Crisis Service (formerly Marrickville Women's Refuge)
- Adele House
- Age Matters - Illawarra Retirement Trust (IRT)
- Alice's Support Services Incorporated
- Anglicare - Eurobodalla Homelessness Support Service
- Anglicare - Homeless Youth Assistance Program (HYAP)
- Anglicare - Yass Homelessness Support Service
- Anglicare NSW South, NSW West and ACT
- Anglicare NSW South, NSW West and ACT
- B Miles Women's Foundation Inc.
- Barnardos Australia
- Barnardos Temporary Accommodation Program
- Birribee Housing
- Bonnie Support Services Ltd
- Bridge Housing Limited
- Bungree Aboriginal Association Limited
- The Burdekin Association Inc
- Byamee Proclaimed Place Inc
- Camden Women's Shelter Inc. (Blue Wren House)
- Carrie's Place Domestic Violence and Homelessness Services Inc
- CatholicCare Diocese of Broken Bay
- CatholicCare Social Services Hunter-Manning
- CatholicCare Wilcannia-Forbes Limited
- Challenge Community Services
- Coast Shelter
- Community Housing Industry Association NSW
- Community Resources Limited
- Community Restorative Centre Limited
- Compass Housing Services Co Ltd
- Detour House Inc
- Domestic Violence NSW Service Management Ltd
- DV West Ltd
- Enlarge Living
- Evolve Housing
- Flourish Australia
- Footpath Library Org
- Foyer Foundation Limited
- Fresh Hope Engage
- The Gender Centre Inc
- Great Lakes Community Resources (Great Lakes & Manning Youth Homelessness Service)
- HammondCare Darlinghurst
- The Haymarket Foundation Ltd
- The Healing House Network
- Houses to Homes - Catholic Care
- Housing Choices of Australia
- Housing Plus
- Hume Community Housing Association Co Ltd
- Hunter New England Local District Health
- Hunter Tenant's Advice & Advocacy Service
- Innari Housing Inc
- Jenny's Place Inc
- Jesus Cares Ministry Inc
- Jewish House
- Joblink Plus
- Keeping Women Out of Prison
- Kingsway Community Care Inc
- Lillian Howell Project Inc
- Link Wentworth Housing Limited
- Linking Communities Network Ltd
- Lithgow Community Projects Inc
- Lou's Place
- Manly Warringah Women's Resource Centre Ltd
- Mary's House Services Limited
- Men 2 Home/ Hope Hostel - Uniting
- Mid Coast Communities Incorporated
- Milk Crate Theatre
- Mission Australia - Bogan Warren SHS / DVRE
- Mission Australia - Brewarrina Homelessness and Housing Support Service
- Mission Australia - Broken Hill Young People's Homelessness and Housing Support Service
- Mission Australia - Canterbury Bankstown Youth Service
- Mission Australia - Cooma & Bega Homelessness Support Services
- Mission Australia - Early Intervention and Tenancy Support Service
- Mission Australia - Eastern Murrumbidgee Youth
- Mission Australia - HOPARRS
- Mission Australia - HYAP Far West
- Mission Australia - HYAP Upper Western
- Mission Australia - Inner City Homelessness Services - Women's Services
- Mission Australia - Lightning Ridge Homelessness and Housing Support Service
- Mission Australia - Nepean Blue Mountains
- Mission Australia - Northern Sydney District Homelessness Early Interv & Prevention Services
- Mission Australia - Northern Sydney East and West Youth Homelessness Solutions
- Mission Australia - Northern Sydney Lower North Shore and Northern
- Mission Australia - SHS
- Mission Australia - Support Services Common Ground
- Mission Australia - Sydney Homelessness Early Intervention Services
- Mission Australia - The Crossing
- Mission Australia - Walgett Homelessness and Housing Support Service
- Mission Australia - Warrumbungle Homelessness and Housing Support Services
- Mission Australia Centre (MAC)
- Mission Australia - Western Sydney
- Molonglo Support Services Ltd
- Momentum Collective
- Monaro Community Access Service Inc.
- Murra Mia Aboriginal Corporation
- Muslim Women Australia
- Narrabri & District Community Aid Service Inc
- Neami National - Way2Home
- New Horizons Enterprises Limited
- Newtown Neighbourhood Centre Inc
- Ngunya Jarjum Aboriginal Corporation
- The Northern Centre
- Northern Rivers Community Gateway Inc
- NOVA for Women and Children Incorporated
- NSW Council of Social Service (NCOSS)
- Orana Support Service Inc
- Pathfinders Ltd
- Platform Youth Services Ltd
- Positive Life NSW Inc
- Project Youth
- Public Interest Advocacy Centre
- Rainbow Lodge Program
- Safe Waters Community Care
- Salt Care
- Salvation Army
- Salvation Army Australia Territory
- Salvation Army - Inner City Homeless Men's Service
- Salvos - Murrumbidgee Accommodation & Housing Service
- Salvos - Oasis Youth Service
- Salvos- Broken Hill Adults & Families Homelessness & Housing Support Service
- Samaritan Women and Children Services (Samaritan House) - Salvation Army
- Samaritans
- San Miguel Family Life Centre
- Settlement Services International Ltd
- Shelter NSW Inc
- Shoalhaven Women's Resource Group Ltd
- Sisters Housing Enterprises Inc
- Social Futures Ltd
- Soul Cafe
- South East Women and Children's Services Inc
- Southern Youth and Family Services Limited
- St Benedict's Community Centre
- St John of God Health Social Outreach
- St Vincent de Paul - Wagga Wagga
- Support The Girls Australia Ltd
- Taldumande Youth Services Inc
- Tamworth Family Support Service Ltd
- Tenants' Union of NSW Cooperative Ltd
- The Station Ltd
- Thrive Services
- Tumut Regional Family Services Inc
- The Twenty-Ten Association Inc
- Uniting (NSW/ACT)
- Vinnies - Armidale Men's Service
- Vinnies - Dolores
- Vinnies - Fred's Place
- Vinnies - Liverpool Men's Centre
- Vinnies - Macarthur Case Management Services
- Vinnies - Marian Centre
- Vinnies - Matthew Talbot Centre- Wickham
- Vinnies - Matthew Talbot Hostel- Woolloomooloo
- Vinnies - Pete's Place
- Vinnies - St Vincent de Paul Illawarra
- Vinnies - St Vincent de Paul Society NSW
- Vinnies - St Vincent de Paul Society NSW
- Vinnies - SVDP NSW
- Vinnies - Vincentian House
- Vinnies - Western Sydney and North Coast Region
- Wayside Chapel
- Wesley Eastern Suburbs & South Sydney Accommodation Support
- Wesley Edward Eagar Centre
- Wesley Families Accommodation Support - Central Coast
- Wesley Families Accommodation Support - Fairfield Liverpool
- Wesley Families Accommodation Support - Parramatta Holroyd Hills
- Wesley Inner City Accommodation Support
- Wesley St George & Sutherland Shire Accommodation Support
- Wesley Youth Accommodation Service
- Wesley Youth Accommodation Support - Coffs, Bellingen, Nambucca
- Wollongong Emergency Family Housing Inc
- Women's and Girls Emergency Centre
- Women's Community Shelters Limited
- Women's Housing Company Ltd
- Women's Shelter Armidale Inc
- Yes Unlimited
- Young Crisis Accommodation Centre Inc
- Youth Off the Streets Ltd
- YP Space MNC Inc
- YWCA NSW
- Howard Bell
- Elizabeth Robertson
- Vanessa McDonald
- Zoe Humphries
- Rebecca Stone

Photos by Katherine Griffiths

Get in touch with us



Email Address

admin@homelessnessnsw.org.au



Website

www.homelessnessnsw.org.au



Linkedin

[Linkedin.com/homelessnessnsw/](https://www.linkedin.com/company/homelessnessnsw/)



Auditor's Report



HOMELESSNESS NSW

(ABN 37 596 554 677)

FINANCIAL REPORT

30 JUNE 2023

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HOMELESSNESS NSW

Responsible Persons' Report

The Responsible Persons present their report together with the annual financial report of Homelessness NSW for the year ended 30 June 2023 and the auditor's report thereon.

Responsible Persons

The Responsible Persons of the company in office during the financial year and until the date of this report are:

Name	Occupation	Appointed	Resigned
David Fisher	Chairperson (appointed 21/10/2021)	19/10/2017	
Di Glover	Responsible Person/Deputy Chairperson (appointed 18/11/2021)	21/10/2021	
Stephanie Oatley	Responsible Person/Treasurer (appointed 21/10/2021)	16/12/2016	27/10/2022
Jenny Hargreaves	Responsible Person/Treasurer (appointed 27/10/2022)	21/10/2021	
Tina Reynolds	Responsible Person/Secretary (appointed 27/10/2022)	22/10/2020	
Rob Seaton	Responsible Person	22/10/2020	
Michele Laurie	Responsible Person	18/03/2021	
Beverley Aufai	Responsible Person	14/03/2022	
Lisa Rothque	Responsible Person	21/10/2021	30/05/2023
Nemat Kharboutli	Responsible Person	27/10/2022	
Helen Waters Silvia	Responsible Person (co-opted)	29/06/2023	

Responsible Persons' meetings and executive committee meetings

During the financial year, the Board Members met on eleven (11) occasions, the attendance at the board meetings was as follows:

Name	Meetings Eligible to Attend	Meetings Attended
David Fisher	11	8
Di Glover	11	11
Stephanie Oatley	3	3
Jenny Hargreaves	11	9
Tina Reynolds	11	10
Rob Seaton	11	10
Michele Laurie	11	8
Beverley Aufai	11	9
Lisa Rothque	10	6
Nemat Kharboutli	8	7
Helen Waters Silvia	1	1

HOMELESSNESS NSW

Responsible Persons' Report (continued)

Principal Activities of the Company

The object of the Company is to provide support, resources and assistance to homeless people and people vulnerable to homelessness in NSW, including by:

1. acting as the peak industry and advocacy body for homelessness services in NSW;
2. working to end homelessness through leadership in policy development, advocacy and capacity building;
3. promoting and fostering the participation of people with experience of homelessness in the development and improvement of homelessness service delivery, the development and implementation of policies and programs to address homelessness, and research, debate and education about homelessness;
4. promoting and contributing to the development and implementation of policies and programs to address homelessness including prevention, early intervention and response;
5. promoting and fostering the development and improvement of homelessness service delivery;
6. promoting and contributing to research, debate and education about homelessness;
7. promoting and fostering co-operation, collaboration and communication within and between homelessness and other human services; and
8. doing all other things which are necessary or expedient to further the objects of the Company.

Significant Changes in the State of Affairs

There have been no significant changes in the business affairs of the Company since the end of the financial year that significantly affected or may significantly affect the company's operations, the results of those operations or the company's state of affairs in future financial years.

Results

	2023	2022
	\$	\$
Operating Profit for the year	<u>\$50,910</u>	<u>\$84,018</u>

Dividends

The company is limited by guarantee. No dividend was paid or declared during the year ended 30 June 2023 as the Company's Constitution does not allow for the payment of dividends. The liability of members, in accordance with the Constitution, in the event the company is wound up, is limited.

Events subsequent to balance date

At the date of this report there is no matter or circumstance which has arisen since 30 June 2023 that has significantly affected or may significantly affect:

- (a) the company's operations;
- (b) the results of those operations; or
- (c) the company's state of affairs,

in financial years subsequent to 30 June 2023.

HOMELESSNESS NSW

Responsible Persons' Report (continued)

Likely Developments and Expected Results of Operations

Disclosure of information regarding likely developments in the operations of the company in future financial years and the expected results of those operations is likely to result in unreasonable prejudice to the company. Accordingly, this information has not been disclosed in this report.

Responsible Persons' Benefits

No responsible person of the company has received or become entitled to receive a benefit because of a contract made by the company or a related body corporate with the responsible person or with a firm of which they are a member, or with a company in which they have a substantial financial interest.


Environmental Issues

The Company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory

Auditor's Independence

The auditor's declaration of independence as required under s60-40 of the *Australian Charities and Not-for-Profits Commission Act 2012* appears on page 4 of this financial report and forms part of the Responsible Person's Report for the year ended 30 June 2023.

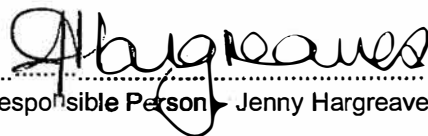
This report is signed in accordance with a resolution of the responsible persons.



Responsible Person – David Fisher

Woolloomooloo

27 September 2023



Responsible Person Jenny Hargreaves



ACCOUNTANTS AND BUSINESS ADVISORS
CHARTERED ACCOUNTANTS

GNV Accounts & Business Advisors Pty Ltd

ABN: 57 159 078 869

PO Box 344

OATLEY NSW 2223

Tel: (02) 9585 9406

Mobile: 0402 919 792

Email: george@gnvaccountants.com.au

Independent Declaration by the Auditor

As the auditor of Homelessness NSW, I declare that, to the best of my knowledge and belief, during the year that ended 30 June 2023 there have been:

- (i) no contraventions of the auditor independence requirement as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

GEORGE VOURANTONIS

GNV Accountants & Business Advisors
Chartered Accountants

GEORGE VOURANTONIS

G Vourantonis, CA
Director

Oatley, NSW, 27 September 2023.



ACCOUNTANTS AND BUSINESS ADVISORS
CHARTERED ACCOUNTANTS

GNV Accounts & Business Advisors Pty Ltd

ABN: 57 159 078 869

PO Box 344

OATLEY NSW 2223

Tel: (02) 9585 9406

Mobile: 0402 919 792

Email: george@gnvaccountants.com.au

Independent Audit Report to the Members

Scope

I have audited the financial report of Homelessness NSW (the "Company") set out on pages 7 to 13 for the financial year ended 30 June 2023.

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

Basis for Opinion

I have conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of this report. I am independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter - Basis of Accounting

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Information Other than the Financial Report and Auditor's Report Thereon

The responsible persons are responsible for the other information. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of Responsible Persons for the Financial Report

The responsible persons of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible persons' responsibility also includes such internal control as the responsible persons determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible persons are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intends to liquidate the Company or to cease operations or has no realistic alternative but to do so.

The responsible persons are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of my responsibilities for audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of my auditor's report.

Audit Opinion

In my opinion, the financial report of Homelessness NSW for the year ended 30 June 2023 presents fairly the Company's financial position and the result for the year ended on that date.



GNV Accountants & Business Advisors
Chartered Accountants



G Vourantonis, CA
Director

Oatley, NSW, 27 September 2023.

HOMELESSNESS NSW

Responsible Persons' Declaration

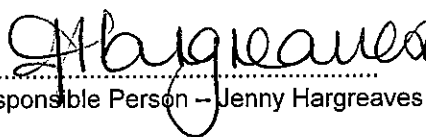
In accordance with a resolution of the responsible persons of Homelessness NSW in the opinion of the responsible persons:

- (a) the financial report of the company is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:-
 - (i) giving a true and fair view of the company's financial position as at 30 June 2023 and of its performance for the year ended on that date, and
 - (ii) complies with Accounting Standards and the *Australian Charities and Not-for-profits Commission Regulation 2013*, and
- (b) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

On behalf of the Board.



.....
Responsible Person – David Fisher



.....
Responsible Person – Jenny Hargreaves

Woolloomooloo

27 September 2023.

HOMELESSNESS NSW**Statement of Comprehensive Income for the year ended 30 June 2023**

	Notes	2023 \$	2022 \$
Income			
Revenue from grants		5,377,733	4,155,251
Membership fees		33,104	27,190
Interest income		63,581	5,433
Donations		122,324	314
Other		251,287	7,827
Management fees		-	20,000
Total income		<u>5,622,031</u>	<u>4,216,015</u>
Less:			
Expenses			
Auditor's remuneration		6,436	9,064
Salaries and on- costs		1,903,186	1,295,267
Occupancy & IT		135,117	94,272
Grant Expenses		2,789,459	2,127,188
Professional services		446,892	436,185
Depreciation & Amortisation	4	22,749	20,098
Subscriptions and Memberships		153,454	126,543
Events, Travel & Other Costs		<u>113,828</u>	<u>23,441</u>
		<u>5,571,121</u>	<u>4,131,997</u>
Operating Surplus for the year		50,910	84,018
Other comprehensive income		-	-
Total comprehensive income for the year		<u>\$50,910</u>	<u>\$84,018</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

HOMELESSNESS NSW**Statement of Financial Position as at 30 June 2023**

	Notes	2023 \$	2022 \$
CURRENT ASSETS			
Cash and cash equivalents	2	6,297,747	7,834,498
Accounts Receivable		13,585	-
Other	3	<u>44,766</u>	<u>13,499</u>
Total Current Assets		<u>6,356,098</u>	<u>7,847,997</u>
NON-CURRENT ASSETS			
Plant and equipment	4	<u>24,967</u>	<u>29,086</u>
Total Non- Current Assets		<u>24,967</u>	<u>29,086</u>
TOTAL ASSETS		<u>6,381,065</u>	<u>7,877,083</u>
CURRENT LIABILITIES			
Trade and other payables	5	302,799	29,526
Employee provisions	6	74,234	76,103
Income received in advance - grants		<u>5,045,997</u>	<u>6,852,810</u>
Total Current Liabilities		<u>5,423,030</u>	<u>6,958,439</u>
NON-CURRENT LIABILITIES			
Employee provision	6	<u>354</u>	<u>11,873</u>
Total Non-Current Liabilities		<u>354</u>	<u>11,873</u>
TOTAL LIABILITIES		<u>5,423,384</u>	<u>6,970,312</u>
NET ASSETS		<u>\$957,681</u>	<u>\$906,771</u>
ACCUMULATED FUNDS			
Accumulated surplus		906,771	822,753
Current year surplus		<u>50,910</u>	<u>84,018</u>
TOTAL FUNDS		<u>\$957,681</u>	<u>\$906,771</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

HOMELESSNESS NSW**Statement of Changes in Equity for the year ended 30 June 2023**

	Retained Earnings \$	Total Equity \$
At 30 June 2021	822,753	822,753
Profit for the year	<u>84,018</u>	<u>84,018</u>
At 30 June 2022	906,771	906,771
Profit for the year	<u>50,910</u>	<u>50,910</u>
At 30 June 2023	<u>\$957,681</u>	<u>\$957,681</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

HOMELESSNESS NSW**Statement of Cashflows for the year ended 30 June 2023**

	Notes	2023 \$	2021 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		4,058,600	4,544,252
Payments to suppliers and employees		(5,640,302)	(4,556,657)
Interest received		<u>63,581</u>	<u>5,433</u>
Net cash generated in operating activities	2 (a)	<u>(1,518,121)</u>	<u>(6,972)</u>
Cash flows from investing activities:			
Purchase of fixed assets		<u>(18,630)</u>	<u>(11,478)</u>
Net (decrease) in cash and cash equivalents held		(1,536,751)	(18,450)
Cash and cash equivalents – 1 July 2022		<u>7,834,498</u>	<u>7,852,948</u>
Cash and cash equivalents – 30 June 2023	2	<u>\$6,297,747</u>	<u>\$7,834,498</u>

This Statement should be read in conjunction with the accompanying notes and Auditor's Report.

HOMELESSNESS NSW

Notes to the Financial Report - 30 June 2023

1. General information

This financial report is a general-purpose financial (simplified disclosures) report that has been prepared in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012.

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 in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

Accounting Standards issued but not yet effective and have not been adopted early by the company

None of the new standards and amendments to standards that are mandatory for the first time for the financial year beginning 1 July 2022 affected any of the amounts recognised in the current period or any prior period and are not likely to affect future periods.

The financial statements were authorised for issue by the Board on 27 September 2023.

Summary of significant accounting policies

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The following is a summary of the material accounting policies adopted by the Company in preparation of the financial report:

Financial reporting framework

The general-purpose financial statements of the entity have been prepared in accordance with the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *NSW Charitable Fundraising Act 1991*.

Statement of compliance

The general-purpose financial statements of the entity have been prepared in accordance with Australian Accounting Standards – Simplified Disclosure and other authoritative pronouncements of the Australian Accounting Standards Board.

HOMELESSNESS NSW

Notes to the Financial Report - 30 June 2023 (continued)

Basis of preparation

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of this report are as follows:

Revenue from contracts with customers

Revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the entity expects to receive in exchange for those goods or services.

Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Other revenue

For any revenue streams that are not defined as contracts with customers, then the revenue is recognised when the entity gains control, economic benefits are probable and the amount of the revenue can be measured reliably.

All revenue is stated net of the amount of goods and services tax (GST).

Operating expenses

Operating expenses are recognised in profit or loss upon utilisation of the service or at the date of their origin.

Short-term leases and leases of low-value assets

The entity's short-term leases are those that have a lease term of 12 months or less from the commencement. It also applies the lease of low-value assets recognition exemption to leases of low-value. Lease payments on short-term leases and leases of low-value assets are recognised as expense on a straight-line basis over the lease term. There are no lease terms in excess of 12 months requiring asset recognition.

Income tax

No provision for income tax has been raised as the entity is exempt from income tax as a registered charity under the *Australian Charities and Not-for-profits Commission Act 2012*.

Cash and cash equivalents

Cash on hand equivalents includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less.

Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected losses. Trade receivables are generally due for settlement within 30 days.

Plant & Equipment

Property, plant and equipment

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and any impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount recognised either in profit or loss.

HOMELESSNESS NSW

Notes to the Financial Report - 30 June 2023 (continued)

Depreciation

The depreciable amount of all fixed assets is depreciated over the asset's useful life to the entity commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Assets	Depreciation Rate
Furniture & Fittings	10%
Office Equipment	33.3%
Leasehold Improvements	20%

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

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of profit or loss and other comprehensive income.

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.

Impairment of assets

At the end of each reporting period the entity determines whether there is evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless for indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or CGU.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

Financial assets

Contract assets and receivables

A contract asset is recognised when the entity's right to consideration in exchange goods or services that has transferred to the customer when that right is conditioned on the entity's future performance or some other condition.

A receivable is recognised if an amount of consideration that is unconditional is due from the customer (i.e. only the passage of time is required before payment of the consideration is due).

Contract assets and receivables are subject to impairment assessment.

Initial recognition and measurement

Financial assets are classified, at initial recognition, and subsequently measured at amortised cost, fair value through other comprehensive income (OCI), or fair value through profit or loss.

Financial assets at amortised cost

Financial assets at amortised cost are subsequently measured using the effective interest (EIR) method and are subject to impairment. Gains and losses are recognised in profit or loss when the asset is derecognised, modified or impaired.

HOMELESSNESS NSW

Notes to the Financial Report - 30 June 2023 (continued)

Financial liabilities

Initial recognition and measurement

Financial liabilities are classified, at initial recognition, at amortised cost unless or at fair value through profit or loss.

All financial liabilities are recognised initially at fair value and, in the case of financial liabilities at amortised cost, net of directly attributable transaction costs.

Financial liabilities at amortised cost

After initial recognition, financial liabilities at amortised cost are subsequently measured at amortised cost using the EIR method. Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through the EIR amortisation process.

Trade and other payables

These amounts represent liabilities for goods and services provided to the entity prior to the end of the financial year and which are unpaid. Due to the short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

Provision for employee benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

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

Liabilities relating to contracts with customers

Contract liabilities

A contract liability is recognised if a payment is received or a payment is due (whichever is earlier) from a customer before the entity transfers the related goods or services/grant conditions are fulfilled. Contract liabilities include deferred income. Contract liabilities are recognised as revenue when the entity performs under the contract (i.e. transfers control of the related goods or services to the customer/fulfils conditions of the grant).

HOMELESSNESS NSW

Notes to the Financial Report - 30 June 2023 (continued)

The services are usually provided/conditions usually fulfilled within twelve (12) months of receipt of the payment/grant. Where the amount received is in respect of services to be provided over a period that exceeds twelve (12) months after the reporting date/the conditions will only be satisfied more than twelve (12) months after the reporting date, the liability is discounted and presented as non-current.

Comparative figures

Where required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year. With the exception of minor reclassifications between certain financial statement line items, comparatives are consistent with prior years, unless otherwise stated.

Significant management judgement in applying accounting policies

When preparing the financial statements, management undertakes a number of judgements, estimates and assumptions about the recognition and measurement of assets, liabilities, income and expenses.

Receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An allowance for expected credit losses is included, where applicable, for any receivable where the entire balance is not considered collectible. The allowance for expected credit losses is based on the best information at the reporting date.

Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.

Long service leave

The liability for long service leave is recognised and measured at the present value of the estimated cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Impairment

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating units, based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

HOMELESSNESS NSW**Notes to the Financial Report 30 June 2023 (continued)**

	2023 \$	2022 \$
2. CASH AND CASH EQUIVALENTS		
Cash at call and on hand	2,121,325	7,212,623
Cash on Deposit	<u>4,176,422</u>	<u>621,875</u>
	<u>6,297,747</u>	<u>7,834,498</u>
(a) Reconciliation of net cash from operating activities to surplus:-		
Surplus	50,910	84,018
Depreciation & Amortisation	22,749	20,098
Increase/(Decrease) in provision for employee entitlements	<u>(13,389)</u>	<u>(27,104)</u>
	60,270	77,012
Changes in Assets and Liabilities: -		
Decrease/(Increase) in receivables	(13,585)	-
Decrease/(Increase) in other current assets	(31,267)	(8,406)
Increase/(Decrease) in trade and other creditors	273,273	(509,448)
Increase/(Decrease) in income received in advance	<u>(1,806,812)</u>	<u>433,870</u>
	<u>(1,518,121)</u>	<u>(6,972)</u>
Net Cash generated in operating activities (page 11)	<u>(1,518,121)</u>	<u>(6,972)</u>
3. OTHER		
Prepayments & Other	37,665	12,773
Accrued interest	<u>7,101</u>	<u>726</u>
	<u>44,766</u>	<u>13,499</u>

HOMELESSNESS NSW

Notes to the Financial Report 30 June 2023 (continued)

6. EMPLOYEE PROVISIONS

	2023	2022
Current		
Annual leave	74,234	49,582
Long Service Leave	<u>-</u>	<u>26,552</u>
	<u>74,234</u>	<u>76,103</u>
Non-Current		
Long Service Leave	<u>354</u>	<u>11,873</u>

7. MEMBERS LIABILITY

The company is limited by guarantee. In the event of the company being wound up, the liabilities of each member (both during the time of membership and for one year thereafter) is limited to \$10 (Constitution clause 3).

The number of members as at year end was 186.

8. COMPANY DETAILS

ABN: 37 596 554 677

Homelessness NSW is a company limited by guarantee and domiciled in Australia.

The registered office and principal place of business of the Company is:
Level 1, 99-133 Forbes Street,
Woolloomooloo NSW 2011

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

9. RELATED PARTIES & KEY MANAGEMENT PERSONNEL

The responsible persons do not receive any remuneration for their work as officers of the company other than as disclosed in the Responsible Persons' Report. The responsible persons do not believe there are any other key management personnel.

10. COMMITMENTS

The entity has no material unrecognised commitments as at 30 June 2023.

11. CONTINGENT LIABILITIES

There are no contingent liabilities as at 30 June 2023.

12. 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 the Company, the results of those operations or the state of affairs of the Company in future financial years.